

Duty of Candour Annual Report

Introduction

All health and social care services in Scotland must take specific steps to carry out their duty of candour when a serious adverse event happens.

This is a legal requirement which means that when unintended or unexpected events happen that results in harm, and the harm is directly related to the incident rather than to the natural course of the person's illness or underlying condition. The people affected understand what has happened, receive an apology, and the organisations learn how to improve for the future. This is about being open, honest and transparent when things go wrong. An important part of this duty is that we provide an annual report about the duty of candour in our services.

This short report describes how Queens Manor Care Home has operated the duty of candour during the time between 1 April 2025 and 31 March 2026. We hope you find this report useful.

1. About Queens Manor Care Home

Queens Manor Care Home is a care home in Edinburgh We provide care for up to 60 older people over 60 years, 30 of whom may be living with cognitive impairment, We aim to ensure these people receive an excellent quality of care and live happy, fulfilled lives.

2. How many incidents occurred where Duty of Candour has applied?

In the last year, there have been 10 incidents 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.

Type of Unintended or Unexpected Incident	Please record a number in each box
Someone has died	0
Someone has permanently loss bodily, sensory, motor, physiological or intellectual function	0
Someone's treatment has increased because of harm	1
The structure of someone's body has changed as a result of harm	9
Reduced life expectancy because of harm	0

Barchester Healthcare Ltd

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Registered in England No. 2792285





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Someone's sensory, motor or intellectual function has been impaired for 28 days or more	0	
Someone's experienced pain or psychological harm for 28 days or more	0	
Someone needed health treatment in order to prevent death	0	
Someone needed health treatment in order to prevent other injuries	0	

3. To what extent did Queens Manor Care Home follow the duty of candour procedure?

When we realised the events listed above had happened, we followed the correct procedure in 10 out of the 10 occasions. This meant we informed the people affected, apologised to them, and offered to meet with them. In each case, we reviewed what happened and what went wrong to try and learn for the future.

4. Information about our policies and procedures.

Where something has happened that triggers the duty of candour, our staff report this to the General 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.

5. What has changed as a result?

We have made a number of changes to our policies and procedures as a result of the duty of candour.

Ongoing lessons learned regarding new digital systems including how care delivery is evidenced and ensuring the correct documentation and reporting processes are followed consistently post accident/incident.

Working collaboratively with Care Home Support team regarding the cascading of information and categorization of wounds and escalating to CDN for further advice where required as QM is a residential home.

6. Other Information

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Our policy is that Barchester Healthcare employees will observe a duty of candour, responding honestly and openly to queries, volunteering information that may be helpful to service users and their relatives, apologising for incidents as appropriate, resolving issues that have caused harm in so far as possible and learning from mistakes as an organisation.

Barchester Healthcare has always had an informal policy of candour. For example, reporting all harmful incidents to relatives and encouraging our General Managers to apologise when an incident occurs. We strive to ensure that being open and honest is at the heart of the relationship we have with our residents and their families. We are also aware that building trust is a key component of this.

When things go wrong it can be difficult to maintain trust and effective communication.

However, the formal adoption of a duty of candour policy and the introduction of the current Duty of Candour legislation has improved standards and given clear guidance to staff to strengthen our procedures.

General Managers have responsibility for investigating incidents reported directly to them or via our internal accident forms, and reporting the notifiable safety incidents to which the duty of candour applies.

7. Any Organisational policy changes:

Our Regulation and Quality Improvement Team, now review statutory notifications for significant unexpected death or significant other incidents prior to submission to the Care Inspectorate to ensure that the Duty of Candour process is followed where appropriate. Where a duty of candour incident is identified, contact is made with the General Manager of the service immediately to support them with initiating the process if this has not been done. This is a supportive measure to ensure we are all following due process. In addition, this process has also improved the General Managers' knowledge of the type of incidents that may trigger the application of Duty of Candour.

Training and support is available and being offered to our General Managers and staff teams in relation to duty of candour. Each individual service has a copy of their own duty of candour report which details further lessons learned and what has changed in their service.

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We will use this report as a further training tool and aim to further improve the quality of duty of candour process.

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness this is also accessible on our website and has been shared it with our residents and their relatives.

If there are any further questions regarding this report please contact:

Margaret Ann Davidson at Queen's Manor on 0131 3399653 or email MargaretAnn.Davidson@barchester.com

Signed by General Manager:

M-a Davidson

Date: 23.04.2026

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