



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 Clarence Park Nursing home [has](#) operated the duty of candour during the period from 1st April 2024 to the 31st of March 2025. We hope you find this report useful.

Clarence Park nursing home in Weston super mare in north somerset is a general nursing home that is registered to provide nursing care for up to 43 people. We are a 40 bedded nursing home but three of our rooms are registered for double occupancy enabling equality and diversity within our care home setting. We provide general nursing care and do provide care for dementia related illnesses if the nursing needs outweigh the dementia needs. We aim to ensure that this organisation is fully compliant with the proposed duty of candour and embraces a culture of openness and truthfulness in all its dealings with service users, their carers' and their families.

Within the last 12 months, there have been no incidents at the home, to which the duty of candour applied. These are where types of incidents have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

Types of Unexpected or Unintended incidents specified within the legislation.	The number of people affected
Someone's sensory, motor, or intellectual function is impaired for 28 days or more.	0
Someone has experienced pain or psychological harm for 28 days or more.	0
A person needed health treatment to prevent them from dying.	0
A person needed health treatment to prevent other injuries.	0
The structure of someone's body changes because of harm/injury.	0
Someone's treatment has increased because of harm.	0
Someone's life expectancy becomes shorted because of harm.	0

Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.	0
Someone has died.	0

If something has happened that triggers the duty of candour, our staff report this to the Home Manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The Home Manager records the incident or accident and reports it as necessary to the Care Quality Commission the local contracting authority, the Regional Director, and the Quality Director, for the company. When an incident or accident has happened, the Home Manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction to ensure they understand roles and responsibilities. We know that incidents can be distressing for residents, relatives and staff and we ensure that we take time to learn lessons if required. We will also work in an open and transparent way.

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.

As required, we have made this report available to the regulator but in the spirit of openness, we have published it to share with our residents and their relatives too.

If you would like more information about our care home, please contact us using these details:

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