

Achievement Bute
Duty of Candour Report
Period 1st April 2020 to 31st March 2021



1. Duty of Candour

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.

2. About Achievement Bute

This report describes how Achievement Bute, a Care at Home provider, has implemented Duty of Candour throughout the period of April 2020 to March 2021. Achievement Bute provides flexible support to children and young people with disabilities in as wide a range of environments as possible (coronavirus restrictions permitting), as well as providing a range of inclusive activities for all children and young people on Bute.

Achievement Bute has a Complaints Policy that incorporates Duty of Candour. All staff undertake training to help them understand the organisation's policies and the procedures.

3. 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

4. Our Policy and Process

Achievement Bute must take specific steps to carry out our duty of candour when a serious adverse event happens that leads to harm or severe harm.

Staff are expected to report any incidents, accidents or suspicions of wrong-doing resulting in harm or severe harm to the Registered Care Manager, and fill in an accident or incident report form. The Registered Care Manager and/or Director will then review this information and decide if a Duty of Candour procedure needs to be activated.

There will occasions when the harm is not easily recognisable and the Registered Care Manager and/or Director will need to use their professional judgement to determine of the Duty of Candour

procedure needs to be activated. In these cases, Achievement Bute will seek advice from external organisations (e.g. health, social work).

The key steps of the Achievement Bute Duty of Candour procedure are as follows:

1. We will notify the person and their family/carer that an unintentional or unexpected incident has occurred that has resulted in harm and that we are activating our Duty of Candour procedure.
2. We will make an apology for what has happened.
3. We will report the incident to the Care Inspectorate and carry out a review of the incident and ensure that the person and/or their family/carer are included in a way that meets their needs. The review will be undertaken by an individual not involved in the incident.
4. We will arrange to meet with the person and/or their family/carer to explain what has gone wrong and the actions that we will be taking, as discussed and agreed in the review.
5. We will provide a written account to the person and/or their family/carer should the person wish this.
6. We will outline support available for those affected including the person and/or their family/carer as well as staff involved.
7. We will record, report and monitor the incident to ensure that lessons are learned and shared.

If you would like more information about this report, please contact us using these details:

Telephone: 01700 505558

Email: sheena.finlay@achievementbute.org.uk