

DUTY OF CANDOUR REPORT 2025-2026



Name and address of service	Clinic C Health & Aesthetics, 365 Holburn Street, Aberdeen, AB10 7FQ	
Date of report	January 2026	
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?	Yes, all staff have been sent / have access to our Duty of Candour policy and have been made aware of any updates or changes and are required to sign and acknowledge this. This will also be discussed at our documented clinic meetings	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	NO
How many times have you/your service implemented the duty of candour procedure this financial year?	(We have not been required to trigger our Duty of Candour policy this 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 (April 25 - March 26) = 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?	We have not had to trigger our Duty of Candour policy this year.	
What lessons did you learn?	N/A	

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What learning & improvements have been put in place as a result?	N/A
Did this result is a change / update to your duty of candour policy / procedure?	We have recently updated our Duty of Candour policy as per guidance from Healthcare Improvement Scotland - but this was not due to the policy being triggered.
How did you share lessons learned and who with?	This has been shared to team members by way of our internal Clinical Governance meetings.
Could any further improvements be made?	We will keep up to date with any pertinent updates in legislation and amend policy as and when 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?	Our service supports staff to provide apologies in a person-centred, compassionate and professional manner through clear Duty of Candour, incident reporting and complaints procedures. Staff are supported by the General Manager to prepare for and, where required, participate in difficult conversations with service users. Apologies will be delivered promptly, sensitively and in a private setting, using clear language and tailored to the individual's needs. Staff are encouraged to communicate openly and honestly, with a focus on acknowledging the person's experience and any distress caused. Service users will be given the opportunity to ask questions and receive information about next steps. Staff involved in incidents will also be offered debriefing, reflective support and management guidance. This helps ensure apologies are delivered in a respectful, supportive and person-centred way.
What support do you have available for people involved in invoking the procedure and those who might be affected?	Clinic C provides support to both staff and service users involved in Duty of Candour procedures. Service users are supported through clear, compassionate communication, opportunities to ask questions, and follow-up discussions where appropriate. Staff are supported by the General Manager throughout the process, including guidance on communication, incident review and documentation. Following an incident, staff are offered debriefing and reflective support to promote learning and wellbeing. Where required, individuals may be signposted to appropriate external support services. This ensures that all parties are supported in a respectful, person-centred and professional manner.
Please note anything else that you feel may be applicable to report.	N/A