



Kirkton Road, Stonehaven AB39 2NQ

Tel: 01569 760760

Email: [info@arduthie.com](mailto:info@arduthie.com)

[www.arduthie.com](http://www.arduthie.com)



**ARDUTHIE**  
LIMITED

## Duty of candour policy

Arduthie Limited commits to a policy of compliance with the duty of Candour procedure (Scotland) Regulations 2018 by always adhering to the following principles:

1. We will always act in an open and transparent way in our dealings with patients and all members of the dental team. We encourage a culture of honesty in all our dealings.
2. We will ensure that all staff members are aware of, and are trained and supported, in knowing their responsibilities regarding a “duty of candour”.
3. We will encourage and support staff members who report any incident, or any failure of this policy and will investigate and where necessary escalate fully any such reports. The individual responsible for investigation is Kenneth Jones, and they will promptly appoint a deputy if there is a conflict of interest.
4. No staff member will be victimised or harassed because of reporting an issue regardless of the seniority or permanency of the individuals involved.
5. Where an error has occurred which has caused harm to any individual in the course of our work, we will openly admit the error and will apologise to the individual, or where appropriate to their parent or carer. We will follow up an immediate verbal apology in writing and will undertake to advise them of the outcome of our investigations on completion.
6. We will ensure that all accounts of an error are complete and truthful.
7. We will do our best to mitigate or correct any harm that has occurred and will provide support to persons affected.
8. We will keep a record of all conversations and correspondence in connection with any such incident.
9. We will notify the Health and Safety Executive and any other appropriate body of any serious ‘Notifiable Safety Incident’ (those resulting in moderate or serious harm) as soon as possible.
10. We will publish an annual report on our website and inform the Scottish government of the findings of this report.
11. We will adhere to the principles of the *Being Open* framework.

# Duty of candour annual report

## Year ending 31st March 2022

To fulfil our duty of candour responsibilities, this report describes the unintended or unexpected incidents that occurred at Arduthie Limited, Kirkton Road Stonehaven, AB39 2NQ during the last year.

### Duty of candour responsibilities

Duty of Candour responsibilities are detailed on our duty of candour policy and all staff have been made aware of our duty of candour through practice meetings discussing performance and our policy has been read by all members of our team.

Our Duty of Candour report will be published annually on our website and sent by email to the Scottish government at [dutyofcandour@gov.scot](mailto:dutyofcandour@gov.scot).

### Unexpected or unintended incidents

The following unexpected or unintended incidents occurred between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022. These incidents do not include those relating to a patient's illness or underlying condition.

- Wrong site extraction (or similar where the incident changed the person's body): 0 times
- Long-term pain of 28 days or more (for example, prolonged pain following an extraction): 0 times
- Permanent lessening of bodily, sensory, motor, physiologic or intellectual functions: 0 times
- A person's treatment increased: 0 times
- A person died: 0 times
- A person's life expectancy shortened: 0 times
- A person's sensory, motor or intellectual functions was impaired for 28 days or more: 0 times
- A person needed health treatment to prevent them dying: 0 times
- A person needed health treatment to prevent other injuries listed above: 0 times

The total number of unexpected or unintended incidents was: 0

I confirm that no further action was required.

Responsible person: Kenneth Jones (Director)

Date of report: 18/04/2022