

Action details

Person responsible: Deena Jacobs

Location: Cathay

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?: 2026

Who is completing the report: CATH'0042

Job Role: Manager

Provide a short narrative about your service: Cathay Care Home is a nursing home for 41 residents. We provide residential, nursing and dementia care for older people who require care and support in a homely setting. We aim to ensure our residents receive 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.: 4

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)	0
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)	4
Someone's treatment has increased because of harm.	
Number of people affected (just add number - no details)	0
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.	
Number of people affected (just add number - no details)	0
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 above had happened, we followed the correct procedure

This means we informed the people affected, apologised to them in person and in writing, and offered to meet with them and their families. 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 Inspectorate, 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.

This is the 7th year of duty of candour being in operation and it has helped focus on 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.

In response to the residents who experienced
we had 2 DOC may 2025 1 DOC June 2025 1 DOC march 2026

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