Action details

Person responsible:	Jayne Walker
Location:	Maples
Due date:	09-Oct-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:	07-Oct-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?: 2026

Who is completing the report: Jayne Walker

Job Role: Peripatetic Home Manager

Provide a short narrative about your service: Maples is in Bexleyheath. We are a nursing home for up to 75 residents and have a mixture of nursing, residential and dementia. We aim to ensure that our residents receive an excellent quality of care and live happy, fulfilled lives.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 5

Types of Unexpected or Unintended incidents specified within the legislation

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

Number of people affected (just add number - no details)	0

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

Number of people affected (just add number - no details) 1

A person needed health treatment to prevent them from dying.

Number of people affected (just add number - no details) 0

A person needed health treatment to prevent other injuries.

Number of people affected (just add number - no details) 0

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

Number of people affected (just add number - no details) 0

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.

Number of people affected (just add number - no details) 0

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

Number of people affected (just add number - no details) 0

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): In response to the resident(s) who experienced harm; in consultation with the individual(s) and their family, we reviewed their care and support plans, and introduced additional measures, including the reviewing of risk assessments, reviewing of care plans. the home would have introduced equipment to assist the residents to either prevent further injury or aid healing.

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