

## **DUTY OF CANDOUR REPORT**

### **Crossroads Caring Scotland April 2021- March 2022**

This report lays out how Crossroads Caring Scotland implemented the Duty of Candour into our Complaints Handling policy during the period of April 2021 to, March 2022.

Crossroads Caring Scotland is a national organisation primarily delivering domiciliary care and support across Scotland.

Crossroads Caring Scotland prides itself in delivering reliable and responsive care and we have a comprehensive framework of policies and procedures that provide staff guidance, along with a robust training plan.

Our duty of candour procedure is included in this framework and is available to all staff.

#### **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.

We must activate the duty of candour procedure as soon as reasonably practicable after the becoming aware that:

- An unintended or unexpected incident occurred in the provision of health, care or social work service provided by the organisation as the responsible person.
- In the reasonable opinion of the registered health professional (means a member of a profession to which section 60 (2) of the Health Act 1999 applies) not involved in the incident.
  1. That incident appears to have resulted in or could result in any of the outcomes outlined in the table below; and
  2. That the outcome relates directly to the incident rather than to the natural course of the persons illness or underlying health condition.

## Report

All health and social care services in Scotland must provide an annual Duty of Candour report for all their services. CCS report is outlined below. The information contained in this report is also shared with the Care Inspectorate.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently loss bodily, sensory, motor physiological 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
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 to prevent them dying	0
A person needing health treatment to prevent other injuries	0

**During the period 1 April 2021 – 31 March 2022**

**there have been 0 incidents that triggered Duty of Candour.**

## CCS Policy and Procedure

When an incident occurs that requires the Duty of Candour to be implemented, our staff reports this to their line manager and to the relevant Operational Director who oversee all CCS services. The incident is recorded, and the registered manager completes the Care Inspectorate reporting e-form.

CCS have a robust reporting of accidents & Incidents that all staff are aware of and trained appropriately. CCS as part of staff's continuing development during supervisors and appraisals analysis data collated on a regular basis to ensure all training provided is 'fit for purpose'.

A Duty of Candour incident can have an impact on staff and therefore staff have access to our confidential external Employee Assistance Staff are reminded of this through varies formats throughout the year. Senior staff will also meet with staff to provide support and emphasis that this is about improvement and learning and not about blame.

Where an incident of Duty of Candour arises from a staff members actions/wrongdoing then CCS disciplinary process is implemented.

## **What have we learned?**

In order to implement the Duty of Candour CCS has reviewed our Complaints handling policy and encompassed the Duty of Candour into this policy with detailed explanation/guidance and procedures in respect of managing a duty of candour incident.

Duty of Candour is a set agenda item in all meetings from Board meetings to service staff meetings, along with a set item in all staff supervisions.

CCS believes it has implemented robust measures to mitigate risk but accepts that sometimes this is not always possible and therefore will always look to learn from any errors made.

If you require any additional information on this report, please email [info@crossroads-scotland.co.uk](mailto:info@crossroads-scotland.co.uk).