

# Duty of Candour

## Introduction to scenarios - Transcription

**Pennie Taylor, Pennie Taylor Communications:**

‘The Duty of Candour is important legislation that will come into force in Scotland in April 2018. The Duty of Candour provisions are designed to promote a culture of openness, transparency and learning in all health and social care organisations when things go badly wrong for people who use their services.

Duty of Candour provisions will apply when there’s been an unexpected or unintended event or incident that has resulted in death or harm that’s not related to the course of the condition for which the person is receiving care.

We know that when this happens people want to be told what has gone wrong, and they want an apology, and to know what’ll be done in response. They also want to know what actions will be taken to prevent this from happening to someone else in the future.

All Scotland’s health and social care providers will be required to report to the Government, to the Care Inspectorate or Healthcare Improvement Scotland on how they have handled Duty of Candour incidents, and to demonstrate what’s been learned from them.

Health and social care staff will need training to support them to respond to incidents where the Duty of Candour procedure would apply.

These role play scenarios are intended to stimulate discussion about the approaches that might be taken by staff who are having conversations with people whose experiences have invoked the Duty of Candour procedure.’