



Haddington
Care Home

DUTY OF CANDOUR REPORT
MARCH 2021

Name and Address	Haddington Care Home Mill Wynd Haddington EH41 4FG
Date of Report	31/3/2021
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?	Home Manager has overall responsibility of duty of Candour.
Do you have a Duty of Candour Policy or written duty of candour procedure?	Duty of Candour Policy in place
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)	April 2020- March 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	2
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	2
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?	Appropriate procedure followed.
What lessons did you learn?	Investigations were carried out following both incidents. Appropriate falls reduction measures in place at time of falls.

What learning & improvements have been put in place as a result?	Falls awareness training on an annual basis continues. Footwear review. Assistive technology implemented following review.
Did this result is a change / update to your duty of candour policy / procedure?	Duty of Candour incidents and their outcome to be discussed in full during staff meetings.
How did you share lessons learned and who with?	All lessons learned shared during daily flash meeting.
Could any further improvements be made?	None required.
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?	The Home Manager takes full responsibility for supporting a candid, transparent and genuine apology. Apologies in respect of duty of candour are shared at daily meeting and health and safety meeting
What support do you have available for people involved in invoking the procedure and those who might be affected	Coaching and mentoring support available from regional Manager and advice and support available from Health and safety director.
Please note anything else that you feel may be applicable to report	Nothing to note.