

Action details

Person responsible:	Claire Wilson
Location:	Limewood
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:	16-Mar-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: LW21047

Job Role: Manager

Provide a short narrative about your service: Limewood is a nursing home for up to 65 residents. It has 65 en-suite bedrooms and offers nursing care for people with dementia. The purpose-built home delivers a seamless service, from early diagnosis to end of life care. Relatives and residents' benefit from the quality of care and expertise offered whilst experiencing familiar, safe, and comfortable surroundings.

Each living area has its own open-plan kitchen, dining area, quiet room, and assisted bathroom. The units are arranged around an internal courtyard garden, with bright and airy spaces throughout.

We have dedicated activity coordinators who plan and deliver a varied and regular timetable of activities that engage the individuals receiving care and support.

This ranges from 1:1 activities to group activities dependant on the individual's preferences and wishes.

Our service takes a whole-home approach to meaningful activity and involves everybody; from office staff to kitchen staff to the people delivering direct care. Our support staff take this approach when they're supporting people with dressing, personal care, eating and drinking as they're encouraging people to be as involved and self-sufficient as possible, therefore creating a sense of purpose for our residents.

Attached to Limewood is an innovative reality street – the "High Street". This contains a pub, hairdresser, cinema and snug. Residents and relatives are encouraged to use this space, as well as the wider community.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 2

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
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Someone has experienced pain or psychological harm for 28 days or more.

Number of people affected (just add number - no details)	2
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A person needed health treatment to prevent them from dying.

No entries recorded

A person needed health treatment to prevent other injuries.

No entries recorded

The structure of someone's body changes because of harm/injury.

No entries recorded

Someone's treatment has increased because of harm.

No entries recorded

Someone's life expectancy becomes shorted because of harm.

No entries recorded

Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.

No entries recorded

Someone has died.

Number of people affected (just add number - no details)

2

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): In response to one of the residents who experienced harm we found from investigation that documentation needs to be improved within the team as a body map was not completed on the first incident. Staff have been reminded of the importance to record all information at all times.

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