

## Duty of Candour – Annual Report

**Financial Year: April 2025 – March 2026**

Organisation: Medicare Professionals  
Report prepared by: Declan Connor, Director  
Report date: April 2026  
Report period: 1 April 2025 – 31 March 2026

Submitted to: Care Inspectorate  
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*Published on the Medicare Professionals website in accordance with  
the Duty of Candour Procedure (Scotland) Regulations 2018*



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## 1. INTRODUCTION

This Annual Duty of Candour Report has been prepared by Medicure Professionals Ltd in accordance with the requirements of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018.

Medicure Professionals Ltd is a healthcare staffing organisation supplying registered healthcare professionals to NHS Scotland boards and other healthcare organisations. The organisation is committed to embedding openness, transparency, and continuous learning into its operations in line with its Duty of Candour Policy (reference MEDP-DOCS-POL, Version 1, December 2025).

This report covers the financial year 1 April 2025 to 31 March 2026 and has been published on the Medicure Professionals website and submitted to the Care Inspectorate as required.

## 2. SERVICE DETAILS

<b>Name of service:</b>	Medicure Professionals Ltd
<b>Service type:</b>	Independent healthcare staffing provider
<b>Address:</b>	Scotland
<b>Regulatory body:</b>	Care Inspectorate
<b>Reporting period:</b>	1 April 2025 – 31 March 2026
<b>Responsible person:</b>	Managing Director

## 3. DUTY OF CANDOUR POLICY AND PROCEDURE

Medicure Professionals Ltd has a formal Duty of Candour Policy in place.

<b>Does the organisation have a Duty of Candour Policy or written procedure?</b>	<b>YES</b>
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The Duty of Candour Policy (reference MEDP-DOCS-POL, Version 1) was developed and approved in December 2024. The policy covers all services provided by Medicure Professionals Ltd and has been communicated to all staff. It sets out the organisation's approach to being open and transparent when unintended or unexpected incidents occur that result in death or harm, in line with the 2016 Act and 2018 Regulations.

The policy establishes clear processes for: identifying qualifying incidents; notifying affected persons; providing an apology; conducting reviews; offering meetings with affected persons and their families; providing support to staff; and preparing and publishing this annual report.

### 3.1. How the organisation ensures understanding of responsibilities

Medicure Professionals Ltd has taken the following steps to ensure that the organisation and its staff understand their Duty of Candour responsibilities and have systems in place to respond effectively:

The Duty of Candour Policy has been issued to all staff, including the nurse supplied during this reporting period, as part of mandatory onboarding and compliance documentation.

All staff are required to confirm receipt and understanding of the policy.

The Managing Director holds overall responsibility for Duty of Candour compliance, with day-to-day operational oversight embedded within the organisation's governance framework.

Reporting and escalation pathways are clearly documented so that any qualifying incident can be identified and responded to promptly.

## 4. IMPLEMENTATION OF THE DUTY OF CANDOUR PROCEDURE

### 4.1. Number of times the duty of candour procedure was applied

The table below sets out the number of times the Duty of Candour procedure was applied during the financial year 1 April 2025 to 31 March 2026.

Type of unexpected or unintended incident (not relating to the natural course of someone's illness or underlying condition)	Number of times (Apr 2025 – Mar 2026)
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	0
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
<b>TOTAL</b>	<b>0</b>

### 4.2. Actions taken as a result

During the financial year 1 April 2025 to 31 March 2026, Medicure Professionals Ltd supplied one registered nurse. No unintended or unexpected incidents occurred that triggered the statutory Duty of

Candour procedure. Accordingly, no formal Duty of Candour notifications, candour conversations, written notifications, reviews, or associated actions were required during this period.

<b>Did the responsible person appropriately follow the Duty of Candour procedure? If not, did this result in any under- or over-reporting?</b>	The Duty of Candour procedure was not triggered during this reporting period. No incidents requiring formal application of the procedure occurred.
<b>What lessons did you learn?</b>	No formal Duty of Candour procedure was invoked. The organisation has used this first reporting year to embed the policy, ensure staff awareness, and build the infrastructure required to respond effectively should a qualifying incident arise.
<b>What learning and improvements have been put in place?</b>	The Duty of Candour Policy was finalised and issued to all staff in December 2025. Onboarding processes have been updated to include Duty of Candour awareness. Reporting and escalation pathways have been established and tested.
<b>Did this result in a change/update to your policy or procedure?</b>	No changes to the policy were required as a result of incidents. The policy will be reviewed annually as scheduled.
<b>How did you share lessons learned and who with?</b>	No incident-specific lessons were generated this year. General learning regarding the establishment of the policy and awareness obligations has been shared with the nurse supplied during the year through onboarding documentation and policy briefings.
<b>Could any further improvements be made?</b>	As the organisation grows and supplies more staff, further improvements planned include: expanded formal Duty of Candour training modules, scenario-based training exercises, and annual competency assessments. These will be reviewed and progressed during the next reporting year.

## 5. SUPPORT FOR STAFF AND PERSONS AFFECTED

<b>What systems are in place to support staff to provide an apology in a person-centred way?</b>	The Duty of Candour Policy sets out clear guidance on providing person-centred apologies, including the requirement that any apology must be sincere, timely, and delivered with appropriate support. Staff are advised to contact the Managing Director immediately in the event of a qualifying incident to receive guidance and support before engaging with affected persons.
<b>What support is available for people involved in invoking the procedure and those affected?</b>	Staff involved in invoking the Duty of Candour procedure have access to: direct support from the Managing Director; access to professional and occupational health support via their registration body; and guidance from the organisations clinical governance framework. Persons affected by incidents are supported through signposting to appropriate independent advisory services, advocacy organisations, and Patient Advice and Support Service (PASS) Scotland.

## 6. STAFF TRAINING ON DUTY OF CANDOUR

As required by the Duty of Candour Procedure (Scotland) Regulations 2018, information about staff training on Duty of Candour obligations is set out below. This information is provided for the financial year 1 April 2025 to 31 March 2026.

### 6.1. Overview of training activity

<b>Total staff supplied during the reporting period:</b>	1 registered nurse
<b>Number of staff who received Duty of Candour awareness training:</b>	1
<b>Number of staff who received policy briefing on MEDP-DOCS-POL:</b>	1
<b>Training completion rate:</b>	100%

### 6.2. Training delivered

During the financial year 2025–2026, Medicure Professionals Ltd supplied one registered nurse. The following training and awareness activities were delivered in relation to Duty of Candour:

**Duty of Candour Policy Briefing:** The nurse received a full briefing on the Duty of Candour Policy (MEDP-DOCS-POL, Version 1) as part of mandatory onboarding. This included an overview of the legal obligations under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018, the types of incidents that trigger the procedure, the steps that must be followed, and the support available to staff and persons affected.

**Documentation and Escalation Procedures:** The nurse was briefed on the organisation's reporting and escalation pathways, ensuring awareness of how to identify and respond to a qualifying incident and who to contact immediately.

**Professional Registration Requirements:** As a registered healthcare professional, the nurse is subject to the professional duty of candour obligations set out by their regulatory body (Nursing and Midwifery Council), which complement the organisational and statutory duties. This professional duty was acknowledged and reinforced during onboarding.

### 6.3. Planned training developments

Medicure Professionals Ltd recognises that as the organisation grows, a more structured and formalised training programme will be required. The following improvements are planned for the next reporting year:

- Development of a dedicated Duty of Candour e-learning module aligned with the Scottish Government guidance and the organisation's policy.
- Introduction of scenario-based training exercises to build staff confidence in recognising qualifying incidents and conducting candour conversations.
- Implementation of an annual Duty of Candour competency assessment for all staff to ensure continued awareness and understanding.
- Alignment of Duty of Candour training with other mandatory training programmes, including safeguarding, incident reporting, and complaints handling.

## 7. PUBLICATION AND SUBMISSION OF THIS REPORT

This Annual Duty of Candour Report has been:

- Published on the Medicure Professionals Ltd website in accordance with the requirements of the Duty of Candour Procedure (Scotland) Regulations 2018.
- Submitted to the Care Inspectorate as required.
- This report will be retained as part of the organisation's governance records and reviewed at the next annual review.

## 8. DECLARATION

I confirm that the information contained in this Annual Duty of Candour Report is accurate and complete to the best of my knowledge, and that it has been prepared in accordance with the requirements of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018.

<b>Signed:</b>	
<b>Name:</b>	Declan Connor
<b>Position:</b>	Director
<b>Organisation:</b>	Medicure Professionals Ltd
<b>Date:</b>	April 2026

- END OF REPORT -

