

Duty of Candour Annual Report

Service: Diamond Hearts Home Care Ltd

Reporting Period: 2025-26

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Date: 16th February 2026

1. Introduction

This report provides assurance that Diamond Hearts Home Care Ltd has met its statutory responsibilities under the health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018. It sets out the activity, governance arrangements, and compliance measures in place during the reporting period. As a service, we remain committed to openness, honesty, and learning, ensuring that people experience safe, high-quality care.

2. Duty of Candour Events in This Period

- Number of incidents triggering Duty of Candour: 0

No events occurred during the reporting period that met the criteria for activating the Duty of Candour procedure. All adverse events, near misses, and concerns were reviewed through established governance processes, and none met the statutory definition of a notifiable incident.

3. Governance and Oversight

The service maintains robust systems to ensure compliance with Duty of Candour requirements, including:

- Clear internal reporting pathways for adverse events
- Senior management oversight of incident review and escalation
- Routine monitoring through supervision, team meetings, and quality assurance processes
- Annual policy review to ensure alignment with current legislation and best practice
- Documentation and audit trails demonstrating decision-making and thresholds applied

These arrangements remained active and effective throughout the reporting period.

4. Staff Competence and Training

All relevant staff have completed training on:

- Duty of Candour legislation and responsibilities
- Recognising and reporting adverse events
- Communicating openly with individuals and families in the event of harm
- Learning-focused incident review processes

Training is refreshed through supervision, team meetings and access to updated guidance.

5. Learning and Continuous Improvement

Although no Duty of Candour events occurred, we continued to prioritise safety, transparency and improvement. Key actions included:

- Ongoing review of risk assessments and care plans
- Strengthening of incident reporting culture
- Monitoring of trends, near misses, and low-level concerns
- Sharing of sector-wide learning from national Duty of Candour reports
- Ensuring staff remain confident in recognising and escalating potential Duty of Candour situations

These measures support proactive risk management and maintain organisational readiness.⁶ Looking Ahead

6. Forward Plan

In the coming year, the service will:

- Continue to monitor compliance through established governance structures
- Maintain a proactive safety culture
- Strengthen staff confidence in recognising and reporting incidents
- Review learning from sector-wide Duty of Candour reports
- Ensure our systems remain robust, transparent, and person-centred

7. Conclusion

As a service, we confirm full compliance with Duty of Candour legislation during the reporting period. No incidents met the statutory threshold and governance arrangements remain robust, transparent and aligned with best practices. We continue to uphold the principles of openness, accountability and continuous improvement.