

Action details

Person responsible:	Donna Barks
Location:	Tunbridge Wells
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:	08-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?: 2025

Who is completing the report: Donna Barks

Job Role: Home Manager

Provide a short narrative about your service: Tunbridge Wells Care Centre is a purpose built 70-bed nursing home situated in a pleasant residential area in Tunbridge Wells. It is located close to Hilbert Recreational Ground on the crossroads at Grosvenor Bridge. The Home is situated close to shopping facilities and High Brooms train station. Tunbridge Wells Care Centre offers long-term nursing, palliative, dementia, and shorter-term respite care for the elderly. The home has accommodation for 70 residents over three floors in bright, spacious, comfortable, and well-furnished rooms, each with a pleasant aspect and en-suite or wet room facilities. The rooms are furnished, and equipped with TV point, a nurse call system and an adjustable automatic bed. Residents are encouraged to personalise their rooms

with favourite pictures and photographs ornaments and small items of furniture.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 10

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.

Number of people affected (just add number - no details) 4

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.

Number of people affected (just add number - no details) 5

Someone's treatment has increased because of harm.

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

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): We discuss all lessons learnt during the monthly staff meeting, and the weekly FLASH and HODs.

To provide choices to residents and allow them time to make a decision, to read their careplans if they are unable to make a choice and ask NOK for any details around favourite foods or clothes etc.

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?: unsure how to share this with residents/relatives, will ask RD how CCG facilitate this