

Action details

Person responsible:	Tabitha Donovan
Location:	Thornfield
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:	07-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: TH001

Job Role: Manager

Provide a short narrative about your service: Thornfield Care Home is a 52 bed care home. We are dedicated to providing exceptional care and support to our residents, ensuring they lead fulfilling and independent lives. Our facility offers a range of services, including Residential Care, Dementia Care, and Respite Care, all tailored to meet individual needs.

Situated in tranquil Seaton, Devon, Thornfield Care Home combines modern amenities with a warm homely atmosphere. Our team of compassionate and experienced staff is committed to delivering person-centred care, fostering a sense of community and belonging among residents.

We offer a variety of engaging activities and events designed to enhance the well-being of our residents, including arts and crafts, games, quizzes, and local excursions. Our lifestyle coordinators ensure each day is vibrant and fulfilling, encouraging residents to pursue their favourite hobbies while discovering new interests.

At Thornfield Care Home, we prioritise the comfort and well-being of our residents, providing a safe and supportive environment where they can maintain their independence and dignity. We invite you to explore our services and discover how we can support you or your loved one in leading a fulfilling life.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 4

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) 2

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) 4

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): Upon reflection of the reasons Duty of Candour has been initiated, we have discussed and shared learning with the team to reduce clinical risks including: falls risk, continence care and deep tissue injuries.

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