Duty of Candour Annual Report 2024/25

**About Bethesda Care Home and Hospice**

Bethesda Care Home and Hospice is a charitable organisation which is situated in a residential area near the centre of Stornoway, the main town of the Western Isles. The Care Home provides 30 long term care beds providing nursing care older adults and a variation for two under 65-year-olds. We also have 4 en-suite single bedrooms in the Hospice wing which provides specialist palliative and end of life care to people over the age of 18 years.

Bethesda aims to provide physical, psychological, social and spiritual care in a calm, peaceful and welcoming environment.

All health and social care services in Scotland have a duty of candour. 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

Bethesda has produced this annual report following the introduction of the Duty of Candour Policy where any incidents that have happened within the previous year (April 2024-March 2025) which are unintended and result in harm and are not related directly to the natural course of someone’s illness or underlying condition must be reported. This is to ensure an open, honest, supportive and a person-centred approach is used.

INCIDENT TABLE

|  |  |
| --- | --- |
| **Type of unexpected or unintended incident** | **Number of incidents - April 24 - March 25** |
| A person died | 0 |
| A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions | 0 |
| A person’s treatment increased | 0 |
| A person’s life expectancy shortened | 0 |
| A person experienced pain or psychological harm for up to 28days | 0 |
| A person needed health treatment in order to prevent them dying | 0 |
| A patient had the potential to be harmed from a medication error. | 1 |
| **TOTAL** | **1** |

|  |  |
| --- | --- |
| Does Bethesda Care Home and Hospice have a Duty of Candour Policy in place? | Yes |
| How many incidents have been reported following the Duty of Candour (DoC)? | One |
| To what extent did Bethesda Care Home & Hospice follow the Duty of Candour Procedure | Staff are made aware of the Duty of Candour policy when being inducted into the service. If an incident would trigger the Duty of Candour procedure staff should know to report the incident to the manager (or most senior staff) who has responsibility for ensuring that the duty of candour procedure is followed.  In this incident which occurred August 2024, the correct Duty of Candour procedure was followed.  We did not inform the person affected of the incident directly, as they were under the care of the Psychiatric Team at Western Isles Hospital. In discussion with the CPN it was agreed due to this person’s mental illness it was best not to inform them of the incident. In this case, we supported the person affected indirectly, reviewed what happened, and implemented any changes to learn from the incident.  By reviewing this medication error and the circumstances surrounding it, staff have learnt lessons, and all were severely reprimanded by the manager. |
| About our policies and procedures | After an incident has triggered the duty of candour, our staff report the incident to the care home manager who has responsibility for ensuring that the duty of candour procedure has been followed. This incident was reported to senior management at 06.30 and the Hospice Doctor and registered manager as soon as they came on shift.  The manager immediately investigated and evidenced the incident and reported as necessary to the Care Inspectorate. When an incident has happened the manager will investigate, speak to staff and identify and implement any necessary changes. This allows everyone involved to review what happened and identify changes for the future.  All new staff learn about duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as the people who use care services and their families. We have additional management support in place for our staff from the senior nursing staff & management, if they have been affected by a duty of candour incident.    If residents/patients in the home/hospice and/or their relatives were affected by the duty of candour, we would arrange for them to have access to additional support too. |
| Lessons learned, and actions implemented following the review | The Staff Nurse involved was severely reprimanded that under the NMC The Code, they had a duty of care to their patients as stated in Section 18.2 “take all steps to keep medicines stored securely”. This is also reiterated in Section 19.1 “take measures to reduce as far as possible, the likelihood of mistakes, near misses, harm and the effect of harm if it takes place”.  The Staff Nurse and both Health Care Assistants were strongly reminded that only Staff Nurses are permitted to dispense and administer medication to the residents.  The Health Care Assistants were reminded of the SSSC Code of Practice Section 3.2 “Follow practices, procedures and policies designed to keep me and other people safe at work”.  Disciplinary action was instigated against the two Health Care Assistants for not following Bethesda Practice and not complying with the Bethesda Administration of Medication Policy.  The Staff Nurse and the Health Care Assistants involved were all very experienced and competent staff and this was totally out of character for all three.  All three acted professionally and appropriately when the error was noted and acted immediately.  All members of staff were asked to refresh their knowledge by reading the Administration of Medication Policy again.  The learning gained from this incident was shared with all of the Nursing Team  The incident was reported to the Care Inspectorate. |
| After the incident, how was the Medicines Policy communicated to nursing staff? | The Clinical Lead is meeting with all Staff Nurses to refer them to the Administration of Medicines Policy documentation to ensure they follow Bethesda Hospice Policy of administering patients’ medication. |
| Were the persons affected satisfied with the explanation and outcome of the incidents? | The Psychiatrist and CPN team were informed about the incident that morning. All persons affected were satisfied with the way in which the incident was dealt with. |

The Duty of Candour Policy ensures all incidents which occur out-with normal care are dealt with appropriately and with the knowledge of the resident/patient, their family/next of kin and/or appropriate professional. It is good practice to look at lessons learnt from any occurrence particularly a medication error as was the case with this incident reported under the Duty of Candour between April 2024 and March 2025.

Our Staff Nurses and Health Care Assistants work hard to provide an excellent service at Bethesda. Staff correctly asked for help/support when unsure of the consequences of this medication incident, as they should in any aspect of their work. Also, being reminded to regularly read and be aware of policies (the Administration of Medication Policy) can only preserve the excellent standard of care provided at Bethesda Care Home & Hospice.

If you would like more information about our service, please contact us on

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