

Duty of Candour Annual Report - April 2021 – March 2022

The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 was implemented on 1st April 2018 placing an organisational duty (Duty of Candour) on health, care and social work services.

The overall purpose of this new duty is to ensure organisations are open, honest and supportive when there is an unexpected or unintended incident resulting in death or harm as defined in the Act. 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 our care service has operated the duty of candour during the time between 1 April 2021 and 31 March 2022. We hope you find this report useful.

How many incidents happened to which the duty of candour applies?

In the last year, there has been one incident to which the duty of candour applied, Nature of incident: Incorrect medication was administered to service user, resulting in admission to Accident and Emergency. No permanent harm occurred. All procedures set down in Duty of Candour policy were followed – incident was fully investigated and reported. Procedures and training have been revised as a result.

Information about our policies and procedures

Scottish Autism have a Duty of Candour policy, procedure and flowchart in place since April 2018. Scottish Autism staff are aware all instances that necessitate implementation of Duty of Candour must immediately be reported to a Manager who will then take the appropriate action, ensuring relevant bodies such as Social Work and Care Inspectorate are notified of events. Where something has happened that triggers the duty of candour managers have the responsibility for ensuring that the duty of candour procedure is followed. Managers record the incident in Scottish Autism's complaints systems. Managers and staff set up a learning review to allow everyone involved review what has happened and identify changes for the future.

Scottish Autism reinforce the Duty of Candour in Induction Training to ensure all staff develop their understanding of the duty. We know that serious mistakes can be distressing for staff as well as people who use care and their families. We have occupational health support in place for our staff if they have been affected by a duty of candour incident.