CAIRN MEDICA

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THE SUNFLOWER ROOMS

Duty of Candour

"The Organisational Duty of Candour is a statutory (legal) duty on Scottish organisations providing health and social care, to be open and honest when something goes wrong that is not related to the course of the condition for which the person is receiving care" (Scottish Government 2018).

When an incident occurs, healthcare professionals must inform and apologise to the person involved, fully explaining the potential effects, offer remedy/ support and review their procedures to avoid future occurrences. In addition to this an annual report must be published, providing a summary of the number of incidents that have occurred and triggered the duty of candour policy.

Cairn Medica promotes a culture of transparency and professionalism with a focus on patient safety, reporting any incidents annually.

Annual Report

Cairn Medica at The Sunflower Rooms
20 South Tay Street
Dundee
DD1 1PD

2026 – No incidents to report

Date of report: 20th July 2026

- 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?

Cairn Medica's Duty of Candour policy was created, written and developed by the Director when the company opened in 2023. The policy informs all staff of their roles and responsibilities relating to the Duty of Candour, the culture of candour and their responsibilities relating to this. About being open, honest and transparent with clients. About apologising should something not be the gold standard expected by all. By taking any distress or harm caused by staff and examining what went wrong and changing policy and practice accordingly. Cairn Medica fully supports the Duty of Candour and culture of candour as a prerequisite to improving quality and safety of service and client experience.

- How have you done this?

The Duty of Candour policy is circulated to all staff and is available to the staff within the policy folder. It is included in the induction programme.

- 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? 0
- Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions) N/A
- Number of times a person has died: None
- Number of times a person has incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions: None
- Number of times the structure of a person's body changed (not as planned): None
- Number of times a person's life expectancy shortened: None
- Number of times a person's sensory, motor or intellectual functions was impaired for 28 days or more: None
- Number of times a person experienced pain or psychological harm for 28 days or more: None
- Number of times a person needed health treatment in order to prevent them dying: None
- Number of times a person needing health treatment in order to prevent other injuries as listed above: None

If any incidents occurred: (all N/A)

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result is any under or over reporting of duty of candour?

What lessons did you learn?

What learning & improvements have been put in place as a result?

Did this result is a change / update to your duty of candour policy / procedure?

How did you share lessons learned and who with?

Could any further improvements be made?

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?

What support do you have available for people involved in invoking the procedure and those who might be affected?

Please note anything else that you feel may be applicable to report