

Action details

Person responsible:	Kath O'Dwyer
Location:	Ty Llandaff
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:	10-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?: 2025

Who is completing the report: TY'0001

Job Role: HM

Provide a short narrative about your service: Ty Llandaff Care Home in Cardiff is a care home for up to 69 residents. We provide residential, nursing, and palliative care for older people who require care and support in a homely setting. We aim to ensure that our residents receive an excellent quality of care and live happy, fulfilled lives

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 6

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): 1 x resident fell following an event for which she was enjoying a night of music, doing her usual return to room unaided, she fell and fractured her Humorous. a spell in hospital and returned to our care, family informed, care plans reviewed and walking aid introduced

1 x residential resident fell in her room whilst busying and completing usual independent tasks, she fractured her hip, GP was on site and completed immediate checks and transferred to hospital, returned as a nursing resident with review of care. CIW notification and safeguarding referral which was closed

2 residents missed dose of medications that caused no harm, GP contacted, resident and family advised and safeguarding and CIW notifications submitted and closed with no action

1 x resident fell whilst independently taking herself to the WC in her room early morning, she was able to articulate circumstances and was admitted to A&E. Care plans reviewed, walking aid checked and commode in use during the night implemented with consent from resident, CIW notification and safeguarding referral which was closed

1 x resident fell in her WC and sustained a fracture to her hip, she was admitted to hospital where she underwent surgery to repair before returning to our care, careplans reviewed and all falls equipment implemented in form of sensor mat and rails with CIW notification and safeguarding referral which was closed

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