



Duty of Candour Report 2022-2023

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 Penrose Court has operated the duty of candour during the period from 1st April 2022 to the 31st of March 2023. We hope you find this report useful.

Penrose Court is a 65 bedded care home, and we provide for nursing, residential and residential dementia residents for older people who require care and support in a homely setting. It is situated in a new housing estate called King's Reach, outside the market town of Biggleswade. We aim to ensure that our residents receive an excellent quality of care and live happy, fulfilled lives.

Within the last 12 months, there have been 12 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.	
Someone has 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.	
The structure of someone's body changes because of harm/injury.	4
Someone's treatment has increased because of harm.	8
Someone's life expectancy becomes shorted because of harm.	
Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.	
Someone has died.	



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CARE HOME

When we realised the events above had happened, we followed the correct procedure for both incidents. This means we informed the people affected, apologised to them in person and in writing, and offered to meet with them and their families. In each case, 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 Care Home Manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The manager records the incidents and reports them as necessary to the Care Quality Commission, the local contracting authority, and the Regional Director for the company. When an incident or accident has happened, the 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 medication errors that have occurred, we have reflected and did supervision with the staff involved. We have revisited our practice following the company's policy and guidance. We have also referred to external agencies for training and support.

When we had incidents with a resident behaviour having an impact on other residents, we have worked closely with external organisations. We have also reviewed our staffing, training, and environment in order to provide positive experiences for all our residents.

One resident acquired pressure damage, we have reviewed practice, type of equipment, training and what promotes healing.

This is the fifth year of the duty of candour being in operation and it has helped focus our learning and planning for improvements as a service and the company. It has helped us to remember that people who use care 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:

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