

Action details

Person responsible:	Helen Lacey
Location:	Oakdene
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:	09-Apr-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?: 20252026

Who is completing the report: MDZ

Job Role: IHM

Provide a short narrative about your service: Oakdene Care Home, situated in the welcoming village of Three Legged Cross, Dorset, is dedicated to providing high-quality, person-centred care in a comfortable and supportive setting. Our home offers a calm and friendly environment where residents are encouraged to live their lives with dignity, choice, and independence. We focus on creating a true sense of home, where people feel safe, respected, and part of a close-knit community.

Our experienced and compassionate staff take time to understand each resident as an individual, tailoring care and support to meet personal needs, preferences, and routines. We believe that meaningful relationships are at the heart of excellent care, and our team works closely with residents and their families to build trust and ensure consistent, responsive support. Daily life at Oakdene is enriched through opportunities for social interaction, gentle activities, and moments that bring comfort, enjoyment, and purpose.

At Oakdene Care Home, we are proud to foster an atmosphere of warmth, inclusion, and reassurance. By working in partnership with families and healthcare professionals, we strive to maintain the highest standards of care and wellbeing. Our aim is to support residents to live fulfilling lives in an environment where they feel valued, listened to, and genuinely cared for.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 8

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.

Number of people affected (just add number - no details)	0
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A person needed health treatment to prevent other injuries.

Number of people affected (just add number - no details)	1
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The structure of someone's body changes because of harm/injury.

No entries recorded

Someone's treatment has increased because of harm.

Number of people affected (just add number - no details)	8
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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): The key learning identified is the importance of timely escalation, accurate documentation, and early recognition of changes in residents' physical and nutritional status. In particular, staff awareness of early skin changes and reduced oral intake is essential to ensure prompt intervention and prevent deterioration.

It was also identified that communication between staff, management, and external professionals must remain clear and consistent, with all concerns escalated without delay. Where incidents occur, families and relevant stakeholders must be informed in a timely and transparent manner in line with Duty of Candour requirements.

Further learning includes the importance of reinforcing pressure area prevention measures, maintaining strict adherence to repositioning schedules, and ensuring nutritional support is promptly enhanced when reduced intake is observed. Regular staff refreshers on wound care documentation and escalation pathways have been identified as beneficial to improve ongoing practice and resident outcomes.

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