

Action details

Person responsible: Jennie Loraso

Location: Manor House General

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: 17-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: Jennie Loraso

Job Role: Deputy Manager

Provide a short narrative about your service: The Manor House is a 122 bedded nursing home, with 3 units across the site. We provide general, dementia and complex mental health care for people who require support in the community, providing 24 hour person-centred care, tailored to the needs of each individual. Our experienced team provides support, reassurance and high-quality nursing care every step of the way.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 14

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.

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

5

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)

9

Someone's treatment has increased because of harm.

No entries recorded

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?: YES

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): When we realised the events had happened, we followed the correct procedure. This means that we informed the people affected (or their representatives), apologised 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. The home manager records the incidents or accidents as necessary to CQC, the local authority and the regional and quality directors for the company. When incidents happen, a learning review is set up to review what has happened and identify changes for the future. Care and support plans and risk assessments were reviewed, in consultation with the individuals and their families. Where required, additional training and support and supervision was provided for staff. Lesson's learned may be implemented for staff members where relevant, and discussed and reviewed at Clinical Risk meetings if necessary. We have also updated our use of falls technology, which is regularly checked for functionality to promote safety and reduce risks.

We also recognise that incidents may distressing for staff as well as the people who use our service and their family members.

Duty of Candour informs our learning and planning for improvements as a service, and as a company.

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