



**Partners for Inclusion
Duty of Candour Report
April 2024**

Introduction

1. This report details how Partners for Inclusion Group has implemented the Duty of Candour legislation between 1st April 2023 and 31st March 2024

2. What is the Duty of Candour?

The Duty of Candour is a legal duty placed upon providers of care services from 1st April 2018 through the:

- Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016; and
- The Duty of Candour Procedure (Scotland) regulations 2018.

Every organisation covered by the duty of candour legislation is regarded as a 'responsible person' with the definition as set out in [section 25 of The Act](#).

A 'relevant person' is the person who has been harmed during the incident, or where that person has died, or is, in the opinion of the responsible person, lacking in capacity or otherwise unable to make decisions about the service provided, a person acting on behalf of that person. This is set out in section 22(3) of the Act.

The purpose of the legislation is to make sure that care service providers are:

- Open and honest when unexpected or unintended accidents or incidents occur that cause harm to the people who use their services.

The legislation sets out a clear procedure that must be followed including:

- Provide the person who has suffered harm with an explanation of what happened and an apology.
- Meeting with the person who has suffered harm to allow them to ask questions and make their views known;
- Holding a review to investigate the incident fully, identify any actions that should take place and learn from the incident to prevent similar incidents from happening in the future;
- Offering support to both the person who has been injured and the member(s) of staff involved.

3. About our Organisation

At the time of writing the report, Partners for Inclusion, supports 113 people to live in their own individual homes/family homes, with a small team of support practitioners who are matched to work for the person and provide bespoke, flexible and tailored support that meets their individual needs.

The people we work for have a variety of support needs which varies from 2 to 24/7 hours of support. Our services are organised across six Health and Social Care Partnerships (HSCPs) basis, namely East Ayrshire, East Renfrewshire,

Glasgow, North Ayrshire, Renfrewshire and South Ayrshire. We are registered with the Care Inspectorate.

Partners for Inclusion has a Duty of Candour Policy and Guidance for all team members. All team members undertake training to help them understand the Organisation's Policy and the process of the Duty of Candour which could affect them.

4. Incident Reporting

All Health and Social Care Services in Scotland must provide an annual, duty of candour report for their service. This is a legal requirement which means that when things go wrong and mistakes happen, 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 the duty of candour in our services. This short report describes how our care service has operated the duty of candour during the time between 1 April 2023 and 31 March 2024. We hope you find this report useful.

As a supported living/care at home provider this information is sent to our regulator, the Care Inspectorate as eforms notifications.

5. How many incidents happened to which the duty of candour applies?

During the period 1st April 2023 to 31st March 2024, there were no accidents or incidents reported that triggered the Duty of Candour Procedure. The table below reflects this position.

Type of unexpected or unintended incidents	No of incidents
Someone has died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
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 needing health treatment in order to prevent other injuries as listed above	0
Total	0

6. Information about our Policy and Guidance

Our Senior Service Leadership and Service Leaders are aware of the Duty of Candour legislation and the implications for managing and reporting unexpected and unintended accidents and incidents.

Our incident and accident recording system has been updated to include specific questions that support those who use it to identify whether the Duty of Candour has been triggered and if so, follow the appropriate process.

The Registered Manager/delegated Manager, reports as necessary to the Care Inspectorate. When an incident has happened, the relevant people will organise a meeting to debrief the incident. To aid this process, there is a debrief meeting template used, this allows everyone involved to review what happened, identify and record learning and identify changes to be implemented.

Our care policies and procedures take account of the Duty of Candour procedure where appropriate.

7. Training

Our Senior Managers learn about the duty of candour at their induction. We know that serious mistakes can be distressing for team members as well as people who use care and their families. We have an external counselling service to offer support for our team members if they have been affected by a duty of candour incident.

Where people we support are affected by the duty of candour, we have arrangements in place to provide support as necessary.

8. What have we learned?

There has been a significant reduction in the number of events, incidents and accidents that have been wrongly identified as having triggered the Duty of Candour Procedure in notifications to the Care Inspectorate.

We believe that the changes that we have made to our accidents and incidents database will help embed the understanding of Duty of Candour amongst our employees.

Whilst we recognise that we need to continue to work to improve our employees' understanding of the Duty of Candour we are reassured that they recognise the importance of being open and transparent in respect of all incidents and accidents.

If you would like more information about the Partners for Inclusion, please email: reception@partnersforinclusion.org