



# **DUTY OF CANDOUR ANNUAL REPORT**

**April 2021**

Name and Address	Springvale Care Home 9 Main Street Lennoxton G66 7HA
Date of Report	29/04/2021
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?	Yes, manager and deputy both completed Duty of Candour via Turus
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes

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)	1
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 in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	1

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result is any under or over reporting of duty of candour?	Yes
What lessons did you learn?	Staff have new pain protocol to guide them.
What learning & improvements have been put in place as a result?	New protocols and pain management documentation in situ.
Did this result is a change / update to your duty of candour policy / procedure?	No



How did you share lessons learned and who with?	All staff trained in administering medications.
Could any further improvements be made?	Can now be incorporated into staff training.
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?	Online training and inhouse support available to enable staff to have confidence in apologising even if it did not directly involve them.
What support do you have available for people involved in invoking the procedure and those who might be affected	Support is available to enable people involved to have a true reflective account of all that has happened and the opportunity to be heard. Also kept updated on procedures, findings and outcomes which will prevent similar situations from occurring.
Please note anything else that you feel may be applicable to report	The important thing to remember is to be open, honest and ensure an element of trust in the home is paramount.

**For further information contact:**

**Springvale Care Home**

**9 Main Street**

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**Glasgow**

**G66 7HA**

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