**ANNUAL DUTY OF CANDOUR REPORT FOR PERIOD 1ST APRIL 2018 TO 31ST MARCH 2019**

Gateway provides a range of services and activities to vulnerable adults across the Highland region, including Housing Support, Supported Accommodation, Community Support, Self-Directed Support and Care at Home. Our vision is that ‘every person will be empowered to achieve their full potential’.

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 2018 and 31 March 2019.

**Number of incidents occurring during the period:**

In the last year, there have been no incidents to which the duty of candour applied.

**Information about our policies and procedures:**

Where something has happened that triggers the duty of candour, our support staff ensure that the incident is reported immediately. The Service Manager ensures that all incidents (whether Duty of Candour applies or not) are passed to the Responsible Person, our General Manager, within 24 hours.

Should she deem that duty of candour applies then the service user, or their family, would be informed of the incident within 24 hours. An offer of written notification, including an apology is submitted within a maximum period of five working days.

The Manager will also report to the Care Inspectorate.

An investigation process is then implemented which must be completed within 28 days. Thereafter the investigation report, including Action Plans, is shared across the organisation within 5 working days of completion of the investigation. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. We have an ‘External Supervision’ Policy in place should a member of Gateway staff be involved in a traumatic event.

If you would like more information about our organisation and its services, please contact us using these details: office@homelesstrust.org.uk