

## Action details

|                             |                                                                                                                                                                                                                    |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Person responsible:         | Lesley Stewart                                                                                                                                                                                                     |
| Location:                   | Woodlands                                                                                                                                                                                                          |
| 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:                | 15-Apr-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: WDLS2017

Job Role: Home manager

**Provide a short narrative about your service:** Woodlands is a care home for up to 80 residents over the age of 65 and one named resident under 65 years. We provide residential, nursing and dementia care for those who need additional support in a home from home environment. Our aim is to ensure this feels like home to residents and their loved ones and everyone always receives a warm welcome. At the forefront, our aim is to provide high quality and personalised care, to ensure residents are supported to lead happy and healthy lives and feel valued.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 8

Types of Unexpected or Unintended incidents specified within the legislation

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

*No entries recorded*

Someone has experienced pain or psychological harm for 28 days or more.

*No entries recorded*

A person needed health treatment to prevent them from dying.

*No entries recorded*

A person needed health treatment to prevent other injuries.

*No entries recorded*

The structure of someone's body changes because of harm/injury.

|                                                          |   |
|----------------------------------------------------------|---|
| Number of people affected (just add number - no details) | 6 |
|----------------------------------------------------------|---|

Someone's treatment has increased because of harm.

|                                                          |   |
|----------------------------------------------------------|---|
| Number of people affected (just add number - no details) | 2 |
|----------------------------------------------------------|---|

Someone's life expectancy becomes shorted because of harm.

*No entries recorded*

Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.

*No entries recorded*

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?: NO

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): Care and support plans were reviewed for all residents where DOC applied.

Additional measures were put in place such as root cause analysis, identifying trends, telecare, increased observations, food and fluid monitoring, E&S BP monitoring. For those with pressure ulcers (2), one of whom was autoimmune origin, staff completed React to Red training via tutorials held by Deputy manager and subsequently completion of workbooks.

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.: YES