



Statutory Duty of Candour

Statutory Duty of Candour - Online
Training Course - CPDUK Accredited



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OVERVIEW

Welcome to The Mandatory Training Group's online Statutory Duty of Candour training course for healthcare and social care professionals.

The Care Quality Commission's 'Regulation 20: Duty of candour' sets out the requirements for health and social care providers across the UK. This regulation intends to ensure that providers are open and transparent with people who use services and other 'relevant persons' (people acting lawfully on their behalf) in general about care and treatment.

The professional duty of candour refers to openness and honesty when things go wrong within the health and social care services. It is a professional responsibility, to be honest with patients when things go wrong. As a doctor, nurse or midwife, allied health professional or health and social care support worker, it is imperative to be open and honest with your patients/service users, colleagues and employers.

Statutory Duty of Candour - E-Learning Course - CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 2 hours
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Statutory Duty of Candour training course was developed for individual healthcare and social care professionals, including:

- Doctors and medical practitioners,
- Dentists,
- Registered nurses,
- Allied health professionals,
- Health and social managers.

It is known that in most cases, care is provided by multidisciplinary teams. Every team member is not expected to take responsibility for reporting adverse incidents and speaking to patients/service users if things go wrong.

However, someone from the team has to take responsibility for each of these tasks and to give support as needed. It should always be made clear whose responsibility it is to do so within the organisation or wider multidisciplinary team.

Course aims

The aims of this online Statutory Duty of Candour training course are to improve healthcare practitioners' understanding of CQC Regulation 20 and how it affects their practice.

Learning outcomes

On completion of this online Statutory Duty of Candour training course, learners will be able to:

- Define the duty of candour,
- Know what the duty of candour means in practice,
- Understand the professional guidance for health and social care workers,
- Understand the need for openness and transparency,
- Know your statutory duties and professional responsibilities,
- Understand the legal obligations of service providers,
- Understand the need to learn from errors,
- Encourage a learning culture within the practice,
- Understand the organisational duty of candour.

Course content

This online Statutory Duty of Candour training course includes the following:

Unit 1 – Introduction to the statutory duty of candour

- Who is this course for?
- What is the professional duty of candour?
- Who has a duty of candour?
- What does the duty of candour mean in practice?
- Openness with all key stakeholders
- Professional guidance for health and social care workers
- Key definitions

Unit 2 – CQC Regulation 20: Duty of candour

- Key responsibilities under CQC Regulation 20
 - Openness and transparency
 - Handling incidents and providing support
 - Penalties for breaching Regulation 20
- Duty to notify regulatory authorities
 - Key aspects of the notification
- Documentation and record-keeping
- Responsibilities of the registered person
 - Promoting a culture that encourages candour
 - Local policies and procedures
 - Tackle bullying and harassment
 - Invest in systems to detect and deal with breaches
 - Encourage a culture of openness and transparency
 - Provide appropriate training
 - Treat allegations seriously
- Reporting notifiable safety incidents

Unit 3 – Duty to be honest when things go wrong

- Discuss risks before beginning treatment or providing care
- Apologising to the patient
- Speaking to patients and those close to them
- How much detail should be given?
- Saying sorry
 - Legal liability standing
 - Apologising genuinely
- Speaking to those close to the patient
- Being open and honest with patients about near misses

Unit 4 – Encouraging a learning culture by reporting errors

- Reporting adverse events
- Systems for reporting adverse events
 - National Reporting and Learning System
 - UK-wide Yellow Card Scheme
 - Medicines and Healthcare products Regulatory Agency (MHRA)
 - Healthcare Improvement Scotland National Framework
 - Northern Ireland Procedures for Reporting Adverse Events
 - Care Quality Commission (CQC)
- Supporting staff to report adverse events
- Management responsibilities
- Additional duties for staff with management responsibilities
- Auditing systems

Unit 5 – Professional guidance for health and social care workers

- GMC guidance for doctors
 - Good medical practice
 - Respecting confidentiality
 - Raising and acting on concerns about patient safety
 - Responsibilities of senior doctors
 - Responsibilities of all doctors
 - Doctors with extra responsibilities
 - Consent: patients and doctors making decisions together
 - Additional considerations for doctors
 - Treatment and care towards the end of life
- NMC guidance for nurses and midwives
 - Be open and candid
 - Duty to act
- HCPC guidance for allied health professions
- Standards of conduct, performance and ethics:
 - Promote and protect the interests of service users and carers
 - ◇ Obtain consent
 - ◇ Challenge discrimination
 - ◇ Maintain professional boundaries
- Communicate appropriately and effectively
 - ◇ Work with colleagues
 - ◇ Social media and networking websites
- Work within the limits of your knowledge and skills
 - ◇ Continuing professional development
- Delegate appropriately
- Respect confidentiality
- Manage risk
- Report concerns about safety
 - ◇ Follow up concerns
- Be open when things go wrong
 - ◇ Openness with service users and carers
 - ◇ Dealing with concerns and complaints
- Be honest and trustworthy
 - ◇ Professional conduct and competence
- Keep records of your work
- Responsibilities of those with management responsibilities

Unit 6 – The organisational duty of candour

- The statutory duty of candour for care organisations across the UK:
 - The statutory duty of candour in England
 - The statutory duty of candour in Northern Ireland
 - The statutory duty of candour in Scotland
 - The statutory duty of candour in Wales
- References and resources.

Why is this online Statutory Duty of Candour training course essential?

The Government's decision to make the duty of candour a legal requirement for organisations sent a clear message of expectation to health and social care providers. The introduction of the duty of candour was the first time it would be unlawful not to disclose an error that caused significant harm.

There have been a number of high profile cases where healthcare professionals and/or organisations have not been honest when harm has occurred as a consequence of error or omission of care. This can have devastating consequences for the patient or their relatives, and in many cases, families have had to fight NHS organisations and take their claims through the courts. This seriously compromises the confidence that the public places in our health and social care services and also has a detrimental effect on the patient/clinician relationship that should be built on trust.

The duty of candour came into effect in November 2014 when organisations that are registered with the Care Quality Commission (CQC) were legally obliged to be open and honest with patients when things went wrong. This was in response to the [Francis Report](#) that reviewed the breakdown of care at Mid Staffordshire NHS Foundation Trust. It should be recognised that several pressure groups, such as Action Against Medical Accidents (AvMA) had been campaigning for something similar for many years.

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Refund policy

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- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

ASSESSMENT AND CERTIFICATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines. Our online training courses meet the latest guidance and best practice recommendations.



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- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



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"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



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"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

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“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



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“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



Online Training and Development for the Public Sector

“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

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