

Action details

Person responsible: Emily Caley

Location: Hesketh Park Lodge

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: 31-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?: 2025

Who is completing the report: Emily Caley

Job Role: Home manager

Provide a short narrative about your service: Hesketh Park Lodge Care Home is all about comfort, connection and purposeful living. Our thoughtfully designed care home purpose build with 79 rooms in Southport offers a safe, welcoming environment where residents receive high-quality, person-centred care tailored to their individual needs. With expert support always available, whether for residential, dementia, nursing, respite, or palliative care, residents can enjoy peace of mind while maintaining their independence and dignity.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 0

Types of Unexpected or Unintended incidents specified within the legislation

Someone's sensory, motor, or intellectual function is impaired for 28 days or more.

No entries recorded

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

No entries recorded

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.

No entries recorded

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): Duty of Candour reviews commonly highlight learning that strengthens safety, communication, and the quality of resident care. monthly reports that reflect on incidents helps staff understand what went wrong and identify improvements to prevent similar events from happening again. This often includes reviewing internal procedures, enhancing staff training, and improving how concerns are identified, reported, and communicated. we also learn how to provide better support to residents and families following incidents, ensuring they are informed, receive an apology, and are involved in discussions about what happened. This learning helps embed a culture of openness and continuous improvement across the care home.

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