

Action details

Person responsible:	Gladys Danquah
Location:	Heathlands
Due date:	01-Apr-2026
Details of action required:	An important part of Candour of duty is to provide an annual report about the duty of candour in our service. This short report describes how the Care Home has operated the duty of candour during the last year.
Closed date:	04-Mar-2026

Form - Duty of Candour Annual Report

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 the Care Home has operated the duty of candour during the last year. We hope you find this report useful.

What year does this annual report relate to?: 2025

Who is completing the report: Gladys Danquah

Job Role: Home Manager

Provide a short narrative about your service: Heathlands Care Home – 84 Bedded Nursing, Dementia & End of Life Service
Heathlands Care Home is an 84 bedded service providing high quality Nursing, Dementia and End of Life care. Our focus is to deliver safe, compassionate and person centred care that promotes positive outcomes for every resident. We are committed to supporting residents to live fulfilling, meaningful lives. Our approach is built around dignity, respect, independence and choice. Residents are encouraged and supported to make decisions about their daily routines, activities, wellbeing, and all aspects of their care. We work closely with families and professionals to ensure care remains personalised, responsive and aligned with individual preferences.
For people living with dementia, we provide a safe, supportive environment where staff are trained to offer sensitive, therapeutic care that reduces distress and enhances quality of life.
For those requiring end of life care, we deliver holistic, compassionate support that prioritises comfort, dignity and emotional wellbeing. We work in partnership with healthcare professionals to ensure wishes and preferences are understood and respected.
Overall, our aim is to create a warm, homely environment where residents feel valued, listened to and able to live the life they choose, supported by a skilled and caring team.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 1

Types of Unexpected or Unintended incidents specified within the legislation

Someone's sensory, motor, or intellectual function is impaired for 28 days or more.

Number of people affected (just add number - no details)	1
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Someone has experienced pain or psychological harm for 28 days or more.

Number of people affected (just add number - no details)	1
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A person needed health treatment to prevent them from dying.

Number of people affected (just add number - no details)	1
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A person needed health treatment to prevent other injuries.

Number of people affected (just add number - no details)	1
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The structure of someone's body changes because of harm/injury.

Number of people affected (just add number - no details)	1
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Someone's treatment has increased because of harm.

No entries recorded

Someone's life expectancy becomes shorted because of harm.

Number of people affected (just add number - no details)	1
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Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.

Number of people affected (just add number - no details)	0
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Number of people affected (just add number - no details)

1

Someone has died.

No entries recorded

When you realised the event(s) above had happened, did you follow the correct procedure?: YES

Did you review what happened and what if anything, went wrong to try and learn for the future?: YES

When something has happened that triggers the duty of candour, do staff report this to the Home Manager who has responsibility for ensuring that the Duty of Candour procedure is followed?: YES

Does the Home Manager record the incident or accident and reports it as necessary to the CI/ CQC/CIW, the local contracting authority, the Regional Director, and the Quality Director, for the company?: YES

Do all new staff learn about the duty of candour at their induction?: YES

When an incident or accident has happened, does the Home Manager and staff set up a learning review?: YES

Please provide a short explanation of the learning from any Duty of Candours (Please do not provide any information that could identify individual residents): Following the Duty of Candour incident, the service reflected on what happened and identified key learning to help prevent similar events in the future. The resident experienced a fall which resulted in a fracture, and although staff were present in the lounge, the incident occurred unexpectedly and very quickly.

As part of our learning process, we held discussions with the staff team to review the circumstances of the incident and consider what could have been done differently. Staff shared knowledge, reflected on their actions, and identified areas where vigilance and monitoring could be strengthened. We emphasised the importance of proactive observation, anticipating sudden movements, and maintaining clear sightlines of residents at all times.

We also reinforced consistent communication during handovers, flash meetings, and team discussions to ensure everyone understands residents' individual needs and risk levels. Staff were reminded to follow good practice in falls prevention and to report any concerns promptly so that care plans can be updated.

These discussions have helped improve awareness, teamwork, and preventative approaches, ensuring learning is embedded and shared across the whole staff team.

Duty of candour informs our learning and planning for improvements as a service, and as a company. It has helped us to remember that people who use our services have the right to know when things could be better, as well as when they go well.

Do you confirm that you have made this report available to the regulator but in the spirit of openness, have also published it to share with residents and their relatives too.: