



Duty of Candour Annual Report
1st April 2019 – 31st March 2020
Housing Support/Care at Home

DUTY OF CANDOUR REPORT

In Scotland, all health and social care services have a duty of candour. This is a legal requirement which means that every healthcare professional must be open and honest with clients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the client, apologise, offer appropriate remedy or support and fully explain the effects to the client. It also allows for organisations to learn how to improve for the future.

Under the duty of candour, an important part is that we provide an annual report on how this is implemented in our services. This report describes how Abbeyfield Strathaven & District Society Ltd – Housing Support Service/Care at Home, has operated the duty of candour between 1st April 2018 and 31st March 2019.

1. About Abbeyfield Strathaven & District Society Ltd– Housing Support Service/Care at Home

Abbeyfield Strathaven is an independent charity organisation whose support service provides Housing Support Service to up to 10 older adults.

2. How many incidents happened to which the Duty of Candour applies?

Between 1st April 2018 and 31st March 2019, there were no incidents where the duty of candour applied.

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 1st April 2018 and 31st March 2019)
A person died	0
A person's treatment increased	0
The structure of a person's body changed	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 as listed above	0
TOTAL	Affected 0 clients

3. Did the responsible person for triggering duty of candour appropriately follow the procedure?

N/A

4. What lessons did you learn?

N/A

5. Information about our policies and procedures

Every adverse event is documented and reviewed by management. Through this process, management can identify any incident which activates the duty of candour process. Abbeyfield Strathaven & District Society Ltd has a Duty of Candour policy in place which contains information on implementing the duty of candour with accompanying duty of candour guidance. Staff have access to information through the policy files (located in the main), in house training dated 19th March 2018, online via the Care Inspectorate and Scottish Social Services pages. All staff are encouraged to complete the NHS Educational Scotland Duty of Candour e-learning module.

6. What learning & improvements have been put in place as a result?

N/A

7. Did this result in a change / update to your duty of candour policy / procedure?

N/A

8. Other information

N/A