Duty of Candour Annual Report

Every healthcare provider must be open and honest with patients when something that goes wrong with their treatment or care causes or has the potential to cause harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

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

Name and Address of Service:	Strathearn Health and Beauty 264 Bath St Glasgow G2 4JP
Date of Report:	
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?	We have a comprehensive Duty of Candour policy and all staff are given mandatory in house DoC training. A DoC incident checklist is available on the company server
Do you have Duty of Candour Policy or written Duty of Candour Procedure?	Yes

How many times have you/your service implemented the duty of candour this year?	
Type of unexpected or unintended incidents	Number of times this has happened (Jan 2020 – Jan 2021)
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 needed health treatment to prevent them from dying	**0**
A person needed health treatment to prevent other injuries as listed above	**0**
Total	**0**

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	N/A
What lessons did you learn?	N/A
What learning improvements have been put in place as a result?	N/A
Did this result in a change/update to the DoC Policy?	N/A
How did you share lessons learned? Who did you share with?	N/A
Could any further improvements be made?	N/A
Wat system is in place to support staff to provide an apology in a person-centered way and how do you support staff to enable them to do this?	There have been 0 incidents or issues that have required the invoking of our Duty of Candour Policy. Our incident report database picks up any reported incidents and this is monitored daily. Staff are supported by management and any apologies are offered verbally and in person, ideally involving the staff member involved. This is detailed in our DoC and complaints procedures
What support do you have available for people involved in invoking the procedure and those who might be affected?	N/A
Please note anything else you feel may be applicable to this report.	N/A

Report Date	Manager Name	Manager Signature
01st January 2021	Lee-Martin McNulty	