

Action details

Person responsible:	Glendeen Quow
Location:	Parkfield
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:	07-Mar-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: PAR0195

Job Role: Home Manager

Provide a short narrative about your service: Parkfield House Nursing Home in Uxbridge provides nursing and dementia care for older adults who require support in a safe, caring and homely environment. The home accommodates up to 39 residents and supports individuals with a range of complex nursing needs.

Parkfield House also operates a six-bed contracted palliative care unit, providing specialist end-of-life care in collaboration with healthcare professionals and palliative care services to ensure residents receive compassionate and dignified care during this important stage of life.

In addition, the home supports the local healthcare system through a five-bed non-weight-bearing pathway as part of the Discharge to Assess (D2A) programme with the London Borough of Hillingdon. This service supports individuals who are discharged from hospital but require short-term nursing care and assessment before determining their longer-term care needs.

Our aim is to provide high-quality, person-centred care that promotes dignity, independence and wellbeing. We work closely with residents, their families and external healthcare professionals to ensure care is delivered safely and effectively.

Continuous learning, openness and transparency are central to our governance processes, and we promote a culture where staff feel confident to raise concerns and learn from incidents to improve care delivery.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 0

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.

No entries recorded

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): There were no Duty of Candour incidents during the reporting period.

Parkfield House remains committed to maintaining a culture of openness, honesty and continuous improvement. Even where incidents do not meet the threshold for Duty of Candour, learning is shared across the team through governance processes, staff meetings and reflective discussions to support safe practice and ongoing service improvement.

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