



REPORT | 2023 – 24

# Duty of Candour



## Introduction

All health and social care services in Scotland have a duty of candour. This is a legal requirement, which means that when unintended or unexpected events happen that result in death or harm as defined in the duty of candour provisions of the Health (Tobacco, Nicotine Etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018, the people affected understand what has happened, receive an apology, and that organisations learn how to improve the future and apply appropriate learning.

An important part of this duty is that we write an annual report outlining how we have applied the Duty of Candour across all of our services.

This report describes how Aberdeen Cyrenians has operated the duty of candour in the time between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024.

Managing risk is an important part of delivering high quality health and social care services. In turn, candour promotes responsibility for developing safer systems, better engages staff in improving services and creates greater trust in people who use the services, either first hand or on behalf of someone else.

We are committed to transparency in relation to our duty of candour, which is why we publish this report on our website, in addition to our annual report to the Care Inspectorate.

If you have any comments on our report, we'd love to hear from you. You can reach us on 0300 303 0903 option 1 or at [hello@weareac.org](mailto:hello@weareac.org).

With our very best wishes,

Jennifer McAughtrie

Head of Services

# Our Report

| Type of unexpected or unintended incident (not relating to the natural course of a person's illness or underlying conditions. | Number of times this has happened between 1 April 2023 to 31 March 2024 |
|---|---|
| Someone has died  | Nil   |
| Someone has permanent less bodily, sensory, motor, psychological or intellectual functioning                                  | Nil   |
| Someone's treatment has increased because of harm   | Nil   |
| The structure of someone's body has changed because of harm   | Nil   |
| Someone's life expectancy has become shorter because of harm  | Nil   |
| Someone's sensory, motor, or intellectual functioning has been impaired for 28 days or more                                   | Nil   |
| Someone has experienced pain or psychological harm for 28 days or more  | Nil   |
| A person required health treatment in order to prevent them dying   | Nil   |
| A person required health treatment in order to prevent other injuries   | Nil   |

## How many incidents have occurred within the reporting period where duty of candour has applied?

Between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024 there has been no incident to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

## To what extent did Aberdeen Cyrenians follow the duty of candour procedure?

Aberdeen Duty of Candour policies and procedures are in place and is the responsibility of the Head of Services to ensure:

- That the policy and procedure is in place
- That training which is required by the regulation is undertaken

- That training/ support and supervision is provided to any persons carrying out any part of the procedure as required by the regulations.
- Reporting annually on The Duty of Candour

### **Information about our policies and procedures?**

Our Duty of Candour Policy is mandatory reading for all staff. The NHS e-learning module on Duty of Candour is mandatory for all managers and staff supporting people who use our services. This allows operational staff to identify duty of candour incidents.

In addition to the reporting of all adult/care protection issues and accidents, incidents and near misses, the Quality Assurance Manager acts as a second line in identifying any duty of candour issues which may not already have been identified by operational staff. In addition, the fact that Care Inspectorate notifications ask Registered Managers to confirm whether the incident is duty of candour or not ensures that managers make that initial assessment.

### **What has changed as a result?**

As a result of implementing this procedure within the organisation, we regularly review training and risk assessment procedures to ensure staff feel confidence in dealing with incidents and those impacted. Within in house training we are looking to include incident response exercises involving scenarios to support learning and building staffs knowledge following attendance at formal training. We encourage a culture of learning where our staff feel safe to provide feedback and suggest ideas for improvement.

### **Further information**

If you would like other information about this report, please contact Ruth Ogilvie Services Assurance Manager on 0300 303 0903 ex 1004 or at [ruth.ogilvie@weareac.org](mailto:ruth.ogilvie@weareac.org)