

Annual Duty of Candour Report - *Period ending March 2021.*

1. Duty of Candour Report

Regulated Health and social care services in Scotland must comply with the duty of candour procedure. The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 was implemented on 1st April 2018 placing an organisational duty (Duty of Candour) on health, care, and social work services.

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 we learn how to improve for the future.

An important part of this duty is that we provide an annual report on duty of candour incidents in our services. This short report describes how our services have operated the duty of candour procedure between 1 April 2020 and 31 March 2021.

2. Duty of Candour Incidents

In the period from 1 April 2020 – 31 March 2021, there were no incidents to which the duty of candour applied.

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
Type of unexpected or unintended incident	Number of times this happened
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 in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries	0

Incidents in which the duty of candour apply are unintended or unexpected incidents that result in death or harm as defined in the Act, and do not relate directly to the natural course of someone's illness or underlying condition.

3. Information about our policies and procedures

Incidents that occur in our services are reported through the organisation's Safeguarding reporting process. This ensures that our safeguarding team have the opportunity to examine, discuss and determine if an incident should be classed as a duty of candour.

Where something has happened that triggers the duty of candour procedure, this is identified through our incident reporting process by staff. The Project Manager works in conjunction with the Regional Manager who reports the incident to the Care Inspectorate. When a duty of candour incident has happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and to identify changes for the future.

All new staff learn about the duty of candour procedure during their 'Ready for Work Week' induction training. We know that serious mistakes can be distressing for staff as well as people who use our services and their families. We have support in place for our staff if they have been affected by a duty of candour incident.

4. Other information

This is the third year of duty of candour being in operation and it has been a second year for us to report no duty of candour incidents. It has been a year of learning and refining our existing processes to further enhance the organisational duty of candour requirements. We also review all formal complaints for potential duty of candour and may initiate a significant adverse event review following receipt of a complaint.

Our annual report will reflect the Covid-19 pandemic in due course. At the time of writing this report we are awaiting guidance from the Scottish Government as to what questions they would like to see answered in this annual return to ensure consistent reporting. Once this information is made available, we will update our report to reflect the Covid-19 additions.

Our annual report has been reviewed by our Trustee Board Members and as required, we have advised Scottish Ministers of this report and we have also published it on our website.

If you would like more information about this report, please contact us using the contact details found on our website.



Patricia Donnelly

Chief Executive