

# DUTY

Name & address of service:  
**Beauty Health Aesthetics**  
**3 Whitehouse Road, Stirling**  
**FK7 7SP**

Date of report:  
**6<sup>th</sup> March 2023**

Have you made sure that you (and your staff) understand their responsibilities relating to the duty of candour and do you have systems in place to respond effectively?

**YES**

How have you done this?

## DUTY OF CANDOUR POLICY AND PROCEDURES

How many times have you/your service implemented the duty of candour procedure this financial year?  
**NIL**

Julia Ogilvie (clinical director) has reviewed the Scottish Government Duty of Candour Guidance and the Healthcare Standards policy on the Scottish Governments website

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
	<b>NIL</b>

A person died **NO**

A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions **NO**

A person's treatment increased **NO**

The structure of a person's body changed **NO**

A person's life expectancy shortened **NO**

A person's sensory, motor or intellectual functions was impaired for 28 days or more **NO**

A person experienced pain or psychological harm for 28 days or more **NO**

A person needed health treatment in order to prevent them dying **NO**

A person needing health treatment in order to prevent other injuries as listed above **NO**

**Total: NIL**

Did the responsible person for triggering duty of candour appropriately follow the procedure? **N/A**

If not, did this result in any under or over reporting of duty of candour?

What lessons did you learn? **N/A**

What learning & improvements have been put in place as a result? **N/A**

Did this result in a change / update to your duty of candour policy / procedure? **N/A**

How did you share lessons learned and with whom? **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? **ADVICE LOCATED IN THE COMPLAINTS POLICY AND PROCEDURES**

What support do you have available for people involved in invoking the procedure and those who might be affected?

# DUTY

**FOLLOWING AN INCIDENT, THE OWNERS WILL DISCUSS INCIDENT WITH STAFF AND OFFER SUPPORT WHILE USING REFLECTION, LESSONS LEARNT AND DEVISE A PLAN WHERE APPROPRIATE TO MINIMISE ANY POTENTIAL FUTURE EVENTS AND CARE FOR PATIENTS USING THE SERVICE**

IHC Duty of Candour Report	Version: 1.0	Date: 10/04/2022
Produced by: Julia Ogilvie	Page 1	Review Date: Ongoing
Circulation type (internal/external): Both		