

DUTY OF CANDOUR REPORT

April 2019 to April 2020



Duty of Candour

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how Bon Accord Care has operated the duty of candour during the time between 6th April 2019 and 5th April 2020. We hope you find this report useful.

About our organisation

Bon Accord Care operates in the following areas:

- Care Homes providing residential care and rehabilitation to older people.
- Care at Home and Housing Support to people living in their own individual homes.
- Provision of specialist equipment to enable people to live safely and independently in their own homes or following a hospital discharge
- Occupational Therapy Assessments
- Telecare

We specialise in the provision of adult social care and are proud to support thousands of people across Aberdeen city; helping them to live safely in their own homes and local communities, maximising their independence and quality of living. We offer a broad range of services, predominantly focused on older people, rehabilitation and enablement, that promote choice, dignity and respect. Our caring team have a flexible and personalised approach to tailor our services around individual needs and preferences.

Incident Reporting

All health and social care services in Scotland must provide an annual duty of candour report for their services. As a registered 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
Some 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

To what extent did Bon Accord Care follow the duty of candour procedure?

We review accident, incidents, adult support and protection referrals and complaints to ascertain whether Duty of Candour should be invoked.

Our Policy and Process

When an incident occurs that necessitates the implementation of Duty of Candour, our staff reports this to their line manager and to the Senior Manager who oversees the service we provide. The incident is recorded, and the named staff member completes the Care Inspectorate reporting e-form.

The internal reporting form highlights the learning needed as a result of the incident and any specific staff team learning necessary.

We have introduced a Local Adverse Event Review procedure which can be used to support the services during and following a Duty of Candour event.

Our Wellbeing at Work team is available to all staff at any time and if Duty of Candour is triggered it is emphasised to staff that this is available. Senior management meet with staff to provide support and emphasise this is about learning and improving not blame.

Where the incident arises from staff wrong doing our disciplinary process is immediately put in place.

End of Report