

Action details

Person responsible: Ann Lyell

Location: Lammermuir House

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: 31-Mar-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?: 2026

Who is completing the report: TH20021

Job Role: interim home manager

Provide a short narrative about your service: Lammermuir has 47 bedrooms situated on Four floors. All the rooms have en-suite toilet and wash hand basin , and all have a nurse call system in place. There are three welcoming lounges and dining areas where people can relax and socialise with other residents.

The home is situated in the residential area of Dunbar within East Lothian a short There are many wonderful places to visit in the local area including the beautiful beach and sea views and coastal places of interest ,residents enjoy their bus trips and a variety of lovely pubs and cafes which are just a few of the resident's favourite destinations to visit on a day out. Lammer muir is committed to ensuring we truly understand our residents so that we can support them to live happy, contented lives. We aim to achieve this through our current staff team and recruiting the right staff who are supported to build a rewarding career, we also work together with our residents and those closest to them to achieve their personalised care.

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.

Number of people affected (just add number - no details) 0

Someone has experienced pain or psychological harm for 28 days or more.

Number of people affected (just add number - no details) 1

Number of people affected (just add number - no details) 2

A person needed health treatment to prevent them from dying.

Number of people affected (just add number - no details) 0

A person needed health treatment to prevent other injuries.

Number of people affected (just add number - no details) 0

The structure of someone's body changes because of harm/injury.

Number of people affected (just add number - no details) 0

Someone's treatment has increased because of harm.

Number of people affected (just add number - no details) 0

Someone's life expectancy becomes shorted because of harm.

Number of people affected (just add number - no details) 0

Someone has permanently lost bodily, sensory, motor, or intellectual functions because of harm.

Number of people affected (just add number - no details) 0

Someone has died.

Number of people affected (just add number - no details) 0

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?: YES

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): This incident highlights the importance of continued vigilance and clinical judgement following a fall, even where initial observations indicate no apparent injury. Although all appropriate post-fall procedures were followed and no injuries were identified at the time, the later deterioration in mobility demonstrates that some injuries, particularly fractures, may not be immediately evident.

The case reinforces the need for ongoing monitoring and reassessment of residents after a fall, especially within the first 24 hours. Subtle changes, such as reduced mobility or deviation from baseline function, should prompt immediate re-evaluation and escalation where necessary.

It also underlines the challenges of assessing individuals with advanced dementia, where pain or injury may not be clearly communicated. In such cases, a lower threshold for seeking further medical assessment is appropriate and necessary.

The incident further confirms the importance of maintaining robust falls risk assessments and preventative strategies for high-risk individuals. While appropriate measures were already in place, this event demonstrates that risk cannot be fully eliminated, particularly in residents with complex needs and a history of falls or fractures.

Finally, the response by staff reflects good practice in terms of adherence to procedures, timely escalation, and appropriate use of emergency services when concerns arose.

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?: NO

Why has this report not been made available?: this will be discussed at the next relatives meeting in may the report will be shared on the relatives information boards