



Tollcross Housing Association
Duty of Candour Annual Report
April 2022 – March 2023

1. INTRODUCTION

As a housing support provider the Association has a legal requirement to comply with the organisational duty of candour provisions of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018.

Organisations providing health services, care services and social work services in Scotland are required by law to follow The Duty of Candour Procedure 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 requirement 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 service. This short report describes how our service has operated during the time between 1st April 2022 and 31 March 2023.

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.

2. About our organisation

Tollcross Housing Association supports 58 service users to live in their own individual homes with a small team of Housing Support staff who provide a flexible and tailored support that meets each service user's individual needs. We have a Duty of Candour policy and staff guidance. All staff have received 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.

3. 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.

During the reporting period 2022-2023, there has been 0 duty of candour incidents.

Type of Unexpected Unintended Incident	Number of Incidents
Someone has died	0
Someone has permanently lost bodily, sensory, physiological or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body has changed because of harm	0
Someone's life expectancy has become shorter because of harm	0
Someone's motor, sensory or intellectual functions have been impaired for more than 28 days	0
Someone's treatment has increased because of harm	0
The structure of someone's body has changed because of harm	0
Someone's life expectancy has become shorter because of harm	0
Someone's motor, sensory or intellectual functions have been impaired for more than 28 days	0

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.

Staff Training and Support

The Association will ensure that all housing support staff receive appropriate training on the Duty of Candour procedure. This training will be included within the induction process for new staff. The Association 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.

Learning

As there are no incidents within this reporting period, we have identified no specific learning points however, we have ensured awareness will continue to be through team meetings