



## **Duty of Candour Report April 2020 - March 2021**

Regulated health and social care services in Scotland must comply with the duty of candour procedure. This is a legal requirement that means when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology and we learn how to improve for the future.

An important part of this duty is that we provide an annual report on Duty of Candour incidents in our services. This short report details how our services have operated the Duty of Candour procedure between 1 April 2020 and 31 March 2021.

Incidents in which Duty of Candour apply are unintended or unexpected incidents that result in death or harm as defined in the Act, and do not relate directly to the natural course of someone's illness or underlying condition.

### **1. During the year, how many incidents happened to which the Duty of Candour applies?**

**Detail and number of incidents: 0**

**How duty was carried out: N/A**

### **2. To what extent did we follow the Duty of Candour procedure?**

Incidents that occur in our services are reported following all relevant policies, procedures and guidelines. As stated, we have had no incidents that invoked Duty of Candour in the period between 1 April 2020 and 31 March 2021.

### **3. Information about our policies and procedures**

If something happens to trigger the Duty of Candour procedure, this is identified through our incident reporting process. The management teams at our services report the incident to the Care Inspectorate and/or other regulatory bodies as appropriate. When a Duty of Candour incident has occurred, the management and staff set up a learning review. This allows everyone to review what happened and identify changes for the future.

The Duty of Candour forms part of staff training. We know that serious mistakes can be distressing for staff as well as the people who use our services and their families.

We have support in place for staff if they have been affected by a Duty of Candour incident.

#### **4. Other Information**

Since Duty of Candour came into operation, we have had no incidents that invoked the procedure.

As required we have advised Scottish Ministers of this report and we have also placed this on our website.

If you would like any further information on this report, please contact us at our central office (contact details are provided on our website, [www.enableglasgow.org.uk](http://www.enableglasgow.org.uk)).

**Colin Menabney**

**Chief Executive Officer**