



# **Duty of Candour Annual Report**

**April 2020 – March 2021**

## **Introduction**

Duty of Candour legislation ensures we tell those affected that an unintended or unexpected incident has occurred; apologise; involve them in meetings about the incident; review what happened with a view to identifying areas for improvement; and learn (taking account of the view of relevant persons).

The organisational Duty of Candour provisions of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and the Duty of Candour Procedure (Scotland) Regulations 2018 set out the procedure that organisations providing health services, care services and social work services in Scotland are required by law to follow when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm).

## **Our approach**

We believe enabling and managing risk is a central part of delivering quality care services. Candour promotes responsibility for developing safer systems; better engages our team members in improving supports; and creates greater trust in people who choose to use our services, either first hand or on behalf of someone else.

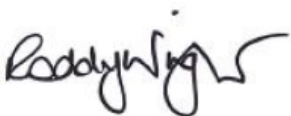
We have had an organisational Duty of Candour procedure and guidance in place since April 2018 and this is reviewed annually. Our policy and guidance sets out our procedural steps; promotes best practice; and provides a checklist to be followed to fulfil the duty. Our guidance is not intended to be a definitive interpretation of the legislation on Duty of Candour. However, following an unintended or unexpected incident, we expect our board members, managers and team members to follow the guidance in implementing the processes outlined. We believe our suite of care and support policies, workforce training and ongoing practice learning and development all serve to promote the rights, health, wellbeing, inclusion and safety of every individual we support. Our Duty of Candour procedure and guidance helps ensure consistency of approach within Hansel and contributes to equity of response across Scotland's health and social care sector.

## **Annual report**

This annual report meets our organisational requirement to make information public about the number and nature of incidents to which the Duty of Candour procedure has applied in relation to care and support services provided by Hansel.

I can confirm that during the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021 there were no incidents to which the Duty of Candour applied (as defined in the 2018 Regulations) in any of our registered care and support services.

In terms of workforce training to support best practice during the last year due to the physical restrictions required to reduce the impact of the global Covid-19 pandemic we have provided online values led mandatory induction training to all new social care team members and a range of online continuous professional development opportunities to all established team members. We have also provided information on Duty of Candour responsibilities for our board of trustees and to all newly recruited social care management team members. All our management team members are expected to complete the nationally recognised and endorsed Duty of Candour e-learning module as part of their probationary period of employment.



**Roddy Wright**  
**Operations Director**