



## **Duty of Candour Report April 2024**

### Duty of Candour

Duty of Candour is a legal requirement to ensure that if something goes wrong in health or social care services the people affected are offered an explanation, an apology and an assurance that staff will learn from the error. The learning is shared with the people affected and throughout Scotland.

### About our organisation

This report describes how a medium sized care at home provider has implemented Duty of Candour throughout the period of 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

Eidyn Care supports 43 people to live in their own individual homes with a small team of supporters who are matched to work for the person and provide bespoke, flexible and tailored support that meets their individual needs.

Eidyn Care has a Duty of Candour policy and staff guidance. All staff have access to this policy which is reviewed annually.

The people we work for have a variety of support needs; ranging from assistance with meals and activities of daily living to end of life care.

### Incident Reporting

All health and social care services in Scotland must provide an annual duty of candour report for their service. As a care at home provider this information is produced annually and can be accessed on our website ([www.eidyncare.co.uk](http://www.eidyncare.co.uk))

During the reporting period, no incidents triggered the Duty of Candour.

| <b>Type of unexpected or unintended incident</b>   | <b>Number of times this happened</b> |
|--|--------------------------------------|
| Someone has died   | 0                                    |
| Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions | 0                                    |
| Someone's treatment has increased because of harm  | 0                                    |
| The structure of someone's body changes because of harm                                    | 0                                    |
| Someone's life expectancy becomes shorter because of harm                                  | 0                                    |
| <b>Type of unexpected or unintended incident</b>   | <b>Number of times this happened</b> |
| Someone's sensory, motor or intellectual functions is impaired for 28 days or more         | 0                                    |
| Someone experienced pain or psychological harm for 28 days or more                         | 0                                    |
| A person needed health treatment in order to prevent them dying                            | 0                                    |
| A person needing health treatment in order to prevent other injuries                       | 0                                    |

## Our Policy and Process

When an incident occurs that necessitates the implementation of Duty of Candour, our staff reports this to their Care Team Lead and to the Registered Manager. The incident is recorded, and the Registered Manager completes the Care Inspectorate reporting e-form.

The internal reporting form (accident/incident investigation form on PASS) highlights the learning needed as a result of the incident.

Our external confidential, employee counselling service is available to all staff at any time but if Duty of Candour is triggered it is emphasised to staff that this is available. Senior management meet with staff to provide support and emphasise this is about learning and improving not blame.

Duty of Candour is part of our induction training and annual updates which all staff have to undertake. Following any Duty of Candour incidents, Eidyn Care undertake a

full investigation including a reflective discussion including how to prevent future incidents. This is also included in our whistleblowing policy and values training.

Where the incident arises from staff wrong doing our disciplinary process is immediately put in place.

If you would like more information about this report, please contact us using these details:

Hello@eidyncare.co.uk

0131 285 1221