

DUTY OF CANDOUR REPORT

Name & address of service: Espacio Medical Aesthetics
12a Castle Terrace, EH1 2DP

Date of report: 31/01/2026

Have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively? **YES**

How have you done this?

DUTY OF CANDOUR POLICY AND PROCEDURES

How many times have you/your service implemented the duty of candour procedure this financial year? **NIL**

BillieJean McKay (clinic manager) has reviewed the Scottish Government Duty of Candour Guidance and the Healthcare Standards policy on the Scottish Governments website

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:
	NIL
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

Did the responsible person for triggering duty of candour appropriately follow the procedure? **N/A**

If not, did this result in any under or over reporting of duty of candour?

What lessons did you learn? **N/A**

What learning & improvements have been put in place as a result? **N/A**

Did this result in a change / update to your duty of candour policy / procedure? **N/A**

How did you share lessons learned and who with? **N/A**

Could any further improvements be made? **N/A**

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?

ADVICE LOCATED IN THE COMPLAINTS POLICY AND PROCEDURES

What support do you have available for people involved in invoking the procedure and those who might be affected?

FOLLOWING AN INCIDENT, THE OWNERS WILL DISCUSS INCIDENT WITH STAFF AND OFFER SUPPORT WHILE USING REFLECTION, LESSONS LEARNT AND DEVISE A PLAN WHERE APPROPRIATE TO MINIMISE ANY POTENTIAL FUTURE EVENTS AND CARE FOR PATIENTS USING THE SERVICE

Please note anything else that you feel may be applicable to report: **N/A**

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