



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 Check House has operated the duty of candour during the period from 1st April 2024 to the 31st of March 2025. We hope you find this report useful.

The Check House Care Home is a care home for up to 58 residents. At The Check House we provide nursing, residential and specialist dementia care in a friendly, homely environment. We aim to ensure that our residents receive the highest quality of care, in a friendly person-centred manner.

Within the last 12 months, there have been 3 incidents at the home, to which the duty of candour applied. These are where types of incidents have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

Types of Unexpected or Unintended incidents specified within the legislation.	The number of people affected
Someone's sensory, motor, or intellectual function is impaired for 28 days or more.	0
Someone has experienced pain or psychological harm for 28 days or more.	2
A person needed health treatment to prevent them from dying.	0
A person needed health treatment to prevent other injuries.	0
The structure of someone's body changes because of harm/injury.	0
Someone's treatment has increased because of harm.	0
Someone's life expectancy becomes shorted because of harm.	0
Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.	0
Someone has died.	1

When we realised the events above had happened, we followed the correct procedure. This means we informed the people affected, apologised to them in

Duty of Candour Report 2024-2025 The Check House Care Home

person and in writing, and offered to meet with them and their family. We reviewed what happened and what if anything, went wrong to try and learn for the future.

If something has happened that triggers the duty of candour, our staff report this to the Home Manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The Home Manager records the incident or accident and reports it as necessary to the Care Quality Commission, the local contracting authority, the Regional Director, and the Quality Director, for the company. When an incident or accident has happened, the Home Manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families.

In response to the residents who experienced harm; in consultation with the individuals and their family, we reviewed their care and support plans, and introduced additional measures, including introducing a more robust system of our falls procedures. Any resident who is taking blood thinning medication that has had a fall, the RGN on shift are to either contact the GP or 111. Documentation has also been reviewed and the Management has introduced a post fall check to include neurological checks and observations.

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.

As required, we have made this report available to the regulator but in the spirit of openness, we have published it to share with our residents and their relatives too.

If you would like more information about our care home, please contact us using these details:

Home Manager - Karen Real email address karen@cannoncarehomes.co.uk

Regional Director – Jo Needs email address jo.needs@careconcerngroup.com