



Duty of Candour Report 2022-2023

All health and social care services in the UK have Duty of Candour responsibilities. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology and organisations learn how to improve for the future.

An important part of this duty is to provide an annual report about the duty of candour in our service. This short report describes how Haling Park Care Home has operated the duty of candour during the period from 1st April 2022 to the 31st of March 2023. We hope you find this report useful.

Haling Park is a High-quality purpose-built home which provides nursing care or general personal care and social support. Our service is dedicated to positive encouragement and empowerment to allow residents to be as independent as possible. We believe that the resident should be at the heart of what we do and the full involvement of each resident in their care is sensitively provided.

Within the last 12 months, there have been 1 incident at the home, to which the duty of candour applied. These are where types of incidents have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

Types of Unexpected or Unintended incidents specified within the legislation.	The number of people affected
Someone's sensory, motor, or intellectual function is impaired for 28 days or more.	0
Someone has experienced pain or psychological harm for 28 days or more.	1
A person needed health treatment to prevent them from dying.	0
A person needed health treatment to prevent other injuries.	0
The structure of someone's body changes because of harm/injury.	0
Someone's treatment has increased because of harm.	0
Someone's life expectancy becomes shorted because of harm.	0
Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.	0
Someone has died.	0



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When we realised the events above had happened, we followed the correct procedure for the mentioned incident. This means we informed the people affected, apologised to them in person and in writing, and offered to meet with them and their families. Furthermore, we reviewed what happened and what if anything, went wrong to try and learn for the future. In this specific accident, falls risk assessment was analysed and evaluated post-accident, as per protocol, and a new plan of action was devised, which appears to be effective. Action included:

- Ensuring that the affected person is closely monitored in communal areas and hourly, whenever resident is in their own bedroom.
- Private physio was arranged for resident – three times a week session arranged.
- Room furniture was also rearranged, to minimise risk of further accidents/incidents happening.
- Ensuring that sensor alarms are in good working condition and are in place, whenever resident is in bed.

If something has happened that triggers the duty of candour, our staff report this to the Care Home Manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The manager records the incidents and reports them as necessary to the Care Inspectorate/ Care Quality Commission the local contracting authority, and the Regional Director for the company. When an incident or accident has happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families.

This is the fifth year of the duty of candour being in operation and it has helped focus our learning and planning for improvements as a service and the company. It has helped us to remember that people who use care services have the right to know when things could be better, as well as when they go well.

As required, we have made this report available to the regulator but in the spirit of openness, we have published it to share with our residents and their relatives too.

If you would like more information about our care home, please contact us using these details:

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Jane Prior: Regional Director - jane.prior@careconcerngroup.com