



Duty of Candour Annual Report

Duty of Candour:

Duty of Candour is a legal requirement to ensure every healthcare professional must be open and honest with service users when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the service users, apologise, offer appropriate remedy and an assurance that staff will learn from the error.

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.

About our service:

Plushomecare provides care and support to service users to live within their own homes with support from allocated support workers. The service users we support are from various age groups all with individual needs.

All staff undertake training to help them understand Plushomecare policy and process of the Duty of Candour.

Information about our policies and procedures

Where something happens that triggers the duty of candour, our staff report this to the manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the manager sets up a meeting with staff, so everyone involved can review what happened and identify and put in place any changes required to ensure it does not happen again. The manager will make it clear and support staff that the meeting is to learn from it and it is not to blame.

This report describes how our care service has triggered the duty of candour during the time between 1 April 2020 and 31 March 2021.

Types of unexpected or unintended incident	Number of times this has happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0

Someone's sensory, motor or intellectual functions Number of times this happened is impaired for 28 days or more	0
Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries	0
TOTAL	0

Did the responsible person for triggering duty of candour appropriately follow the procedure?	N/A as there have been no incidents triggering Duty of Candour in this period. However, all healthcare professionals have a duty of candour and a professional responsibility to be honest and communicate effectively when things go wrong.
What lessons did you learn?	N/A as there are no incidents to report for this period. However, following any incident, an immediate investigation would be carried out by the manager, risk assessments and care plans updated as appropriate. Guidance and support would be shared with all staff
What improvements have been put in place as a result?	N/A
How did you share lessons learned and who with?	N/A But lessons learned would be shared with all our staff through staff meetings
Could any further improvements be made?	N/A at present

If you would like more information about this report, please contact us using these details:

Plushomecare Ltd
 4 Parklands Road
 Netherlee
 Glasgow
 G44 3RA
 0141 248 5000