

Implementing the **Duty of Candour** and **PSIRF** with Empathy and Compassion



Delivered either in person or
online.



Suitable for: Any staff with responsibility for implementing the **duty of candour** and **PSIRF** and those responsible for quality, safety, clinical governance, safety investigations, complaints or CQC compliance, patient experience and executive teams would benefit from attending this one day training.

NHS
FRAMEWORK
APPROVED
TRAINING



Facilitated by:

Peter Walsh Former CEO of Action against Medical Accidents (AvMA)
&

Carolyn Cleveland Founder and Owner of C & C Empathy Training LTD (CCET)



 **C&C** EMPATHY
TRAINING LTD
Care & Compassion Empathy Training

Supporting

avma
action against medical accidents

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Introduction

This thought provoking session will provide participants with an in-depth knowledge of what needs to be done to not only comply with the duty of candour, integrating the new Patient Safety Incident Response Framework (PSIRF), but go beyond compliance to compassionately engage with patients, families and staff.

It will clarify 'grey areas' and provide guidance on dealing with difficult situations which may arise. It will provide participants with an understanding of good practice in implementing the duty and new framework, and doing so in a meaningful way with empathy and compassion. Thus providing the opportunity to more comprehensively understand some of the difficult emotions often experienced in patient safety incidents. Delegates will be able to develop their emotional awareness alongside the vital aspects of complying with the duty of candour and PSIRF to provide authentic and meaningful training to those attending. Therefore supporting handling what are difficult conversations in an optimum way.

'Engagement leads must have the competencies to actively listen, show openness, demonstrate empathy and create rapport with those affected.'

Engaging and involving patients, families and staff following a patient safety incident - PSIRF Supporting guidance



The principle of being open and honest, compassionately engaging and involving patients, their families and staff, when harm occurs in health or social care is a fundamental part of being a health or social care professional (for whom an individual duty of candour exists) and organisations providing health or social care. Such honesty, empathy, compassion and involvement, is what most people want more than anything else when things go wrong and being open, honest and compassionate, can help prevent complaints and claims and prevent further avoidable psychological harm or second harm.

The statutory Duty of Candour is one of the fundamental standards regulated by the Care Quality Commission (CQC). It was brought in following recommendations made by the Mid-Staffordshire Public Inquiry. The CQC is giving higher priority to monitoring compliance with the duty (regulation 20 in the CQC regulations) and has taken regulatory action against many organisations who have not fully complied with, and named and shamed others. However, implementing the duty well is more than just complying.



This course will not only help your organisation demonstrate to the CQC that it is compliant, but even more importantly will give the individual staff in the organisation the knowledge, understanding, emotional awareness and confidence to implement it well and with empathy.

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Who you would be working with



Peter Walsh delivers this training on behalf of Action Against Medical Accidents ('AvMA' – the charity for patient safety and justice). He was ceo of AvMA until December 2022. He led AvMA's campaign for the duty of candour and is widely regarded as an expert on the subject, having advised both the CQC and Department of Health and Social Care on it. Peter regularly talks, trains and writes on the subjects of patient safety, the involvement and communication with patients and families and 'just culture'. He is a Patients for Patient Safety Champion appointed by the World Health Organisation.



Carolyn Cleveland is the Founder of C&C Empathy training. Carolyn has a background in psychology and counselling, and conceived C & C Empathy Training from her direct experience of compassionate communication failure in a healthcare incident and inquest process. Carolyn uses her thought provoking LEED Communications Programme® to develop long term change by humanising processes and empowering staff to recognise the emotional component in themselves and others, to support themselves, colleagues, patients and loved ones. Carolyn works with multiple healthcare organisations and public services, NHS England, NHS Resolution, NHS Education, coroners and legal teams.

Learning Objectives

- Why the duty of candour and PSIRF is so important for patients, staff and organisations
- What is needed to comply with the duty and new framework, with focus on compassionate engagement.
- Explore empathy and compassionate engagement in a real life incident, and the complexities of emotions that can influence giving and receiving communication around incidents
- Build confidence in knowing you have empathised and compassionately engaged even when the outcome is still challenging
- Gain understanding of the importance of personal well-being for staff as well as
- Clarifying 'grey areas' and common difficulties
- Implications for patient safety and complaints investigations
- How to be sure you are doing it 'right' and collecting evidence to demonstrate you are
- Link the human side of the compliance and the importance of communicating with authentic honesty, compassionate engagement and openness, and what constitutes a meaningful apology.

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Programme

ARRIVAL TIME 10.00AM

Welcome, introductions and day objectives comfortable.

10.20 AM SESSION 1: The Importance of the Duty of Candour

Peter will introduce the importance of the Duty of Candour linking into the new patient Safety Incident Response Framework (PSIRF) for staff and patients. What the legislation and the CQC and framework requires, "Grey areas" commonly found in practice.

COMFORT BREAK - 15 MINUTES (APPROXIMATELY 11.00 AM)

11.15 AM SESSION 2: Empathy and compassionately engaging and involving patients, families, loved ones and staff

Carolyn will present a thought-provoking personal narrative exploring the presence and absence of empathy and compassionate engagement and involvement, setting the scene of why empathy is so important for the duty of candour and PSIRF training and communication. Delegates will explore some of the complex emotions 'behind the facts', using both the science of empathy and personal narrative to take the emotional component into some real life application.

Through breakout room exercises the felt experience of empathic and compassionate engagement will be explored to build confidence in the power of listening to understand, to create psychological safety and meaningful communication and how our own emotions and stresses influence how we experience things

LUNCH BREAK - 1 HOUR (APPROXIMATELY 1.00 PM)

2.00 PM SESSION 3: Case studies

Using real examples, Peter and delegates will work through case studies, exploring the judgment calls required for compliance and achieving good practice.

COMFORT BREAK - 15 MINUTES (APPROXIMATELY 3.15 PM)

3.30 PM SESSION 4: The Art of apologising with empathy and compassion

Peter will explore the components of a genuine apology. How do you, your board or the CQC know you are 'doing it right'? Becoming exemplar. Carolyn will then draw the day together concluding her narrative, focusing on non-verbal communication within apologies, and the emotional component being met, as well as the importance of a 'Safeguarded' and 'Personal' resolution to prevent second harm and the importance of personal well-being

4.30PM CLOSE AND TIME FOR QUESTIONS

Feedback from previous sessions

- Very informative and thought-provoking; good opportunity to take time out of the workplace to consider how we discharge DoC and also how to make a meaningful apology
- Very thought provoking and impactful
- Very powerful & informative session
- Very informative on a professional and personal level. I shall remember the story used every time I speak with a patient or relative who have experience any problem with their care
- A positive experience, which provided valuable insight into the implementation of the statutory duty