



Duty of Candour Annual Report 2022 - 2023

Every health and social care professional must be open and honest with people we support when something goes wrong with their treatment or care, or has the potential to cause harm or distress. Services must tell the people we support, apologise, offer appropriate remedy or support and fully explain the effects to the people we support.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered Duty of Candour within our service.

Type of unexpected or unintended incident	Number of times this happened (2022-2023)
A person has died	1
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions.	
A person's treatment increased	
The structure of a person's body changed	
A person's life expectancy shortened	
A person's sensory, motor, or intellectual functions were impaired for 28 days or more	
A person experienced pain or psychological harm for 28 days or more	
A person needs health treatment in order to prevent them dying	
A person needing health treatment in order to prevent other injuries a listed above	
Total	1

During the period April 2022-March 2023 one accident triggered the Duty of Candour.

This accident was reported immediately and our Duty of Candour procedure was implemented and followed.

A full internal and external investigation was carried out and the company Directors provided full and transparent updates to the family throughout the process.

A full de-brief following the incident was conducted with a manager, who then completed regular check-ins with the individual.

A full apology and sincere condolences were extended to the family following this incident.

Further training was sourced from Health Professionals.

Training

All staff undertake mandatory Duty of Candour training as part of their Induction, staff are then required to refresh this training along with any updates on an annual basis. The staff member's line manager is responsible for ensuring this training is completed within the agreed timescales.

Training reports are provided to our Quality Manager and Head of Operations to monitor.



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Duty of Candour

Duty of Candour forms are available for all staff to access, along with comprehensive guidance notes on how to complete. Managers are always available to provide any support required to staff in the completion of these forms.

If required, our staff have access to our 24 hour counselling service. We work alongside the relevant professionals to ensure the individual is supported appropriately.

A full de-brief following any incident will be conducted with a manager, who will then complete regular check-ins with the individual.

If required, then time off duty will be provided to staff involved.

We recognise staff could have a delayed reaction, therefore this will be monitored in order to offer support where required.

Both Company Directors are kept informed of any updates throughout the Duty of Candour process.

Learning Points

Further training will be sourced from Health Professionals on a service specific basis.

Managers will continue to maintain focus on ensuring staff complete all training by the dates required, without exception.

We will continue to promote open communication between management and support staff in relation to any concerns/areas for improvement within the services to ensure we are providing the best possible service to the people we support.