

A Practical Guide to Applying and Monitoring Adherence to **The Duty of Candour**

10% Card payments
discount**
15% Group booking
discount**

Monday 8 February 2016 Hallam Conference Centre London



Chair & Speakers include

Dr Umesh Prabhu

Medical Director

Wrightington, Wigan and Leigh
NHS Foundation Trust

Kate Hill

Senior Solicitor/Trainer

RadcliffeLeBasseur Solicitors &
InPractice Training

Supporting Organisations



A Practical Guide to Applying and Monitoring Adherence to The Duty of Candour

10% Card payments discount*
15% Group booking discount**

Monday 8 February 2016 Hallam Conference Centre London

"Services are also more resilient when they have a culture that prioritises openness, learning and continuous improvement, supported by governance processes so that organisations and staff learn together"
Care Quality Commission, October 2015

The statutory duty of candour was introduced for NHS bodies in England (trusts, foundation trusts and special health authorities) from 27 November 2014, and to all other care providers registered with CQC from 1 April 2015. This conference focuses on applying and monitoring adherence to the statutory and professional duty of candour in practice, and ensuring the duty is not seen as an add-on but as an integral aspect of a culture of candour across the organisation. The conference will include an extended legal update and practical sessions focusing on training and supporting staff in disclosing unanticipated events in patient care, breaking bad news and improving communication skills in being open, developing and adopting an effective processes for ensuring candour and supporting staff, developing the new role of the "Freedom to speak up Guardian" and understanding how adherence to the duty of candour can be monitored at an organisational level and by the Care Quality Commission.

"The introduction of a statutory duty of candour is an important step towards ensuring the open, honest and transparent culture that was lacking at Mid Staffordshire NHS Foundation Trust. The failures at Winterbourne View Hospital revealed that there were no levers in the system to hold the "controlling mind" of organisations to account. It is essential that CQC uses this new power to encourage a culture of openness and to hold providers and directors to account." David Behan, Chief Executive, Care Quality Commission, June 2015

"Providers must promote a culture that encourages candour, openness and honesty at all levels. This should be an integral part of a culture of safety that supports organisational and personal learning. There should also be a commitment to being open and transparent at board level, or its equivalent such as a governing body." Care Quality Commission 2015

"Every healthcare professional must be open and honest with patients when something goes wrong with their treatment or care which causes, or has the potential to cause, harm or distress. Healthcare professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. Health and care professionals must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest and not stop someone from raising concerns." Joint statement from the Chief Executives of statutory regulators of healthcare professionals

10.00 Chairman's Welcome and Introduction: Achieving a Culture of Candour

Dr Umesh Prabhu

Medical Director

Wrightington, Wigan and Leigh NHS Foundation Trust

- applying the duty of candour at the bedside
- how do we achieve a culture of candour in our organisations and services?
- supporting all involved in the incident
- how can we support frontline staff to implement the duty at the bedside?
- accountabilities and reporting requirements

10.45 Developing the role of the new Independent NHS Patient Safety Investigation Service (IPSiS)

Alison Cameron

Member, Patient Safety Champion Network

& Chair, Patient Safety Champion Network

& Advisory Group Member

The Independent NHS Patient Safety Investigation Service

- ensuring there is an acknowledgement and responsibility for learning from error and seeking continuous improvement within organisations
- the role of the Independent NHS Patient Safety Investigation Service
- design, scope, governance and operating model for IPSiS
- the role of IPSiS in promoting transparency and openness

11.15 Question and answers, followed by coffee and exhibition

11.50 How do you monitor adherence to the Duty of Candour

Representative (Invited)

Care Quality Commission

- how can we collect intelligence about breaches of the duty of candour in our service?
- how can we measure and monitor the culture of candour in our organisations?
- the CQC role in monitoring adherence to the Duty of Candour
- Recommendation 20: Findings from CQC Inspections to dates

12.20 Developing the role of the NHS Trust 'Freedom to Speak Up Guardian'

Siobhan Gregory

Director of Quality and Clinical Excellence

with **Christopher Hall**

Freedom to Speak Up Guardian & Senior Radiographer

Hounslow and Richmond Community Healthcare NHS Trust

- the role of the Freedom to Speak Up Guardian
- supporting the role at board level
- ensuring all staff within the trust feel able to raise any issues or concerns, or challenge any wrongdoing
- my experience in the role

12.50 Question and answers, followed by lunch and exhibition

13.50 Training and supporting staff in disclosing unanticipated events in patient care

Elaine Spencer

Serious Incident Investigator

Brighton and Sussex University Hospitals NHS Trust

- training and supporting staff in disclosing unanticipated events in patient care
- the role of apologies
- working with patients and families when an incident occurs
- liaising with patients and families
- applying 'being open' principles
- our experience in Brighton and Sussex

14.20 EXTENDED SESSION INCLUDING ROLE PLAY:

Breaking bad news to patients and developing the communication skills of frontline staff in being open

Role Play led by Becky Simpson and David Schaal

Playout

15.00 Developing/adopting an effective process for ensuring candour and supporting staff

Jo Hunt

Legal Services/Complex Case Manager

with Duty of Candour Facilitator

Gloucestershire Hospitals NHS Foundation Trust

- improving your incident reporting process and ensuring incident reporting forms support the recording of a duty of candour notification
- what level of harm should be trigger what level of response? triggers and thresholds
- the role of the Duty of Candour Facilitator

15.30 Question and answers, followed by tea

16.00 EXTENDED SESSION: Legal Update

Kate Hill

Senior Solicitor and Trainer

RadcliffeLeBrasseur Solicitors/InPractice Training

- the Duty of Candour: legal and professional responsibilities
- notifiable incidents: what are the thresholds?
- what are the consequences with regard to a breach of the duty of candour? Patterns in organisational behaviour and one-off breaches

17.00 Question and answers, followed by close

100% Card payments discount*

15% Group booking discount**

The Duty of Candour

Monday 8 February 2016, Hallam Conference Centre, London

> How to book

Book with credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491

Post this form to Healthcare Conferences UK,
8 Wilson Drive, Ottershaw KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

> Payment

☐ **By Cheque** A cheque for is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd

☐ **By Invoice** Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

☐ **By BACS**

For Payments in £: Sort Code 40-46-22 Account No. 21553690

■ Please send your BACS remittance form as confirmation of payment

■ Your BACS Reference

☐ **By credit card** Please debit my Visa/Mastercard/Switch

Cardholder's Name

Card No.

Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking for your card security code (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

Conference Documentation

☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Monday 8 February 2016

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- ☐ £300 + VAT (£360.00) for voluntary sector / charities.
- ☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

*Card Discount

10% discount when you book with credit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

**Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Accommodation

On confirmation of your booking you will receive details of accommodation.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email Carolyn@hc-uk.org.uk

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the Association of British Professional Conference Organisers.

The information provided will be held on the Healthcare Conferences UK' database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box ☐

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box ☐

Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.
©Healthcare Conferences UK Ltd 2015

