



MANOR GRANGE  
CARE HOME

# **DUTY OF CANDOUR REPORT**

**31 MARCH 2021**

Name and Address	Manor Grange Care Home, 31 Pinkhill, Edinburgh, EH12 7FB
Date of Report	31/3/2021
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?	Home Manager has overall responsibility of duty of Candour.
Do you have a Duty of Candour Policy or	Duty of Candour Policy in place

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	April 2020- March 2021
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual	0
A person's treatment increased	0
The structure of a person's body	0
A person's life expectancy	0
A person's sensory, motor or intellectual functions was impaired	2
A person experienced pain or psychological harm for 28 days or	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries	0
Total	2

<p>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?</p>	<p>Appropriate procedure followed. Delay in arranging meeting due to Covid 19.</p>
<p>What lessons did you learn?</p>	<p>Investigations were carried out following both incidents. Appropriate falls reduction</p>
<p>What learning &amp; improvements have been put in place as a result?</p>	<p>Falls awareness training on an annual basis continues. Increased frequency of observations introduced for individual resident.</p>
<p>Did this result in a change / update to your duty of candour policy /</p>	<p>Duty of Candour incidents and their outcome to be discussed in full during bi- monthly</p>
<p>How did you share lessons learned and</p>	<p>All lessons learned shared during daily flash meeting.</p>
<p>Could any further improvements be</p>	<p>None required.</p>
<p>What systems do you have in place to support staff to provide an apology in a person-centred way and how do</p>	<p>The Home Manager takes full responsibility for supporting a candid, transparent and genuine apology. Apologies in respect of duty of candour are shared at daily</p>
<p>What support do you have available for people involved in invoking the procedure and those who might be</p>	<p>Coaching and mentoring support available from regional Manager and advice and support available from Health and safety director</p>
<p>Please note anything else that you feel</p>	<p>Nothing to note.</p>