

Action details

Person responsible:	Tsitsi Shanyurai
Location:	Amberley
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:	01-Apr-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: Tsitsi Shanyurai

Job Role: Home manager

Provide a short narrative about your service: Amberley Care Home is a distinguished 72-bed residence, renowned for its rich culture, strong values, and unwavering commitment to excellence. Designed to offer both comfort and dignity, our home provides a warm, welcoming environment where residents feel truly at ease.

We specialise in delivering high-quality residential care, early-onset dementia support, and professional nursing care tailored to the unique needs of each individual. Every aspect of our service is thoughtfully designed to ensure that those who live with us receive compassionate, person-centred support within a setting that feels like home.

At Amberley Care Home, we are dedicated to enhancing the lives of our residents by promoting independence, wellbeing, and a genuine sense of belonging. Through meaningful activities, attentive care, and a nurturing atmosphere, we strive to ensure that each resident not only receives exceptional care but also enjoys a fulfilling, happy, and enriched life.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 8

Types of Unexpected or Unintended incidents specified within the legislation

Someone's sensory, motor, or intellectual function is impaired for 28 days or more.

No entries recorded

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

No entries recorded

A person needed health treatment to prevent them from dying.

No entries recorded

A person needed health treatment to prevent other injuries.

No entries recorded

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

No entries recorded

Someone's treatment has increased because of harm.

No entries recorded

Someone's life expectancy becomes shorted because of harm.

No entries recorded

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

No entries recorded

Someone has died.

No entries recorded

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): Seven residents were identified as having experienced incidents of neglect, alongside one near miss involving the provision of an incorrect texture-modified diet by staff. Immediate action was taken to address each case, and all affected residents' families were promptly informed of the incidents.

Initial communication was issued through holding letters to ensure timely notification, followed by formal Duty of Candour correspondence in line with regulatory requirements and organisational policy. This approach ensured full transparency and accountability throughout the process.

Feedback received from families was overwhelmingly positive. They expressed appreciation for the home's proactive communication, adherence to established policies, and commitment to openness. Families specifically commended Amberley for its transparent handling of the situation, which served to reinforce their trust and confidence in the service.

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?: YES