

Duty of Candour Report 2019-2020

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.

About our organisation

Includem provides intense community-based support to young people and families that is flexible and tailored to meet their individual needs. Includem has a Duty of Candour policy in place. All staff undertake training to help them understand the Organisation's policy and the process of the Duty of Candour which could affect them.

Incident reporting

Between 01/04/19 and 31/03/20 there were zero incidents where the duty of candour applied.

Type of Unexpected or Unintended Incident (not related to the natural course of someone's illness or underlying condition)	Number of Times This Happened
The death of the person	0
Permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions were impaired for 28 days or more	0
A person 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 needed health treatment in order to prevent other injuries as listed above	0
Total	0

Our Policy and Processes

When an incident occurs that necessitates the implementation of Duty of Candour:

- Staff report this to their line manager or the backup manager who is on duty
- The manager will then update the Service Manager who has responsibility for ensuring that the duty of candour procedure is followed.
- The incident is recorded, and the named staff member completes the Care Inspectorate reporting e-form.
- When an incident has happened, a learning review is arranged. This allows everyone involved to review what happened and identify changes for the future. Senior

management will meet with staff to provide support and emphasise this is about learning and improving not blame.

- Employee counselling service is available for staff to access for additional support
- Where the incident arises from staff wrongdoing our disciplinary process is immediately put in place.

Duty of Candour is part of our Core training which all staff must undertake as part of their induction.

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

Includem
6000 Academy Office Park
Gower Street
Glasgow
G51 1PR