



Our Policy and Process

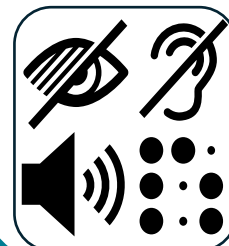
Due to the serious nature of incidents which activate the Duty of Candour, the Housing Director will generally implement the procedure. The Association will require to source a registered health professional, who must give their view on the incident and its relationship to the occurrence of death or harm and pre-existing illnesses or underlying conditions.

The final decision about whether to activate the Duty of Candour procedure will be informed by the views of a health professional who has not been personally involved. The Association will carry out a review of the circumstances which we consider led or contributed to an incident and will refer to appropriate best practice guidance and protocols in such circumstances. All incidents will be recorded in accordance with our policies and procedures and notification will be made to the Care Inspectorate via the relevant e-form.

Alternative formats available



Happy to translate
Możemy przetłumaczyć
Раді перекладати
Ni Fahari kutafsiri
نحن سعداء لتقديم الترجمة
अनुवाद करके खुशी हुई
ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ
乐意翻译



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Every health and social professional organisation must be open and honest with the people that use the service.

This includes letting them know when something goes wrong.

This requirement is called 'duty of candour'.

Background

This is a statutory duty outlined in both the Health (Tobacco, Nicotine, etc. and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018, which details what an organisation must do when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm).

This legal duty means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that we learn how to improve for the future. By complying with our Duty of Candour Policy we are re-enforcing our organisational values and culture of being open, transparent, honest and a willingness to learn from experience.

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.

Type of unexpected / u'nintended incidents we need to report are where someone has (1) died (2) permanently lost bodily, sensory, physiological or intellectual functions (3) had treatment increased because of harm (4) had the structure of their body changed because of harm (5) had their life expectancy become shorter because of harm, or (6) had their motor, sensory or intellectual functions impaired for more than 28 days.

Our service

We have a dedicated team of Housing Support staff who support 58 service users to live independently in their own homes. The service provides a flexible and tailored support that meets each service user's individual needs.

Our staff are registered with the Scottish Social Services Council (SSSC) and adhere to the SSSC code of practice for health and social care workers. The code lets you know what you can expect from the service and its workers.

We ensure that all housing support staff receive appropriate training on the Duty of Candour procedure. This also be included within the induction process for new staff. We will provide any staff member involved in an incident with details of appropriate procedures to follow, services or support which may be able to provide assistance or support, taking into account the circumstances relating to the incident and the employee's needs. This may take the form of debriefing, counselling or direct support.



For 2023/24, we had zero duty of candour incidents to report.