



Duty of Candour Annual Report

April 2024 – March 2025

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 relationships and experiences of supported people; 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 which is reviewed annually. Our policy and guidance sets out our procedural steps; promotes awareness & best practice along with a transparent culture of shared learning. Our policy also provides a checklist to be followed by a named person to fulfil the duty if the situation arises.

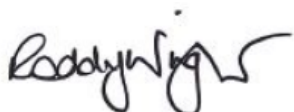
Our guidance is not intended to be a definitive interpretation of the legislation on Duty of Candour. However, following an unintended or unexpected incident, we expect our board members, managers and team members to follow the guidance in implementing the processes outlined. We believe our suite of care and support policies, incident / accident reporting processes, 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 & nature of incidents to which the Duty of Candour procedure has applied in relation to care and support services provided by Hansel. This report will also describe all related improvements we have made as a result of shared learning from Duty of Candour incidents made public in this report.

I can confirm that during the period 1st April 2024 to 31st March 2025 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.

During the past year we have continue to provide mandatory Duty of Candour online training course for all Hansel managers and front-line team members to complete during their formative probation / induction period. Duty of Candour training is also available to routinely help refresh knowledge & practice for longer serving Hansel team members and Trustees on Hansel's Boards to support knowledge of responsibilities and continuous personal development.



Roddy Wright
Social Care Director