

## Duty of Candour Annual Report April 2018 – April 2019

Duty of Candour is a legal requirement as set out in the Health, (Tobacco, Nicotine etc and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018, to ensure that if something goes wrong in health or social care services that the people affected are offered an explanation, an apology, and an assurance that staff will learn from this error. Learning is shared with the people affected, within the organisation, and across the sector as required.

The purpose of the Duty of Candour is to ensure organisations are open, honest and supportive when there is an unexpected or unintended incident resulting in death or harm. We must activate the Duty of Candour procedure as soon as reasonably practicable after becoming aware that:

- An unintended or unexpected incident occurred in the provision of the health, care or social work service provided by the organisation as the responsible person;
- In the reasonable opinion of a registered health professional not involved in the incident:
  - a) that incident appears to have resulted in or could result in any of the outcomes outlined in the table below; and
  - b) That the outcome relates directly to the incident rather than the natural course of the person's illness or underlying condition.

### Report

It is a requirement that we produce an annual Duty of Candour Report as below:

**Table 1**

Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying condition)	Number of times this happened (between 1 April 2018 and 31 March 2019)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	1
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person 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 needed health treatment in order to prevent other injuries	0
<b>TOTAL</b>	<b>1</b>

**Number of Duty of Candour Incidents reported between April 2018 and April 2019: 1**

**Nature of Incidents:**

As Per Table 1

**Information on Policies and Procedures**

**(i) Procedure for identifying and reporting incidents:**

- Carers Direct Ltd's Whistleblowing Policy was used to alert a manager of the incident.
- Our Accident and Incident Reporting Policy was followed.
- Our Client Complaint procedure was followed.
- Reports were submitted to Police, Social Work, Care Inspectorate and SSSC in line with our Adult Protection policy and Protecting Vulnerable Groups policy.

**(ii) Training support available to staff, and what support was given to anyone affected by duty of candour:**

Increased medical support sought for the Service User.

Refresher training provided to staff in the subject area relating to the incident.

**Were there any changes made to the Policies and Procedures as a result of the incidents?**

- Changes were made to the template used for Staff Handover purposes.
- Increased observations were scheduled:
  - a) for the staff member involved and
  - b) for others working in that specific service

**Any other information**

This is the first year of the Duty of Candour being in operation. As required, we have alerted the Care Inspectorate and we have also published the report on our website.