

# Duty of Candour Annual Report Template

## BMI Carrick Glen Hospital

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have trigger duty of Candour within our service as required by Health Improvement Scotland.

Name & address of service:	<p>Head Office.</p> <p>BMI Healthcare London HQ, 1st Floor, 30 Cannon Street, London, EC4M 6YN</p> <p>BMI Healthcare Carrick Glen Hospital Dalmellington Road Ayr KA6 6PG 01292 288882</p>	
Date of report:	24 <sup>th</sup> April 2019	
<p>How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?</p> <p>How have you done this?</p>	<p>Our clinical staff attend and undertake training on Clinical Documentation and Legal Requirements as part of BMI Healthcare mandatory training programme.</p> <p>In addition, the BMI Healthcare Policy on Managing Incidents directs staff reporting and investigating incidents to ensure duty of candour is completed in line with legislation and BMI Policy.</p> <p>All serious incidents are reported to the Executive Team of BMI Healthcare within 24 hours of an incident occurring. Within this internal notification is a specific area to monitor and oversee duty of candour is complied with for the most senior assurance.</p>	
Do you have a Duty of Candour Policy or written duty of candour procedure?	<b>YES</b>	

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How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April 18 - March 19)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
<b>Total</b>	<b>0</b>

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result is any under or over reporting of duty of candour?</p>	<p>This was not applicable as no Duty of Candour declaration was necessary in this time period.</p> <p>However, the BMI Healthcare incident reporting system provides a reminder for staff investigating an incident to complete or oversee duty of candour delivered. In addition, all formal documentations relating to duty of candour are attached to the incident report providing evidence and assurance BMI Policy is stringently adhered to.</p>
What lessons did you learn?	Not applicable
What learning & improvements have been put in place as a result?	Not applicable
Did this result is a change / update to your duty of candour policy / procedure?	None during 2018
How did you share lessons learned and who with?	Not relating specifically to duty of candour.
Could any further improvements be made?	No issues identified during the reporting year.
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	<p>The Executive Directors and Directors of Clinical Services within BMI Healthcare are all experienced staff within a healthcare environment. Open and honest communication is a standard of care promoted within BMI Healthcare. However, If necessary, regional and corporate staff are available to support staff if required by any hospital leadership team. Our Incident and complaint policies both consider the patient and family within their approach and where appropriate, apologies are given alongside easy to understand explanations of sometimes technical medical circumstances.</p>

<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>All staff have either line managers or senior colleagues to provide support and guidance at all times.</p> <p>In any instance of further support, all BMI Healthcare staff have access to an employee assistance programme for debrief should that be suitable.</p> <p>All sites have a Speak up for Safety Champion and BMI Healthcare support this team through a senior Speak Up Guardian. All are available at all times to provide assistance, guidance and support where and when needed.</p>
<p>Please note anything else that you feel may be applicable to report.</p>	<p>Nil at this time.</p>