

Annual Duty of Candour Report

2018-2019

All health and social care services in Scotland have a duty of candour. Duty of Candour is a legal requirement to ensure that if something goes wrong the people affected are offered an explanation, an apology and an assurance that staff and the organisation will learn from the error and where necessary implement procedures to ensure improvement 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 St Joseph's Services has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

St Joseph's Services provides Housing Support/ Care at Home to adults with a learning disability. We also have a care home which provides residential care to 8 adults with a learning disability. St Joseph's Services provides these support services within Midlothian and South East Edinburgh. We aim to ensure the people we support receive an excellent quality of care and support and live happy, fulfilled lives by providing flexible support that meets their individual needs.

St Joseph's Services has a Duty of Candour policy. All staff undertake training to help them understand the Organisation's policy and the process of the Duty of Candour which could affect them.

Incident Reporting

In the last year, there was one incident to which the duty of candour applied. This is where an incident has happened which was unintended or unexpected, and does not relate directly to the natural course of someone's support.

During this reporting period, one incident triggered the Duty of Candour.

A person experienced institutional harm

As a registered care provider this information is sent to our regulator the Care Inspectorate and the appropriate local authority.

Procedure

When we realised the incident listed above had happened:

- We carried out a comprehensive investigation
- Senior staff reflected on the events, identified where systems went wrong and what could we do better.
- This information was shared with all our staff through staff meeting forums and in support and supervision
- Additional staff training was organised

- The person concerned lacked capacity but we this did not prevent us from offering an apology.
- We met with their guardian to discuss the incident fully, apologised to them and gave a detailed explanation of the changes we have put in place to prevent this type of behaviour happening again.
- We met with other housemates families to make them aware of the incident to ensure transparency to avoid any unnecessary concern.
- We received positive feedback from guardians and family members for the way in which we managed the situation and for implementing the procedures identified following the investigation.

Our Policy and Process

When an incident occurs that necessitates the implementation of Duty of Candour, our staff reports this to their line manager or Senior Manager. The incident is recorded and the Practice Development Leader (registered Manager) completes the Care Inspectorate reporting e-form.

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

All new staff learn about the duty of candour at their induction and duty of candour forms part of our safe guarding training to emphasise to staff that while it is distressing when things go wrong, we can and do learn from our mistakes and adapt our processes to try to minimise the events recurring. We know that serious mistakes can be distressing for staff as well as the people we support and their families. Our pastoral care 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.

What have we learned?

In this first year of implementing Duty of Candour:

- We have supported staff in understanding the process as many find it confusing. The guidance e-module has been very helpful
- Understanding the importance recognising adult protection issues particularly when these are subtle or have developed as custom and practice without intention to cause harm.
- Our annual reporting has become an item for our Trustees to discuss at their Board meeting and is included in our Risk register monitoring.

Other information

This is the first year of the duty of candour being in operation and it has been a learning experience. It has helped us to remember that people who use care services have the right to know when things go badly, as well as when they go well. As required, we have submitted this report to the Care Inspectorate but in the spirit of openness, we have placed it on our website.

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

Colette.clark@stjosephsservice.co.uk

Colette Clark- 0131 440 7200

Report completed by:

Colette Clark

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