

The Row Dental – Duty of Candour Report

Reporting Period: 1 February 2024 – 31 January 2025

1. Introduction

All Health and Social Care Services in Scotland have a **duty of candour**. This is a legal requirement that ensures when things go wrong, those affected understand what has happened, receive an apology, and that organisations learn and improve for the future.

An important part of this duty is providing an **annual report** on how we have managed the duty of candour within our services. This report outlines our commitment to patient safety and transparency during the reporting period.

2. How Many Incidents Happened to Which the Duty of Candour Applies?

In the last year, there have been **no incidents** at The Row Dental to which the duty of candour applied.

3. Information About Our Policies and Procedures

At The Row Dental, we are committed to an open and transparent culture. If an event occurs that triggers the duty of candour, our staff follow a **clear reporting procedure**:

1. **Incident Reporting:** Staff report the incident to the **Principal Dentist (Dr Slaine Ker)** or **Practice Director (Stuart Ker)**, who ensure that the duty of candour process is correctly followed.
2. **Incident Recording:** The event is recorded, and if necessary, reported to the **Care Inspectorate**.
3. **Learning Review:** A formal review takes place to assess what happened, why it occurred, and how we can improve in the future.
4. **Staff and Patient Support:** We recognize that serious mistakes can be distressing for both patients and staff. We provide **occupational welfare support** for our team members involved in any duty of candour incidents.

4. Staff Training & Awareness

- **All new staff** are trained in the duty of candour as part of their **induction process**.
- Regular **refresher training** is provided to ensure our team understands their responsibilities under this duty.
- We foster a **culture of openness and learning**, encouraging staff to report concerns without fear of blame.

5. Commitment to Patient Safety

Although no duty of candour incidents have occurred in the last year, we remain dedicated to:

- **Continuous improvement** in patient care.
- **Maintaining high clinical standards** and following best practices.

- **Ensuring transparency and clear communication** with patients and their families.

6. Contact Us

If you would like more information about The Row Dental and our commitment to duty of candour, please feel free to contact us:

 **Telephone:** 0131 210 0103

 **Email:** info@therowdental.com

 **Website:** www.therowdental.com

Signed:

Stuart Ker