



RUBISLAW PARK  
CARE HOME

**DUTY OF CANDOUR ANNUAL REPORT**  
**April 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?	Staff supervision and information sharing regarding duty of candour (flash meetings, staff huddle) Rubislaw Park Duty of Candour Policy and Procedure- staff to read and understand. E-learning online training
Name and Address	Rubislaw Park Care Home, Aberdeen
Date of Report	6/4/21
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes, in place and available for staff at all the times

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)	1 (delay in medication supply from assigned GP Practice- medication required to treat ongoing infection)
A person died	No death of the service user
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	No
A person's treatment increased	No
The structure of a person's body changed	No
A person's life expectancy shortened	No
A person's sensory, motor or intellectual functions was impaired for 28 days or more	No
A person experienced pain or psychological harm for 28 days or more	No
A person needed health treatment in order to prevent them dying	No
A person needing health treatment in order to prevent other injuries as listed above	No
Total	1

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?	Yes
What lessons did you learn?	
What learning & improvements have been put in place as a result?	Clear pathway of recording and reporting Duty of Candour based on joined guidance of the "Openness and honesty when things go wrong: the professional duty of candour" published by GMC and NMC in 2015
Did this result in a change / update to your duty of candour policy / procedure?	Yes, Rubislaw Park "Professional Duty of Candour Report" form created specific to Rubislaw Park service and based on guidance mentioned above

How did you share lessons learned and who with?	All information are shared with staff during flash meetings, staff huddles, debriefing, “drop in sessions” as management operates “open door “policy for all staff at Rubislaw Park as well as transparency and honesty
Could any further improvements be made?	Yes, staff continues training and development, individual training sessions for management and senior staff
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?	Supporting performance meeting with management team, constructive discussion with staff, action plan to improve staff performance, supervision while conducting duties, “Drop-in session” for staff who would like to discuss any concerns/issues regarding duty of candour, review of circumstances which may led or contributed to the unintended or unexpected incident- best practice required that review involves clinical and care professionals with the relevant subject matter expertise, as appropriate, the review to focus on identification of contributory factors and the investigation of human factor following harming event
What support do you have available for people involved in invoking the procedure and those who might be affected	Supporting performance meeting with management team, constructive discussion with staff, action plan to improve staff performance, supervision while conducting duties, “Drop-in session” for staff who would like to discuss any concerns/issues regarding duty of candour
Please note anything else that you feel may be applicable to report	Rubislaw Park has clear pathway of managing, recording, and reporting duty of candour

**For further information contact:**

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