



RENFREW QUALITY HEALTHCARE

**Duty of Candour Annual Report
Care at Home Service
April 2019**

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.

About our Organisation

This report describes that as a small sized care at home provider, we have implemented Duty of Candour throughout the period of April 2018 and March 2019.

Renfrew Quality Healthcare supports people to live in their own individual homes with a small team of supports who are matched to work for the person and provide bespoke, flexible and tailored support that meets their individual needs.

Renfrew Quality Healthcare has a Duty of Candour policy and staff guidance. All staff undertake training to help them understand the organisations policy and the process of the Duty of Candour which could affect them.

The people we work for have a variety of support needs: some have severe and challenging difficulties while others maintain some independence but require additional support.

Incident Reporting

All health and social care services in Scotland must provide an annual Duty of Candour report for their service. As a care at home provider this information is sent to our regulator the Care Inspectorate.

During the reporting period, there were no incidents that triggered the Duty of Candour.

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

Procedure

No incidents triggering the Duty of Candour were reported in this period. No procedure to report.

Our Policy and Process

The first step of the process is the recognition of an incident and when the level of harm dictates that it is appropriate to apply the 'Duty of Candour' approach. This can be identified by any of the following mechanisms:

- Via staff at the time of the incident;
- By family/carer or supported person raising a concern, either at the time, or via a complaint or claim in retrospect;
- Via the incident reporting system;
- Via other sources, such as the incident being highlighted by another supported person, visitor or member of the public.

Where necessary immediate care should be given to prevent further harm.

Records must be made of all conversations, whether face-to-face, by telephone or letter. Complaint investigations are recorded separately to avoid discrimination.

Initial discussion

As soon as possible following identification of an event, a preliminary team discussion should take place to establish;

1. Basic incident facts;
2. Assessment of the incident to determine the level of immediate response required;
3. Individual responsible for discussing/liasing with supported person/relative/family member;
4. Whether child/family support is required;
5. Immediate support required for staff involved;
6. A clear communication plan;
7. If the event is an Adult/Child Support and Protection incident, immediate appropriate action including reporting to the relevant authority must take place, (*see the Adult and the Child Support and Protection Policies*).

Initial evidence gathered should not hinder or obstruct any ongoing investigations from other parties e.g. Police, HSE, Local Authority, etc.

The person responsible for following the procedure and communicating with the affected person will be the Managing Director of their responsibility and should; -

1. Build upon and maintain a positive relationship with the affected person.
2. Have a good understanding of the relevant facts.
3. Offer an apology, reassurance and feedback to the affected person/s.
4. Be culturally aware and informed about specific needs of the supported or the affected person.

When should the initial discussion be held?

The initial Duty of Candour discussion with the affected person should occur as soon as possible after recognition of the incident. Delay in disclosure should be avoided whenever possible.

Communication can occur by any appropriate means, face-to-face is best, but it can be a telephone call or e-mail to those people who prefer this method of communication. Initially, it may be appropriate to note that something has gone wrong but that the cause is not yet known. It must be communicated to the supported or affected person that we will be taking the event extremely seriously, that the event will be investigated and that the findings of the investigations will be shared with them.

Initial communication should be recorded with a heading 'Duty of Candour Meeting'. Date, time and people present or taking part in the phone call.

Outline the apology, what was discussed, concerns raised by the affected person and arrangements for future communications and support.

An offer to meet should be made to the affected person. This is usually at the end of the investigation so the findings can be shared and discussed but may also occur before the investigation starts or during the process. The approach should be agreed with the affected person and this may change at any stage during the investigation.

Factors to consider when timing this discussion include:

- 1 Some people may require more than one meeting to ensure that all the information has been communicated to and understood by them.
- 2 Availability of key staff involved in the incident and in the Duty of Candour process.
- 3 Availability of the affected person/s.
- 4 Availability of support staff, for example a translator or independent advocate, if required.
- 5 Arranging the meeting in a sensitive location.

Written information regarding the content of this meeting must be given to the affected person/s.

What have we learned?

In this first year of implementing Duty of Candour:

- We have supported staff in understanding the process as many find it confusing. The guidance has been very helpful for them.
- Our annual reporting will become an item for our staff and managers to discuss during team meetings.

If you would like more information about this report, please contact us:

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