

Duty of Candour Annual Report

Summary of the number of times we have triggered Duty of Candour Duties at Etre Beau within the 12 months to July 2023.

Name & address of service:	Etre Beau Medical Aesthetics Clinic, 17 Melville Terrace, Stirling. FK8 2RN	
Date of report:	1st July 2023	
Duty of Candour Policy up to date and understood by all staff?	✓	

How many times has the duty of candour procedure been undertaken this year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (June 2022 – July 2023)
Death of the person	0
A permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
An increase in the person's treatment	0
Changes to the structure of a person's body	0
The shortening of life expectancy of the person	0
An impairment of the sensory, motor or intellectual functions of the person which has lasted or is likely to last for a continuous period of at least 28 days.	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	NA
<p>What lessons were learnt?</p>	NA
<p>Following this what improvements have been put in place?</p>	NA
<p>Has the Duty of Candour Policy and Procedure now been updated to reflect this?</p>	NA
<p>How were lessons learned shared and who were they shared with?</p>	NA
<p>Can any further improvements be made?</p>	NA
<p>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?</p>	<p>Patient Focus is fundamental to all Etre Beau operations as is evidenced in Patient Focus Policy 2.1.1. This is constantly reviewed and formally reviewed annually.</p> <p>The policy 1.6.6 Being Open and Duty of Candour Policy includes the need for offering an apology to any incidents where something happened to make this necessary.</p>
<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>The policy documented and followed articulate clear instruction on when and how to initiate any duty of candour processes and highlights that support is available if there is a need to do this.</p>
<p>Please note anything else that you feel may be applicable to report.</p>	NA