Local Lanarkshire Care

DUTY OF CANDOUR ANNUAL REPORT TEMPLATE

Every health and social care professional must be open and honest with people we support when something that 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.

Name and Address of Service:	Local Lanarkshire Care 5 Saline Street Airdrie ML6 9BE	
Date of Report	31 October 2025	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively ? How have you done this?	All staff receive Duty of Candour training during their induction period then annually afterwards. The reporting forms have guidance notes with a step by step guide on how to complete the form.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes	Duty of Candour Procedure

How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying condition	**Number of times this has happened (April 2022-March 2023)**
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needs health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

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Did the responsible person for triggering duty of candour appropriately follow the procedure? **If not, did this result in any under or over reporting of duty of candour?**	Not applicable.
What lessons did you learn?	Not applicable
What learning and improvement have been put in place as a result?	n/a
Did this result in a change/update to your duty of candour policy/procedure?	n/a
How did you share lessons learned and who with?	n/a
Could any further improvements be made?	n/a
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	Training is provided for all staff relating to the duty of candour procedure. Support would be available from the management team if required and support to meet with the relevant individuals to offer an apology. We are open , honest and transparent.
What supports do you have available for people involved in invoking the procedure and those who might be affected	If required, staff have access to 24 hour counselling service. We would work alongside the relevant professionals to ensure the individual is supported appropriately
Please note anything else that you feel may be applicable to the report.	No.