

## Annual Duty of Candour Report (Scotland)

### Duty of Candour

Duty of Candour is a legal requirement to ensure that if something goes wrong in health or social care services the people affected are offered an explanation, an apology and an assurance that staff will learn from the error. The learning is shared with the people affected and throughout Scotland.

### About our Organisation

This report describes how a medium sized domiciliary care provider has implemented the Duty of Candour throughout the period of 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021.

Glasgow Homecare Ltd T/A Home Instead Glasgow South supports 110 people to live in their own individual homes with a small team of CAREGivers who are matched to work for the person and provide bespoke, flexible and tailored support that meets their individual needs.

Glasgow Homecare Ltd T/A Home Instead Glasgow South has a Duty of Candour policy and staff guidance. All staff undertake training to help them understand the Organisation's policy and the process of the Duty of Candour which could affect them.

The people we work for have a variety of support needs but includes older people, people with sensory loss and people living with dementia.

### Incident Reporting

All health and social care services in Scotland must provide an annual duty of candour report for their service. As a care at home provider, this information is sent to our regulator the Care Inspectorate.

During the reporting period, 0 incidents triggered the Duty of Candour.

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

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#### Glasgow Homecare Ltd trading as Home Instead Glasgow South

Registered Office Address • 2<sup>nd</sup> Floor Suite, The Millworks, 28 Field Road • Glasgow, G76 8SE  
Telephone: 0141 404 5160 • Website: [www.homeinstead.co.uk/glasgow-south](http://www.homeinstead.co.uk/glasgow-south)

Registered in Scotland Company Registration No: **SC525967**

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Someone's sensory, motor or intellectual functions are 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 from dying	0
A person needing health treatment in order to prevent other injuries	0

### **Our Policy and Process**

When an incident occurs that necessitates the implementation of Duty of Candour, our staff reports this to their Line Manager and to the Senior Manager who oversees the service we provide. The incident is recorded, and the named staff member completes the Care Inspectorate reporting e-form.

Events on Access People Planner highlights the learning needed as a result of the incident and any specific staff team learning necessary.

Our external confidential, employee counselling service is available to all staff at any time but if Duty of Candour is triggered it is emphasised to staff that this is available. Senior management meet with staff to provide support and emphasise this is about learning and improving not blame.

Duty of Candour is part of our Core training which all staff have to undertake, in addition to the legislation a series of scenarios form part of the training to emphasise to staff that while it is distressing when things go wrong, we can and do learn from our mistakes and adapt our processes to try to minimise the events recurring. This is also included in our whistleblowing policy and values training.

Where the incident arises from staff wrongdoing our disciplinary process is immediately put in place.

### **What have we Learned?**

In this 3rd year of implementing Duty of Candour:

- We have supported staff in understanding the process as many find it confusing. The guidance has been very helpful.

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*To us, it's personal*

If you would like more information about this report, please contact us using these details:

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