



Annual Duty of Candour Report

All health and social care services have a duty of candour. The duty of candour is a legal requirement to ensure that if something goes wrong, the people affected are offered an explanation, an apology and an assurance that staff will learn from the error and learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our service. This short report describes how our care services has operated the duty of candour during the time between 1st April 2020 and the 31st March 2021.

1. How many incidents happened to which the duty of candour applies?

In this year, there have been no incidents to which the duty if candour applied.

2. Information about our policies and procedures

Where something has happened and 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 and staff set up a learning review. This allows everyone involved to review what happened and identify changes on how we can improve our service for the future.

All new staff learn about the duty of candour as part of our Core training. We know that serious mistakes can be distressing for staff as well as service users and their families. We have occupational welfare support in place for our staff if they have been affected by a duty of candour incident and emphasise that this is about learning and improving from our mistakes and adapting in a way to minimise these events from reoccurring.

Where families and clients are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

If you would like more information about our Care at Home service, contacts us by email enquiries@takecareathome.co.uk or by telephone 07383234404.