

## **Allander Homecare Duty of Candour Report**

All health and social care services in Scotland have a Duty of Candour. This is now a legal requirement which means that when things go wrong and mistakes happen, we have a duty to let the people affected know and understand what has gone wrong, receive an apology, and that we as the organisation learn lessons from the incident, how we managed it and how we can use this knowledge to make improvements where possible.

We provide an annual report on our duty of candour within our services.

This report describes how our care service has operated the duty of candour during the period of 1<sup>st</sup> April 2018 up to 31<sup>st</sup> March 2019.

- How many incidents happened within our services to which the duty of candour applied?
- In the last year, there have been zero incidents to which the duty of candour applied.

### **Policies and Procedures -Duty of Candour**

We have in place a Draft Duty of Candour Policy.

This identifies the procedure to be followed should an incident occur in which we have a duty of candour to implement.

Any such incident would be escalated to the Registered Manager who has reporting responsibility to the Care Inspectorate, our registering body.

Following investigation and completion of a duty of candour incident, there would be a review meeting scheduled for all appropriate staff to discuss any lessons learnt.

These would then be implemented appropriately.

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

[contact@allanderhomecare.co.uk](mailto:contact@allanderhomecare.co.uk)

Telephone: 0141 942 1001

1<sup>st</sup> June 2019