

Action details

Person responsible:	Pamela McFall
Location:	Ashridge
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:	17-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: Pamela McFall

Job Role: Deputy Manager

Provide a short narrative about your service: Ashridge Court Care Centre is situated in Little Common on the outskirts of Bexhill-on-Sea, adjacent tot the A259, between Eastbourne and Hastings. It has beautiful view across Cooden to the sea and over the Pevensey Marshes. Little Common has its own train station, local shops, coffee shops and public houses. There is also an excellent seafront hotel within two miles.

Ashridge Court Care Centre offers long-term nursing, palliative, dementia, and shorter-term respite care for the elderly. Management and staff work hard to ensure that residents achieve the best possible quality of life, delivering professional, person-centred care with empathy, compassion and focus on dignity. The keyworker system means that residents always have a friendly face looking out for them, which is particularly helpful during the early days when a new resident is settling in. Our care teams look after people whose symptoms make their lives particularly challenging. Everything is centred around meeting their needs while supporting independence, reducing anxiety and making their life as comfortable and fulfilling as possible. The Home Manager or a member of senior staff carry out a thorough pre-admissions assessment to see if the Home can safely meet a prospective resident's needs. The outcome is discussed with the potential resident and their family/representative, if applicable.

The Home has accommodation for 69 residents over two floors in bright, spacious, comfortable and well-furnished rooms. The rooms are furnished, and also equipped with TV point, a nurse call system and an adjustable automatic bed.

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.

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.

Number of people affected (just add number - no details)	4
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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. Families have different interpretations of the Duty of Candour letters which required further meetings and support from the Home.

2. Adult Social Care involvement supports the Home and the Families involved in creating the best possible outcomes for the improvement of the service.

3. Support plans for the involved residents have been personalised to suit evolving needs.

4. Community resources have been supportive in the improvement of the residents harmed creating positive outcomes.

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