

## **Duty of Candour Annual Report 2018/19**

During 2018/19 there have been no incidents to which the duty of candour applied.

### **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**

This report describes how a medium sized supported living provider has implemented Duty of Candour throughout the period of April 2018 to March 2019.

Tollcross Housing Association supports 58 service users to live in their own individual homes with a small team of Housing Support staff who are matched to work for the person and provide bespoke, flexible and tailored support that meets their individual needs. We have a Duty of Candour policy and staff guidance. All staff undertake training to help them understand the organisation's policy and the process of the Duty of Candour which could affect them while supporting Service users.

### **Incident Reporting**

All health and social care services in Scotland must provide an annual duty of candour report for their service. As a supported living provider details of Incidents & Accidents are reported to the Care Inspectorate, the regulatory body who oversees our Housing Support service.

<b>Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying condition)</b>	<b>Number of times this happened (between 1 April 2018 and 31 March 2019)</b>	<b>Comments</b>
Someone has died as a direct result of action that we have taken/not taken.	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	