

## Guidance on the Duty of Candour

### What is the Duty of Candour?

The Duty of Candour applies to all UK health professionals who are subject to statutory regulation. It means being open and honest with clients when something has gone wrong with their provision of care, which causes or has the potential to cause, harm or distress.

CNHC registrants, of course, are not subject to statutory regulation. But it is deemed to be good practice to adopt the Duty of Candour in compliance with the requirement to justify public trust and confidence by being honest and trustworthy.

### What action should you take?

To fulfil the duty of candour, it is important that

- you explain to the client what has happened
- put things right if possible
- and offer an apology.

In the best interests of the client, it is equally important to ensure the conditions of your Professional Indemnity Insurance are not jeopardised. It is essential therefore that before you speak to the client, you must notify your insurance provider, with the full details of what has happened.