

Action details

Person responsible:	Sareena Modommattathil
Location:	Casa Di Lusso
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:	11-May-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?: 20252026

Who is completing the report: CDL15169

Job Role: home manager

Provide a short narrative about your service: Here at Casa di Lusso Care Home, we understand and appreciate that finding the best care setting for you or your loved one is a significant decision, one that can come with stress and confusion. We are here to guide and assist you every step of the way to ensure that you make the best decision for you or your loved ones care needs. Our highly skilled care and support teams make life at Casa di Lusso as comfortable and fulfilling as possible for our residents. We pride ourselves on being a professional dementia Care Home in Bridgwater and we warmly welcome prospective residents and their relatives to come and tour our care home. We are proud to provide a range of care services at our local care home in Bridgwater, including specialist Dementia Care, Respite Care, Nursing Care and Palliative Care.

With the latest care home technology, dementia-friendly gardens and 24/7 nursing care, residents at Casa di Lusso Care Home receive some of the best, person-centered care in Somerset. This allows them to live with confidence, safe in the knowledge that our caregivers and support team are here to support them if needed.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 13

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)	8
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A person needed health treatment to prevent them from dying.

Number of people affected (just add number - no details)	2
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A person needed health treatment to prevent other injuries.

Number of people affected (just add number - no details)	8
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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?: NO

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): During the reporting period, the service complied fully with the requirements of the Duty of Candour under Regulation 20. Ten notifiable safety incidents were identified, including falls resulting in fractures, Grade 3 pressure ulcers associated with resident frailty, and one incident involving poor moving and handling practice. These incidents were recognised promptly and managed in line with organisational policies.

In all cases, residents and/or their families were informed openly and honestly as soon as reasonably practicable. Verbal and written apologies were provided, along with clear explanations of what had occurred. Ongoing communication and support were maintained where appropriate, and all actions were clearly documented.

Learning from these incidents highlighted the need for continued focus on falls prevention, pressure area care, and safe moving and handling practices, particularly for residents with high levels of frailty and complex needs. As a result, risk assessments and care plans were reviewed, staff refresher training was reinforced, and monitoring of practice was strengthened.

The service continues to promote a culture of openness, transparency, and learning, ensuring that incidents are used to improve care quality and resident safety. Duty of Candour remains embedded within our governance, incident management, and quality assurance processes.

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