



Duty of Candour Report

Reporting Period: 1 April 2024 – 31 March 2025

1. Introduction

This report details how Partners for Inclusion has implemented the Duty of Candour legislation between 1 April 2024 and 31 March 2025

2. What is the Duty of Candour?

The Duty of Candour is a legal requirement for care service providers, introduced on 1 April 2018 through the:

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

Every organisation covered by this legislation is regarded as a 'responsible person' as defined in section 25 of the Act. A 'relevant person' is the individual who has been harmed or, in cases where the individual has died or lacks capacity, a representative acting on their behalf, as outlined in section 22(3) of the Act.

The purpose of the legislation is to ensure that care providers are:

- Open and honest when unexpected or unintended accidents or incidents occur that cause harm to those they support.

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

- Providing the affected individual with an explanation of what happened and an apology.
- Holding a meeting with the individual (or their representative) to discuss their concerns and allow them to ask questions.
- Conducting a full review of the incident to identify lessons learned and prevent similar occurrences.
- Offering support to both the affected individual and the staff members involved.

3. About Our Organisation

At the time of writing this report, Partners for Inclusion supports 111 individuals to live independently in their own homes or family homes. Each person is supported by a small team of practitioners who are carefully matched to provide bespoke, flexible, and tailored support.

The support provided varies from a few hours to 24/7 care. Our services operate across six Health and Social Care Partnerships (HSCPs): 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 staff undergo training to understand the organisation's policy and the Duty of Candour process.

4. Incident Reporting

All Health and Social Care Services in Scotland must provide an annual Duty of Candour report. This legal requirement ensures that when incidents occur, affected individuals understand what happened, receive an apology, and organisations learn from mistakes to improve future care.

As a supported living and care-at-home provider, we submit this information to our regulator, the Care Inspectorate, via eforms notifications.

5. How Many Incidents Triggered the Duty of Candour?

During the reporting period (1 April 2024 – 31 March 2025), no incidents or accidents were reported that triggered the Duty of Candour procedure. The table below provides a breakdown:

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 fully aware of the Duty of Candour legislation and its implications for managing and reporting unexpected and unintended incidents.

To ensure compliance, we have:

- Updated our incident and accident recording system to include specific questions that help determine whether the Duty of Candour has been triggered.
- Implemented a structured follow-up process, including reporting to the Care Inspectorate by the Registered Manager or delegated Manager.
- Established a debriefing procedure using a standardised template, ensuring all involved parties can review the incident, identify learning points, and record necessary improvements.
- Aligned our policies and procedures with the Duty of Candour requirements where applicable.

7. Training and Support

Our Senior Managers receive training on the Duty of Candour during their induction. We recognise that serious incidents can be distressing for both our team members and those receiving support, as well as their families. To address this, we:

- Provide access to an external counselling service for team members affected by the Duty of Candour.
- Offer additional support arrangements as required.

8. What Have We Learned?

During this reporting period, we observed a significant reduction in incidents incorrectly identified as triggering the Duty of Candour in notifications to the Care Inspectorate. We believe this improvement is due to:

- Enhancements made to our incident and accident reporting database.
- Increased training and awareness among staff regarding the Duty of Candour process.

While we continue to refine our employees' understanding of the Duty of Candour, we are reassured that our team members remain committed to openness and transparency in all incident and accident reporting.

For more information about Partners for Inclusion, please email:
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