



Brothers of Charity Services (Scotland)

Duty Of Candour Annual Report

This report covers the period 1 April 2020 to 31 March 2021.

All health and social care services in Scotland have a Duty of Candour. This is a legal requirement which means that when something goes wrong or mistakes happen that have the potential to cause harm or distress, the people affected are offered an explanation, receive an apology and support and know that learning will be taken from the incident to make improvements.

As part of our responsibilities, we must produce an annual report detailing the number of times we have triggered Duty of Candour within our services and the actions taken.

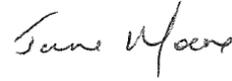
<p>Name and address of services Brothers of Charity Services (Scotland) Triest House, Bridge Street, Galashiels TD1 1SW</p>	<p>Our services are registered with the Care Inspectorate</p> <p>Together Borders Supported Living Services Areas 2 & 3 - registered to provide housing support & care at home to people living in their own homes.</p> <p>Our Supported living Service provides person led support to 84 individuals to enable and empower them to achieve their goals, play an active part in their community, maintain relationships, navigate change, contribute to their physical and psychological wellbeing, give them choice and control in their lives whilst supporting them to live independently at home.</p> <p>Our Care Service supports 38 adults and older people to reach their full potential enabling and empowering them to live an independent life in their own home.</p> <p>Garden Villa registered Care Home Service is a 7 bedded residential facility. It provides a homely environment for adults and older people who are no longer able to live safely in their own home. The Home has 6 permanent residents and also offers regular short breaks to individuals and their families.</p>
<p>Date of report</p>	<p>Relates to FY2020/21</p>
<p>How many times have you/your service implemented the Duty of Candour procedure this financial year?</p>	<p>0</p>
<p>Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)</p>	<p>0</p>
<p>A person died</p>	<p>0</p>

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

<p>How have you made sure that staff and Managers understand the responsibilities relating to duty of candour and what are the systems in place to respond effectively ?</p>	<p>Our Duty of Candour policy explains the various responsibilities of everyone involved staff, managers and Board members regarding duty of candour and details how we will respond to an incident. We also have an accessible policy to help explain our duty and how we will fulfil it to the people we support. Staff are informed about this policy and their duty of candour responsibilities during individual induction with their line manager and within the Organisation's group induction programme. Duty of candour is also included in other relevant training (e.g. Support & Protection). Learning and reflection will be supported through supervision and discussion in team meetings. Line and service managers are informed of their responsibilities through job descriptions and induction and supported to reflect on their fulfilment of the duty during supervision and at service meetings and management training. Senior Management Team members and Board Trustees will be informed of their responsibilities through job and role descriptions, briefings and written guidance. Duty of candour requirements are also embedded within operational policies i.e. incident and accident reporting and Adult Protection policies.</p>
<p>Did the responsible person for triggering Duty of Candour appropriately follow the procedure? If not, did this result in any under or over reporting of Duty of Candour?</p>	<p>N/A - there have been no instances of implementing duty of candour. However, all staff have a responsibility to report incidents, be honest and communicate effectively when things may go wrong.</p>
<p>What lessons did you learn?</p>	<p>N/A – there are no incidents to report. However, following any incident, a review will be undertaken and where applicable an investigation carried out. As an outcome from incident reviews, risk assessments and care plans will be updated as appropriate.</p>
<p>What learning and improvements have been put in place as a result and how did you share lessons learned and with whom?</p>	<p>N/A – however, where applicable learning from an incident would be communicated at team and service management meetings and through reports to the Board to ensure that the necessary improvements are made. Any wider learning from regulatory bodies and other external sources concerning duty of candour will be disseminated through team, service and involvement meetings, and included in staff training.</p>
<p>Did this result in a change/update to your Duty of Candour policy/procedure</p>	<p>N/A – All policies are reviewed and updated regularly and as required.</p>
<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>For service users and their families, a named lead individual would be identified in the event of a duty of candour incident. They could also be signposted to support networks externally for example advocacy services.</p>

	For staff, we have a range of support available including policies and procedures, accessible line management , HR support, Occupational Health and access to counselling.
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We have not invoked our Duty of Candour procedure during the reporting year - 1 April 2020 to 31 March 2021. We have the appropriate systems and support in place should they be required.



Jane Moore Director of Services (CEO)