

Luceo Aesthetics Limited

Duty of Candour Annual Report, 1st January 2024 – 31st December 2024

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered a duty of Candour within our service.

Name & address of service:	Luceo Aesthetics Limited, Dalmuir, 19 Strang's Ley, Forfar, DD82ED	
Date of report:	30 th December 24	
How have you made sure that you (& your staff) understand your responsibilities relating to the duty of candour & have systems in place to respond effectively? How have you done this?	Angie Mackenzie is the sole practitioner at Luceo Aesthetics and having written the Duty of Candour Policy, she is fully aware of its contents and its implications	
Do you have a Duty of Candour Policy or written duty of candour	YES	
How many times have you/your service implemented the duty of candour procedure this financial 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 (1 st January 2023 - 31 st December 2023)	
A person died	Nil	
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	Nil	
A person's treatment increased	Nil	
The structure of a person's body changed	Nil	
A person's life expectancy shortened	Nil	
A person's sensory, motor or intellectual functions was impaired for 28 days or more	Nil	
A person experienced pain or psychological harm for 28 days or more	Nil	
A person needed health treatment in order to prevent them dying	Nil	
A person needing health treatment in order to prevent other injuries as listed above	Nil	
Total	Nil	

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	Not required
What lessons did you learn?	Not applicable
What learning & improvements have been put in place as a result?	Not applicable
Did this result in a change / update to your duty of candour policy / procedure?	Not applicable
How did you share lessons learned and who with?	Not applicable
Could any further improvements be made?	Not applicable
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?	Angie Mackenzie is the sole practitioner at Luceo Aesthetics Limited and has a Duty of Candour Policy and Complaints Policy that will be adhered to in the event of any adverse event. These policies will guide her on the management of such events. She also has a support network in the aesthetic industry and her governing body (NMC) and HIS for support.
What support do you have available for people involved in invoking the procedure and those who might be affected?	Angie Mackenzie would seek advice and support from Aesthetic colleagues, NMC, RCN, HIS and ACE
Please note anything else that you feel may be applicable to report.	Not applicable