

## Duty of Candour Annual Report 22/23

Name & address of service:	HealthLink360, Elphinstone Wing, Carberry, Musselburgh, EH21 8PW	
Date of report:	April 2023	
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?	Duty of Candour is covered as part of the annual review process.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April 22 - March 23)
A person died	None
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	None
A person's treatment increased	None
The structure of a person's body changed	None
A person's life expectancy shortened	None
A person's sensory, motor or intellectual functions was impaired for 28 days or more	None
A person experienced pain or psychological harm for 28 days or more	None
A person needed health treatment in order to prevent them dying	None
A person needing health treatment in order to prevent other injuries as listed above	None
<b>Total</b>	None

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	N/A
What lessons did you learn?	N/A
What learning & improvements have been put in place as a result?	N/A
Did this result is a change / update to your duty of candour policy / procedure?	N/A
How did you share lessons learned and who with?	N/A
Could any further improvements be made?	N/A
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	Medical staff are supported by an experienced clinical lead. Who in turn is supported by trustees who themselves are experienced medical practitioners. Administrative team including the CEO can be called on as required.
What support do you have available for people involved in invoking the procedure and those who might be affected?	Those invoking the procedure (patients, their relatives, or staff) can be supported by senior staff (clinical and non-clinical) as well as our psychological team if needed.
Please note anything else that you feel may be applicable to report.	The nature of our work is to provide health assessments, psychological support and pre-travel vaccinations. As such it is unlikely that we would be involved in any treatments which might lead to invoking "duty of candour".