

Action details

Person responsible:	Justyna Kirihehtige Don
Location:	Hampton
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:	28-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?: 2025

Who is completing the report: HAM001

Job Role: Home Manager

Provide a short narrative about your service: Hampton Care Home is a facility with a capacity of 76 residents. The home includes dedicated nursing, dementia, and residential floors, where residents receive support with their daily living activities according to their individual needs.

At Hampton, we are committed to delivering person-centred care, ensuring that each resident's wishes, preferences, and choices are respected at all times.

We have a dedicated activities team that provides a programme of daily activities tailored to residents' interests and needs. The team meets with residents on a monthly basis to gather feedback and ensure that activities reflect their preferences as much as possible.

In addition, our dedicated care and nursing teams are responsible for supporting residents with their personal care, overall wellbeing, and ensuring that appropriate medical care is consistently provided.

We actively encourage family involvement, and residents' loved ones are welcome to visit on a daily basis.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 2

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.

Number of people affected (just add number - no details)

1

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?: NO

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 main learning from the first accident was that staff never should ignore resident especially those living with dementia, no matter how many times they will approach you or repeat themselves. be more compassionate and follow the correct procedures and protocols.

The young staff needs more training around unexpected death, what to do and what protocols to follow. Also there need to be support available after the situation occur as this can have serious effect on staff mental health.

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