

Duty of Candour Annual Report

Every social care provider must be open and honest with service users when something that goes wrong with their care causes, or has the potential to cause, harm or distress. Services must tell the person or their representative, apologise, offer appropriate remedy or support, and fully explain the effects to the person, or their representative. As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have had to trigger Duty of Candour within our service.

Name & address of service	CSN Care Group Ltd t/a Carewatch, My Life and New Direction and its subsidiary companies: Aspen Hamilton Confident Care Clyde Homecare Teapot by MyLife Unit 4, Rankin House, Murdoch Court, Roebuck Way, Knowlhill, Milton Keynes, MK5 8GB
Date of report	14 th March 2022
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?	Duty of Candour is included in staff Induction and the policy is available to all staff.
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes, we have a Duty of Candour Policy and Procedure
How many times have you/your service implemented the duty of candour procedure this financial year	0
Number of times this has happened (April 21 to April 2022)	0
Type of unexpected or unintended outcomes following an incidents (not relating to the natural course of someone's illness or underlying conditions)	
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 needing health treatment in order to prevent other injuries as listed above	0

Did the responsible person for triggering duty of candour appropriately follow the procedure?	N/A
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 your duty of candour policy / procedure?	N/A
How did you share lessons learned and with whom?	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?	Staff would be supported by a senior manager and all apologies would be offered verbally and in-person and followed up in writing.
What support do you have available for people involved in invoking the procedure and those who might be affected	Staff would be supported by a senior manager. Staff can make reports directly to their Manager, to a Senior Manager or via our Safecall service if they feel this is necessary.
Please note anything else that you feel may be applicable to report	N/A