



Department
of Health &
Social Care



Duty of Candour Review

Looking at how services can be honest
and open when things go wrong

Tell us what you think





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About the duty of candour



Health and social care services always try to give people the best care and support.



Health services are things like your local doctor, nurse, hospital and dentist.



Social care is care and support people might need at home, in their local community or in a care home.



But sometimes things go wrong and mistakes can be made.



Staff in services must be open and honest with people when mistakes happen.



There are some rules called the **duty of candour**.

These rules say what services must do if they make a mistake when they give someone care.



All staff working in health and care must follow these rules.

What we want to do



We are the Department of Health and Social Care.

We write all the big rules for health and social care services.

We wrote the duty of candour rules.



We have heard that some services might not be following the rules as well as they should.



We want to check this. We are asking lots of people and organisations about what they think.

This is called a **review**.



We would like you to read about the rules first and then answer our questions.

How the duty of candour is checked



Some mistakes that happen can harm people.



These mistakes must be reported to an organisation called **Care Quality Commission**. We call it **CQC** for short.



CQC checks the standard of health and social care services in England.



This includes checking if all health and social care services **registered** with CQC are following the duty of candour rules.



Registered means the health and care services agree to be checked by CQC.

How the duty of candour works



If a mistake is reported we call the mistake an **incident**.



For an incident to count under the duty of candour rules, 3 things must have happened.



1 The incident must be something that was not supposed to happen and was unsafe for the person.



2 The incident must have happened doing jobs that the CQC already inspect.

For example giving patients medicine or having an operation.



3

Staff must believe that the incident has caused or could cause **moderate** or **severe** harm to the person.



Moderate harm means something happened that could need treatment.



For example staff might give someone the wrong medicine which makes them unwell.



After having treatment the patient will get better.



Severe harm means something serious has happened. For example:

- a patient could be badly hurt



- sometimes the harm is so serious the patient dies

What services must do when a mistake has been made

When a mistake has been reported the service must:



- tell the person they have made a mistake



- explain what has happened and what the service will do about it



- say sorry



- write down what has happened



- offer support to the person and their family



- give the person a copy of everything they have talked about

About our questions for you

Now we have some questions to ask you about the duty of candour.



Your answers will help us to check if:

- the rules are working properly



- if we need to make any changes



You can answer our questions by filling in our survey below.



When you have finished, send your answers back to us at:

**Duty of candour review
Patient Safety Team
Quarry House
2nd floor
North East Leeds
LS2 7UE**



You need to send your answers back to us by **11.59pm** on **28th June 2024**.



If you need any help filling in the form, you can email us at:

dutyofcandourreview@dhsc.gov.uk

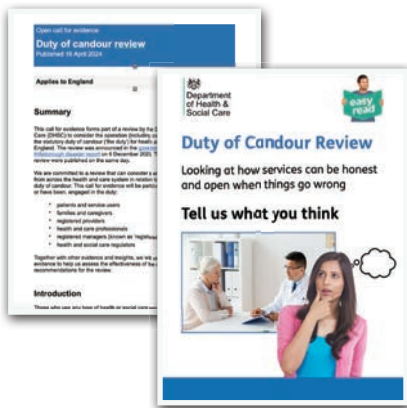


You can also answer our questions using the easy read online survey on our website:

gov.uk/government/calls-for-evidence/duty-of-candour-review-easy-read

About this easy read survey

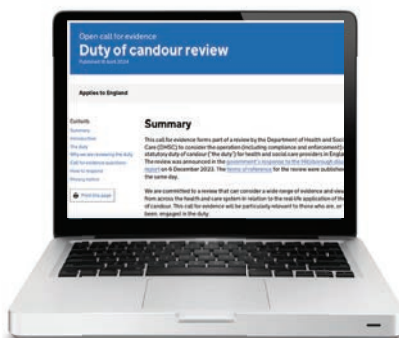
This is an easy read version of a bigger booklet called **Open call for evidence: Duty of candour review**.



In this easy read there are fewer questions and we have changed some of the questions. This will make them easier to think about and answer.



If you want to see all of the questions please look at the bigger booklet. It is not in easy read.



You can find it on our website:

www.gov.uk/government/calls-for-evidence/duty-of-candour-review/duty-of-candour-review

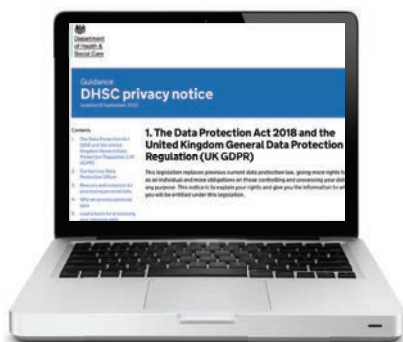
How we look after your information and what you tell us



When you answer our questions, you should not include any **personal information** in your answers.



Personal information is things like your name, address or phone number.



There is more information about how we look after your answers in our Privacy Notice.

The notice is on our website:

www.gov.uk/government/publications/dhsc-privacy-notice



It is not in easy read.

Our questions for you

Question 1: Please tell us why you are filling in this form.



I am someone who has been affected by the duty of candour

I work in health and social care



I am a family member or carer of someone who has been affected by the duty of candour

I am a person who is interested in the duty of candour



Other. Please tell us:

Question 2: If you are filling in this form for an organisation, please tell us:



Your job role:



The name of your organisation:

Question 3: Tell us what service you are filling in this form about. It might be about:



Healthcare from the NHS

Healthcare from somewhere else

Social care

Other. Please tell us:



Questions about the duty of candour



Question 4: Do you think that it is clear and easy to understand why we need a duty of candour?



Yes



No



I don't
know



Please tell us more about your answer here:



Question 5: Do you think that staff in health and social care know about and understand the duty of candour?



Yes



No



I don't know



Please tell us more about your answer here:



Question 6: Do you think that staff follow the duty of candour rules if an incident happens?



Yes



No



I don't know



Please tell us more about your answer here:



When staff are open and honest with people they should do things like:



- telling the person they have made a mistake



- explaining what has happened and what the service will do about it



- saying sorry



Question 7: Do you think that staff are honest and open with people when an incident is reported?



Yes



No



I don't know



Please tell us more about your answer here:

1

2

3

For an incident to count under the duty of candour rules, 3 things must have happened.

You can read about these things on pages **5 to 7**.



Question 8: Do you think that these are the right 3 things for it to count as an incident?



Yes



No



I don't know



Please tell us more about your answer here:



Question 9: Do you think that the CQC makes sure services are following the duty of candour properly?



Yes



No



I don't know



Please tell us more about your answer here:



Question 10: What things make it hard for health and social care services to follow the rules for the duty of candour? Please tell us here:



Question 11: Is there anything else we could do to help make the duty of candour better? Tell us here:

A large, empty rectangular box with a thin black border, intended for the user to provide their answer to the question.

More questions about you

Question 12: How old are you?



- younger than 24
- 25 - 34 65 - 74
- 35 - 44 75 - 84
- 45 - 54 older than 85
- 55 - 64
- I don't want to say

Question 13: What is your sex?



- Male Female
- I don't want to say



Question 14: Is your gender now different to the one you were given when you were born?



You can tell us what gender you are if you want to:



Question 15: What is your ethnicity? **Ethnicity** is your race, background and culture.



White:

English, Welsh, Scottish, Northern Irish, British

Irish

Gypsy or Irish Traveller

Roma

Any other white background.
Please tell us:



Mixed ethnic group:

Asian and White

Black African and White

Black Caribbean and White

Other mixed race or backgrounds. Please tell us:



Asian, or Asian British:

Indian

Pakistani

Bangladeshi

Chinese

Other Asian or Asian British.
Please tell us:

Black or Black British:



African

Caribbean

Other Black or Black British.
Please tell us:

Other ethnic group:



Arab

Another race or ethnic
background. Please tell us:



I don't want to say



Question 16: Which part of the UK do you live in?

England

Wales

Scotland

Northern Ireland



I do not live in the UK



I don't want to say



Question 17: If you live in England, tell us what part of England you live in. This might be:

- North East
- Yorkshire
- London
- Other

Please tell us here:



I don't want to say

More information

There are some times when we might need to contact you about the questions. This might be:



- if you have contacted us about your answers and we need to contact you back

or



- if you need a reminder to finish answering the questions online



Tick this box if you agree that we can contact you:



If you agree we will contact you by email. Please tell us your email address here: