

Duty of Candour and PSIRF

A practical guide to implementation using empathy, emotional intelligence 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.



Facilitated by:

Carolyn Cleveland Founder of C & C Empathy Training LTD (CCET) & the Empathy Navigation Pathway®.

Delivering training and consultancy across multiple sectors and levels.

Peter Walsh Former CEO of Action against Medical Accidents (AvMA) & WHO Patients for Patient Safety

Champion. Delivering training and consultancy across multiple sectors and levels.



**NATIONAL
FRAMEWORK
APPROVED
TRAINING**

Approved training under the **National Framework** through **C&C Empathy Training Ltd.**
Supported by AvMA as part of their ongoing work in the field of patient safety and the Duty of Candour

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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 i patients, loved ones and staff. Delegates will be able to develop their emotional awareness alongside the vital aspects of complying with the duty of candour and PSIRF to provided 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.'

PSIRF Supporting guidance



Recommendation 6 CQC Learning Candour and Accountability Report: ***'Investigation teams must be comprised of staff who have mental health and learning disability expertise, where relevant, as well as the skills to apply the duty of candour compassionately, and the skills to support individuals at a time of complex bereavement.'***

The principles 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.

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



Carolyn Cleveland has a background in psychology and counselling, conceiving **C & C Empathy Training** from her direct experience of compassionate communication failure in a healthcare incident and inquest process. Using her Empathy Navigation Pathway® and candid real-life insights, Carolyn empowers staff to recognise the emotional components in others and themselves. As an established trainer and public speaker, she provides a foundation for working in an emotionally intelligent way, within complaints and restorative practice, supporting individuals to move beyond simply understanding **what** needs to be done, but to fully grasp **why** it matters and recognise **where** barriers lie, supporting emotionally intelligent communication.



Peter Walsh has a long standing and comprehensive background as CEO of **Action Against Medical Accidents** ('AvMA' – the charity for patient safety and justice). Prior to stepping down as CEO in December 2022. Peter 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, 'just culture' and 'Harmed Patients Pathway'. He is a Patients for Patient Safety Champion appointed by the World Health Organisation.

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.
- Consider a real-life incident through the lens of empathy, emotional intelligence and compassion, applying the Empathy Navigation Pathway® to understand its role in fulfilling Duty of Candour obligations.
- Use emotional intelligence to understand the difficult emotions experienced by patients/those closest to them and staff following patient safety incidents and the importance of well-being.
- Clarifying and work through 'grey areas', common difficulties and what people get most wrong.
- Implications for patient safety and complaints investigations
- How Duty of Candour and PSIRF work alongside other policies and procedures including complaints; litigation; Martha's Rule and the soon to be introduced "Hillsborough Law".
- How the new "Harmed Patient Pathway" can further help you get it right
- Making a meaningful apology, and why demonstrating genuine acknowledgement of the impact and showing you care is as important as saying 'sorry'.

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Programme: Arrival time 9.50 to Start at 10.00 am

Welcome, introductions and day objectives.

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 miss or get wrong.

COMFORT BREAK - 15 MINUTES (APPROXIMATELY 11.00 AM)

11:15 AM SESSION 2: Communicating using the Empathy Navigation Pathway®

Compassionate communication is critical in the Duty of Candour, with empathy and emotional intelligence playing a central role. Carolyn will share a compelling personal narrative, providing opportunity for delegates to explore some of the emotional complexities when incidents happen.

The Empathy Navigation Pathway® - a roadmap to integrate emotional recognition with intellect and logic, will be introduced, to guide individuals to understand, feel, recognise limitations and act compassionately to fulfil duty of candour obligations. Through breakout room exercises, delegates will explore the felt experience of using emotional intelligence to build trust and healing reflecting on how personal emotions and stresses shape abilities.

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 with the duty of candour and achieving good practice

COMFORT BREAK - 15 MINUTES (APPROXIMATELY 3.15 PM)

3:30 PM SESSION 4: The art of apologising with emotional intelligence 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'? Linkages with other policy and procedures such as litigation; Martha's rule and the "Hillsborough Law". How the new "Harmed Patient Pathway" can help you get things right.

Carolyn will draw the day together focusing on non-verbal communication within apologies, and the emotional component being met. With research highlighting that 59% of patients value apologies more when they include a sincere acknowledgment of harm and an emotional connection, Carolyn will conclude her own story, bringing to life her Safeguarded Personal Resolution® to ensure that communication moves beyond just compliance and frameworks but remains emotionally intelligent and personal to the individuals and prevent second harm.

4:30 PM 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

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HOW TO BOOK

This session can be delivered virtually or on-site at your organisation with Carolyn Cleveland and Peter Walsh travelling to the venue of your choice.

To find out more, please contact us on: enquiries@cc-et.co.uk

[Healthcare Conferences UK](#) also host this session, which is ideal for non in-house sessions and can be found here [Healthcare Conferences Duty of Candour](#)

[C&C Empathy Training Ltd](#) and this training programme are approved under the National Framework. Please contact Carolyn, founder of C&C Empathy Training directly with any further questions.

carolyn@cc-et.co.uk

You can also find out more about the important work [AvMA](#) does as a charity, committed to patient safety, assisting and empowering patients, families, carers and staff, and supports the delivery of this training.