



Duty of Candour Annual Report

1 April 2019 – 31 March 2020

Sheltered Housing Support Service. Dalmuir Out of School Care Service.	Duty of Candour Lead: Arlene Dickson Care Service Manager
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1 DUTY OF CANDOUR REPORT

- 1.1 All health and social care services in Scotland have a Duty of Candour. This is a legal requirement, under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. Which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.
- 1.2 An important part of this duty is that we provide an annual report about how the Duty of Candour is implemented in our services. This report describes how both Dalmuir Park Sheltered Housing and Dalmuir Out of School Care Group (DOSCG) has operated the Duty of Candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

2 About our Care Service

- 2.1 In our sheltered housing service, we have 70 properties split between two complexes for older people and people with additional support needs and physical disabilities to enable them to live independently for as long as possible within their own homes. Each property is fitted with an alarm system that enables tenants to contact help in an emergency 24 hours a day. We work in a partnership with West Dumbartonshire Health and Social Care Partnership (WDCHSCP) to support our residents to remain as independent as possible in their community.
- 2.2 Dalmuir Out Of School Care Service (DOSCG) provides a service for children between the ages of 4 and 12; or to the summer prior to the children going to high school. It also provides a school escort service during term time, collecting children from 3 local schools. The service facilitates a Playscheme during school holiday periods and in-service days, providing a range of activities to meet with the development needs of the children. Our Playscheme is open to attendees of the three local schools and the wider community.
- 2.3 Each Management Committee meeting of Dalmuir Park Housing Associations (DPHA) received information on any Notifiable Events to the Care Inspectorate. In addition, our Audit and Risk Sub Committee review all the notifiable events and any action plan for incidents which trigger a Duty of Candour.

3 How many incidents happened to which the Duty of Candour applies

- 3.1 Between 1 April 2019 and 31 March 2020 across both care services, there were four incidents where the Duty of Candour applied.
- 3.2 These events include a range of outcomes that are broader than those defined in the Duty of Candour legislation as we also include adverse events that did not result in significant harm but had the potential to cause significant harm.
- 3.3 Number of times this happened (between 1 April 2019 and 31 March 2020)

Duty of Candour Incidents 2019-2020	
Sheltered Housing	
Adverse events	1
DOSCG	
Adverse events	3
TOTAL	4

4 To what extent was Dalmeir Park Housing Associations duty of candour procedure followed

4.1 Staff followed the correct procedure in all four cases. This means staff informed the people affected, apologised to them, and offered to meet with them. In each case, the Care Services Manager carried out a full review to understand what happened, what went wrong and what we could have done better. Individual and organisational learning has been undertaken and subsequent action and improvement plans have been developed and completed. We ensure good written and verbal communication throughout the process and always offer to share the final report with the relevant person.

5 Information about our new policies and procedures

5.1 Every adverse event is reported to the Care Inspectorate through their eforms.

5.2 Through the adverse event management process, DPHA can identify incidents that activate the Duty of Candour procedure. The adverse event management process contains a section on implementing the Duty of Candour with accompanying Duty of Candour guidance. Staff have access to the Duty of Candour guidance and information via the DPHA Care shared drive.

5.3 All staff must complete NHS Education Scotland Duty of Candour e-learning module training as part of their induction.

5.4 Additional support is available for all staff through the line management structure as well as through occupational health if required. Staff can also seek support from trained counsellors.

6 What has changed as a result?

6.1 DPHA has made several changes following our review of the Duty of Candour events. There are four significant changes to be highlighted:

6.1.1 Following an incident where a tenant did not respond to a morning welfare call, we have reviewed our Missing Person procedures, reducing the initial timescale before following the next stage in the procedure.

6.1.2 Following an incident when a young person fell while on an outing, a staff member reported this as an incident instead of an accident. In house training was given to all our care staff on reporting and recording accidents.

- 6.1.3 Following an incident in the boy's toilet it was identified that there was no risk assessment in place regarding its use. We have now carried out a risk assessment and the mitigating actions are being implemented.
- 6.1.4 Following incident in the boy's toilet, monitoring procedures have been reviewed for staff to monitor the toilet area more regularly.

7 Other information

- 7.1 This is the first year of the Duty of Candour being in operation and it has been a year of learning and refining our existing adverse event management processes to include the Duty of Candour outcomes.
- 7.2 DPHA is required to submit this report to the Care Inspectorate. We are also required to make it publicly available and we will publish it on our website and provide information from the report in our DPHA magazine.
- 7.3 If you would like further information regarding this report, please contact:

Arlene Dickson
Care Service Manager and Duty of Candour Lead
Dalmuir Park Housing Association
Beardmore House,
631 Dumbarton Road,
Dalmuir
Clydebank,
G81 4EU
Office Tel: 0141 435 6527
Mobile: 07930401531
Email: arlene.dickson@dpha.org.uk