



Hebridean Aesthetics

Name & address of service:	Hebridean Aesthetics	
Date of report:	10/08/23	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively? How have you done this?	It is my responsibility to ensure that I am familiar with the Duty of Candour policy for Hebridean Aesthetics and review the policy annually. I ensure that there is the ability for patients to contact me either through email, phone or messaging systems within my social media contact.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	N C

How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0

Total

0

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	N/A
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 who with?	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? I am trained to	Within the Duty of Candour policy we will acknowledge a patient's complaint and apologise for how a patient is feeling about a treatment or service.
What support do you have available for people involved in invoking the procedure and those who might be affected?	As a lone worker I seek the support of my Mentor and fellow colleagues.
Please note anything else that you feel may be applicable to report.	