



Annual Duty of Candour Report

For the period: 1st April 2025 – 31st March 2026

Name of Service: Care1 Professional Services LTD

Service Type: Home Care & Home Support Service

Address: Pavillion 3 Candymill Lane, Bothwell Business Park, Hamilton, ML3 0FD

Date of Report: 06th May 2026

1. How many incidents happened to which the Duty of Candour applies? *(Only include incidents that meet the legal definition – causing unintended or unexpected harm resulting in death, permanent damage, or significant harm.)*

During this reporting period, there were:

0 incidents where the Duty of Candour applied.

2. Information about each incident:

N/A

3. Did the service carry out a review of the incident(s)? *(Summarise any learning or improvements made.)*

☐ Yes

☐ No

X Not Applicable (0 incidents)

4. How did you share learning with your team? *(Examples: Team meetings; One-to-one supervision; Updated policies or procedures; Additional training sessions)*

N/A

5. Do you have a Duty of Candour policy in place?

X Yes

☐ No

6. How many staff have been trained on Duty of Candour? *(Training includes understanding the legislation, how to respond, and how to report.)*

X All staff

☐ [Insert number] staff have been trained

☐ Training planned for [insert date]

7. What areas for improvement did you identify in relation to Duty of Candour? *(List any themes, patterns, or key learning points.)*

As this is not a very common occurrence, it would be beneficial to include refresher training for staff. This can be added to the online platform, with a face to face session for senior staff.

8. What support is available to staff to help them follow the Duty of Candour?

Staff receive training on duty of candour as part of their induction and orientation. In the event of an occurrence, management offer support using policies and procedures as well as supervision and reflective practice.

9. What has changed as a result of applying the Duty of Candour? *(List any improvements in practice, training, systems, or culture.)*

N/A

10. Name and position of person completing this report:

Name: Samuel Boyd
Role: Operations Manager
Date: 06th May 2026