

Duty of Candour Report

Mackenzie Aesthetics

Financial year ending 28 February 2025

All health and social care services in Scotland have a duty of candour. 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 that organisations learn how to improve for the future.

This document describes how our healthcare services have operated the duty of candour during document complies with our obligations in Scotland.

This short report details the time between 1 March 2024 and 28 February 2025 The information contained in this report is also shared with Health Care Improvement Scotland

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

In the last financial year ending 28 February 2025, there have been no incidents to which the duty of candour applied.

Our policies, procedures and learning

A Duty of Candour Policy is in place and regularly reviewed. Our incident report procedures accounts for our obligation to monitor and report duty of candour incidents.

When an incident occurs in our service where duty of candour applies, our staff report this to liza Mackenzie who is the services' responsible person.

We know that serious mistakes can be distressing for staff as well as service users and their families.

Where a duty of candour incident arises from staff wrongdoing, our disciplinary process is implemented.

For more information about this report, please contact Liza Mackenzie 07979186113