



SCCL Operations Ltd. (Anavo Group, Scotland) Duty of Candour Report

The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018 establish a legal framework for healthcare, care, and social work services in Scotland. These regulations ensure that organisations follow a formal procedure when an unintended or unexpected incident results in harm, death, or necessitates additional treatment to prevent such outcomes.

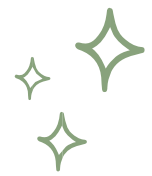
At Anavo Group, we are committed to transparency, accountability, and continuous improvement in our care practices. To uphold this commitment, we have invested in enhanced Duty of Candour training for our Home Managers and implemented a new incident management system. These initiatives facilitate a structured and efficient response to incidents, enabling robust analysis and continuous learning to enhance care quality and risk mitigation strategies. While we acknowledge that risk cannot be fully mitigated, we strive for excellence in all our communities.

Name & Address of Service:	Date of Report:
SCCL Operations Ltd. (Anavo Group, Scotland) 15-17 The Crescent Leatherhead KT22 8DY	3 April 2025

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?

To ensure that our staff fully understand their responsibilities under the Duty of Candour, we have taken the following measures:

- Face-to-face training sessions conducted by the Quality Director for Home Management teams.
- Mandatory Duty of Candour e-learning for all relevant staff.
- Completion of Duty of Candour training via TURAS by Home Managers.



Do you have a Duty of Candour Policy or written duty of candour procedure?

YES

How many times have you/your service implemented the duty of candour procedure this financial year?

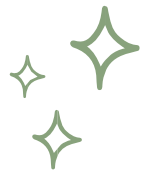
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (1 April 2024 - 31 March 2025)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	17
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	17

Did the responsible person for triggering duty of candour appropriately follow the procedure?

YES

If not, did this result in any under or over-reporting of duty of candour?

Not applicable.



What lessons did you learn?

We identified that Home Managers had an incomplete understanding of the Duty of Candour requirements, highlighting the need for further clarification and education.

What learning & improvements have been put in place as a result?

- Additional training and support provided to strengthen staff knowledge and confidence.
- Enhanced internal communication to reinforce compliance expectations.

Did this result in a change/update to your duty of candour policy/procedure?

NO

How did you share lessons learned and with whom?

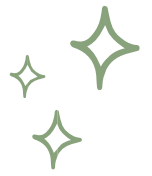
Findings and insights were disseminated to the entire organisation via our company newsletter.

Could any further improvements be made?

Incidents continue to be monitored by the Operations and Quality team, with additional support and guidance provided where required.

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?

- Standardised Duty of Candour template letters and root cause analysis templates are available for team members use.



- Comprehensive training and ongoing support to Home Managers and team members to facilitate compassionate and effective communication.

What support do you have available for people involved in invoking the procedure and those who might be affected?

- Organisational policies and procedures.
- Ongoing organisational support available for all team members.
- Access to an Employee Assistance Programme.

Please note anything else that you feel may be applicable to report.

All 17 recorded Duty of Candour incidents relate to individuals experiencing fractures following a fall.

Conclusion

SCCL Operations Ltd. remains dedicated to fostering a culture of openness, continuous learning, and the highest standard of care. Through ongoing training, system enhancements, and proactive monitoring, we strive to ensure that our services consistently meet and exceed regulatory requirements while prioritising the wellbeing of those we support.