

Action details

Person responsible:	Claudia Ramsamy
Location:	Willows
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:	06-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: WIL957

Job Role: Home manager

Provide a short narrative about your service: Willows Care Home in Romford is a well-established, purpose-built care home offering a warm, supportive environment for up to 72 residents across three floors. The home provides a range of care services, including nursing care, residential care, dementia care, respite care and palliative care, all delivered with a person-centred approach to ensure individual needs are met with dignity and compassion.

The team at Willows creates a community atmosphere where residents can enjoy spacious en-suite rooms, beautifully landscaped gardens and a varied activities programme designed to support wellbeing and engagement. Social spaces such as lounges, dining rooms and a tea room encourage residents to relax, socialise and make the most of daily life.

Life here focuses on comfort, choice and meaningful connections. Meals are prepared with care and attention to individual dietary needs, and residents are encouraged to personalise their routines, participate in activities they enjoy, and feel at home from the moment they arrive.

Families often comment on the caring nature of the staff and the positive atmosphere, highlighting the home's commitment to quality care and the wellbeing of everyone who lives here.

Within the last 12 months, how many incidents have there been at the home, to which the duty of candour applied.: 2

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.

Number of people affected (just add number - no details)	2
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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): At Willows Care Home in Romford, the Duty of Candour was applied following two incidents: a spinal fracture from an unwitnessed fall and an arm fracture from a witnessed fall. In both cases, the residents and their families were informed promptly, with full transparency about what had occurred, the immediate actions taken, and the ongoing care plan.

From these incidents, key learning included the importance of timely monitoring and supervision, ensuring that residents at risk of falls are supported appropriately, and reviewing environmental factors to reduce hazards. Staff reflected on the need for clear communication, both within the care team and with residents' families, to maintain trust and confidence.

Additionally, these events highlighted the value of continuous risk assessment and the importance of reporting and documenting falls accurately. By reviewing these incidents, the home has reinforced its commitment to a culture of openness, safety, and person-centred care, ensuring that lessons learned are applied to prevent future harm and improve overall resident wellbeing.

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