

DUTY OF CANDOUR ANNUAL REPORT

Name of Service: CARERIGHT PERSONNEL LIMITED

Reporting Period: 1 April 2024 – 31 March 2025

Duty of Candour Procedure

This report is published in line with the Duty of candour requirements as set out in the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016.

This is to ensure that services are **open and honest** with people when something goes wrong with care or treatment results unintended or unexpected harm.

The procedure ensures the following:

- The person affected (and/or their representatives) is informed in a timely and sensitive manner.
- An apology is provided
- Appropriate support is offered.
- Learning is identified and shared to reduce the risk of recurrence.

3. Notifiable Safety Incidents

During the reporting period stated above

- Number of notifiable Duty of Candour incidents: **0**

As no notifiable safety incidents occurred the Duty of candour procedure was not formally invoked during this period.

4. Support Provided

As there were no notifiable safety incidents, no Duty of Candour support measures were required during the reporting period.

5. Learning & Improvements

Although no Duty of Candour incidents occurred, the service continues to promote learning and improvements through

- Regular review of policies and procedures
- Ongoing staff training and supervision
- Incident reporting and reflective practice
- Risk assessments and care plan

This helps ensure high-quality, safe and person-centred care.

6. Approval and Availability

This report has been approved by the service provider /manager and is published on the our website

It is available on request.

Approved By: Angeline Gutsa

Role: Registered Manager

Date: 12/02/2026

Careright Personnel limited