

DUTY OF CANDOUR ANNUAL REPORT 1.4.22 to 31.3.23

Introduction

Under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 all health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about how the duty of candour is implemented in our services. This report describes how CrossReach has operated the duty of candour during the time 1 April 2022 and 31 March 2023.

About CrossReach

CrossReach, Social Care of the Church of Scotland, is a social care provider working across Scotland to provide care and support services to people with a diverse range of support needs. CrossReach provides services to older people, adults and children with learning disabilities, counselling services, supporting people with mental health issues, support people who are homeless, support people with substance misuse issues along with many more.

Our mission statement is;

“In Christ’s name we seek to support people to achieve the highest quality of life which they are capable of achieving at any given time”

How many incidents occurred which Duty of Candour applied?

Between 1 April 2022 and 31 March 2023 there were 0 incidents where duty of candour applied.

Despite no cases meeting the definition of duty of candour, we fully review and assess any incidents that arise under the criteria. Any learning is identified to minimise the risk of a similar situation reoccurring

A breakdown of the criteria for duty of candour incidents and the nil return for this period is detailed below;

Type of unexpected or unintended incident (not relating to the natural course of a person’s illness or underlying conditions)	Number of times this happened between 1 April 2022 and 31 March 2023
A person died	Nil
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions.	Nil
A person’s treatment increased	Nil
The structure of a person’s body changed	Nil
A person’s life expectancy shortened	Nil
A person’s sensory, motor or intellectual functions was impaired for 28 days or more	Nil
A person experienced pain or psychological harm for 28 days or more	Nil

A person needed health treatment in order to prevent them dying	Nil
A person needed health treatment in order to prevent other injuries as listed above	Nil
Total	0

Policies and Procedures

All services have a copy of the Duty of Candour Policy and the NHS e-learning module on Duty of Candour is mandatory for all managers and staff supporting people who use our services. This allows operational staff to identify duty of candour incidents. In addition, the central reporting of all adult/care protection issues and accidents, incidents and near misses means that the Business Partner – Quality, Compliance and Improvement and the Health and Safety Manager are a second line in identifying any duty of candour issues which may not already have been identified by operational staff. In addition, the fact that Care Inspectorate notifications ask Registered Managers to confirm whether the incident is duty of candour or not forces managers to make that initial assessment.

All incidents that have the potential to trigger duty of candour are assessed by at least one of our internal medical practitioners.

Duty of Candour incidents are handled by the relevant Head of Service, who instructs the investigation, meets with the Relevant Person(s), shares the report including learning and offers an apology. The Head of Service will also identify learning and determine the most appropriate way for the learning to be shared.

Other information

This is the fifth CrossReach duty of candour report and we continue to embed and refine existing procedures to include duty of candour and share any relevant identified learning outcomes.

If you would like more information about this report then please contact the Business Partner – Quality, Compliance and Improvement – 0131 657 2000.

