



Duty of Candour Report 2023-2024

Service provider details

Service name: Lloyds Clinical

Service Type Detail: Nurse Agency

Service number: CS2009235447

Service address: Lloyds Clinical, Unit 4,
Scimitar Park, Roydon Road, Harlow, CM19
5GU

Registered Managers: Kellyanne Flanagan



Organisation/provider

Lloyds Clinical provide clinical homecare to over 90,000 patients to enable them to live their very best lives. As one of the most experienced providers of clinical homecare in the UK market, we care for patients in their own home or in the community on behalf of our NHS, private medical insurers, and pharmaceutical manufacturing partners. Our services range from the straightforward delivery of medication to specialist nursing for complex conditions.

Lloyds Clinical is registered with Companies house; 02764914.

Scotland Staff Team:

Registered Managers: Kellyanne Flanagan

Staff team: 6.8 FTE

How many incidents happened to which the duty of candour applies?

In the past year, there has been 0 incidents to which the Duty of Candour applied. The previous manager left the service due to ill health and I have taken over as registered manager since September 2024. The details below are taken from the previous registered manager.

Type of unexpected or unintended incident	Number of times this happened.
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor, or intellectual functions is impaired for 28 days or more	0
Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment to prevent them dying	0
A person needing health treatment to prevent other injuries	0

To what extent did Lloyds Clinical follow the Duty of Candour procedure?

N/A

Information about our policies and procedures

All complaints and incidents requiring Duty of Candour are reported onto the Lloyds Clinical incident management system as per the standard complaints and incident processes. Incidents graded as moderate harm or above have an escalation call, where the need to enact Duty of Candour is discussed. Once it has been determined that Duty of Candour should be completed, a named individual will be allocated to undertake this verbally as soon as practically possible following notification of the event. If the Duty of Candour is related to a nursed patient, then this

would be report to the Care Inspectorate. All Duty of Candour discussions are followed up in writing by the Clinical Governance and Patient Experience Team as per our Duty of Candour Policy.

When an incident has happened, the Manager and Clinical Governance and Patient Experience Team review a Corrective and Preventive Action Plan to avoid recurrence. This allows Lloyds Clinical to review what happened and identify changes for the future.

We acknowledge that serious mistakes can be distressing for staff as well as people who use care and their families. We have occupational welfare support, clinical supervision, and an Employee Assistance Program in place for our staff if they have been affected by a duty of candour incident.

What happened as a result?

N/A

As required, we have submitted this report to the Care Inspectorate, and we have also placed it on our website. If you would like more information about this report, please contact us using these details: caiteam@lloydsclinical.com