

Duty of Candour Report – Period April 2020 – March 2021

Carescot Ltd T/A Home Instead Senior Care – Glasgow North

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 how a medium sized Care at Home provider has implemented Duty of Candour throughout the period of April 2020 to March 2021.

“Home Instead Glasgow North” supports 136 people to live in their own individual homes with a small team of supporters who are matched to work for the person and provide bespoke, flexible, and tailored support that meets their individual needs.

“Home Instead Glasgow North” has a Duty of Candour policy and staff guidance. All staff undertake training to help them understand the Organisation’s policy and the process of the Duty of Candour which could affect them.

The people we support have a variety of support needs and wishes.

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, 0 incidents triggered the Duty of Candour.

Type of unexpected or unintended incident	Number of times this 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 dying	0
A person needing health treatment in order to prevent other injuries	0

Procedure

We had no incidents which triggered the Duty of Candour which means there was no procedure to follow.

Our Policy and Process

When an incident occurs that necessitates the implementation of Duty of Candour, our staff reports this to their line manager and to the Senior Manager who oversees the service we provide. The incident is recorded, and the named staff member completes the Care Inspectorate reporting e-form.

The internal reporting form highlights the learning needed as a result of the incident and any specific staff team learning necessary.

Our external confidential, employee counselling service is available to all staff at any time but if Duty of Candour is triggered it is emphasised to staff that this is available. Senior management meet with staff to provide support and emphasise this is about learning and improving not blame.

Duty of Candour is part of our Core training which all staff have to undertake, in addition to the legislation a series of scenarios form part of the training to emphasise to staff that while it is distressing when things go wrong, we can learn from our mistakes and adapt our processes to try to minimise the events recurring. This is also included in our whistleblowing policy and values training.

Where the incident arises from staff wrongdoing our disciplinary process is immediately put in place.

What have we learned?

We have supported staff in understanding the process as many find it confusing. The guidance has been very helpful.

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