

Duty of Candour Annual Report

2024-2025



DUTY OF CANDOUR ANNUAL STATEMENT



PURPOSE

Every health care professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered duty of Candour within our service.

Name and address of service:	TAC Healthcare Limited, Wellheads Crescent, Wellheads Industrial Estate, Aberdeen AB21 7GA	
Date of report:	30-Sep-2025	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively? How have you done this?	All staff are aware of and have access to the Duty of Candour Policy and Procedure. Feedback/Complaint responses are handled by Quality & Compliance Team who monitor response times and outcomes. Complaints and Feedback are reviewed on a monthly basis in Clinical Governance meeting where lessons learned, training opportunities and quality improvements are initiated.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

TAC Healthcare Ltd is committed to the principle of openness and having open and honest communication with patients, their families and carers when things go wrong. The [Duty of Candour and Being Open Policy](#) is designed to provide the process for this support.

Type of unexpected or unintended incident	Number of times this happened (Sep-2023 – Oct-2024)
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm.	0
The structure of someone's body changes because of harm.	0
Someone's life expectancy becomes shorter because of harm.	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more.	0
Someone experienced pain or psychological harm for 27 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.	0

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To what extent did TAC Healthcare follow the duty of candour procedure?

Had any events listed above happened, TAC Healthcare would have followed the correct procedure. This means we would have informed the patients affected, apologised to them, and offered to meet with them. TAC would have reviewed what happened and what went wrong to try and learn for future.

Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to their line manager and the Clinical Governance Committee who have responsibility for ensuring that the duty of candour procedure is followed. The line manager will record the incident on the TAC Continual Improvement Register as necessary to allow for a full investigation to be completed. When an incident has happened, the Chief Medical Officer and the management team along with staff will set up a learning review (improvement). This allows everyone involved to review what happened and identify changes for the future and to ensure this does not reoccur.

Signature:

A handwritten signature in black ink, appearing to read 'Stuart Scott', written over a white background.

Dr Stuart Scott, Chief Medical Officer

Date:

29-Sep-2025