

Duty of Candour Annual Report

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| Name & address of service: | | Talbot Association Kingston Hall 344 Paisley Road Glasgow G58RE |
| Date of report: | | 7 TH October 2025 |
| 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? How have you done this? | | When a duty of candour has been triggered, our staff would report this to the Service Manager which would then be escalated to the appropriate Senior Manager who has responsibility for ensuring that the duty of candour procedure is activated. The CEO and Care Inspectorate would also be informed. Yes, we have ensured staff understand their responsibilities. |
| Do you have a Duty of Candour Policy or written duty of candour procedure? | Yes | |
| 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 (October 2024 - October 2025) |
| 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 |

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| A person experienced pain or psychological harm | 1 |
| 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 |
| Total | 1 |

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| Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour? | Yes the person who was responsible for triggering the duty of candour followed procedure. |
| What lessons did you learn? | Policies and procedures were followed |
| What learning & improvements have been put in place as a result? | N/A |
| Did this result in a change / update to your duty of candour policy / Procedure? | No |
| How did you share lessons learned and with whom? | N/A |
| Could any further improvements be made? | No |
| 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? | All new staff learn about the duty of candour at their induction and annual review of duty of candour and complaints handling takes place. |
| What support do you have available for people involved in invoking the procedure and those who might be affected? | We offer support through the Peninsula Employee Assistance Programme (EAP), which is available to all staff. The EAP provides free, confidential advice and assistance on a wide range of issues including wellbeing, mental health. This support is in place for staff if they have been affected by a duty of candour incident. |
| Please note anything else that you feel may be applicable to report. | Training is ongoing for all service staff. |