**Duty of Candour Annual Report Template**

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have trigger duty of Candour within our service.

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| Name & address of service: | ACCORD Hospice, 7 Morton Avenue, Paisley. Renfrewshire. PA2 7BW | |
| Date of report: | 31st March 2025 | |
| 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? | YES  Training on topic is part of our Mandatory Training / Medicine Management programme.  Criteria clearly evident within our Incident forms | |
| Do you have a Duty of Candour Policy or written duty of candour procedure? | **YES** |  |

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| --- | --- |
| 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 conditions) | Number of times this has happened (April 2024 – March 2025) |
| 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 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** | 0 |

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| --- | --- |
| Did the responsible person for triggering duty of candour appropriately follow the procedure?  If not, did this result is any under or over reporting of duty of candour? | N/A at this time |
| What lessons did you learn? | N/A at this time |
| What learning & improvements have been put in place as a result? | N/A at this time |
| Did this result is a change / update to your duty of candour policy / procedure? | N/A at this time |
| How did you share lessons learned and who with? | N/A at this time |
| Could any further improvements be made? | NO |
| 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? | Mandatory Training lecture covers all aspects required for Duty of Candour.  Sage & Thyme Communication Skills training available to support difficult conversations.  Peer support from line managers & colleagues |
| What support do you have available for people involved in invoking the procedure and those who might be affected? | S/A |
| Please note anything else that you feel may be applicable to report. | Aware of significant improvements regarding the management of medicines within ACCORD Hospice. |