**DUTY OF CANDOUR REPORT 2019/20**

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.

All staff undertake training to help them understand the Organisation’s policy and the process of the Duty of Candour which could affect them.

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 Gateway (Care at Home Services) has operated the duty of candour during the time between 1 April 2019 to 31 March 2020.

1. **About Gateway (operational name of Highland Homeless Trust)**

Gateway was established in 1998. The focus of our work is now wide ranging and provides Supported Accommodation to 56 Adults with either drug or alcohol addictions, mental and health related issues, and/or a learning disability. Another strand of the organisation provides care at home services to folk living in their own homes.

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

Someone’s Treatment has increased because of harm - 1.

1. **To what extent did Gateway follow the duty of candour procedure?**

Gateway implemented the duty of candour procedure from 1 April 2018. The Care at Home Service Manager, Esther Harding and the General Manager are responsible for ensuring:

* That the procedure is carried out
* That training which is required by the legislation is undertaken
* That training/support and supervision is provided to any persons carrying out any part of the procedure as required by the regulations
* Reporting annually on duty

During the reporting period Duty of Candour was put in place on one occasion. Identified harm was not severe.

Disappointingly, the organisation’s Duty of Candour policy was not implemented as soon as the incident occurred as the two carers felt there was no harm to the client.

The incident occurred on 21st April 2019, unfortunately it was not fed back to the Care at Home Service Manager or the General Manager for a period of 4 days.

Following investigation, the Care at Home worker, who was working with another carer from another service provider based in Inverness, reflected that during the process of transferring client from his commode seat to the hoist, allowed him to slip to the floor landing on his knees, resulting in a fracture to a bone in his foot.

At the time of the incident the carers asked the client if he had hurt himself and he advised that he had not.

When the responsible person within the organisation was advised of the incident she immediately wrote to the client and his wife accepting responsibility and gave a full apology along with a detailed explanation as to why there had been a delay in reporting this to the client’s wife or to the Care Inspectorate.

The responsible person wrote to the client and his wife and offered to meet with them to discuss the matter in person with them.

The client’s wife indicated that she did not wish to meet with Gateway or the other organisation involved to discuss the matter further.

1. **Information about our policies and procedures**

Where something that happens triggers the duty of candour, our staff report this to their Line Manager, immediately, and the Line Manager reports to the General Manager who is the responsible person for ensuring that the duty of candour procedure is followed. The Service Manager records the information regarding the incident, this is then reported to the Care Inspectorate by the Registered Manager/Responsible Person. A review of the incident is then carried out by the management team and the carers involved, this allows everyone involved to review what happened and identifies changes for the future.

All new staff learn about Duty of Candour during their induction process.

1. **What has changed as a result/what have we learnt**

The investigation highlighted that refresher training on Duty of Candour should be carried out on a regular basis, the initial training regarding Duty of Candour is carried out during our induction process.

The above process was implemented immediately.

Refresher training on Duty of Candour was given to the carer, in the instance, above, as well as refresher training on Moving and Handling procedures for Care at Home clients.