



Duty of Candour Annual Report

This report must be completed and published each year.

Every healthcare provider 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 to trigger Duty of Candour within our service.

Name and Address of Service:

Strathearn Health and Beauty
264 Bath St
Glasgow
G2 4JP

Date of Report

12/12/2025

Report Completed By:

Lee-Martin McNulty

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?

We have a comprehensive Duty of Candour policy and all staff are given mandatory in house DoC training.
A DoC incident checklist is available

How have you done this?

on the company server

Do you have Duty of Candour Policy or written Duty of Candour Procedure?

☒ Yes ☐ No

How Many Times Has the Duty of Candour Policy Been Implemented This Year

Please use the table below to report each type of DoC event.

A person died

A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions

A person's treatment increased

The structure of a person's body changed

A person's life expectancy shortened

A person's sensory, motor or intellectual functions was impaired for 28 days or more

A person experienced pain or psychological harm for 28 days or more

A person needed health treatment to prevent them from dying

A person needed health treatment to prevent other injuries as listed above

TOTAL INCIDENTS THIS YEAR

Additional Information

Did the responsible person for triggering Duty of Candour appropriately follow the procedure?

Answer

N/A

If not, did this result in any under or over reporting of Duty of Candour

What lessons did you learn?

Answer

N/A

What learning improvements have been put in place as a result?

Answer

N/A

Did this result in a change/update to the DoC Policy?

Answer

☐ Yes ☒ No

How did you share lessons learned?

Answer

N/A

Who did you share with?

Could any further improvements be made?

Answer

N/A

What system is 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?

Answer

There have been no incidents necessitating the invocation of our duty of candor policy this past year.

Our incident report database picks up any reported incidents and this is monitored daily.

Staff are supported by management and any apologies are offered verbally and in person, ideally involving the staff member involved. This is detailed in our DoC and complaints procedures

What support do you have available for people involved in invoking the procedure and those who might be affected?

Answer

Staff are supported by management and any apologies are offered verbally and in person, ideally involving the staff member involved. This is detailed in our DoC and complaints procedures

Please note anything else you feel may be applicable to this report

Answer

File Upload

Please upload any files or documents you wish to be attached to this DoC report.

Report Approved By:

Lee-Martin McNulty (Consultant)

Please Select Responsible Person