



Homelessness  
Services  
Department  
Scotland

**DUTY OF CANDOUR ANNUAL REPORT**

**1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024**

## 1. About Duty of Candour (definition)

The organisational duty of candour provisions of the Health (Tobacco, Nicotine Etc. and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018 set out the procedure that organisations providing health and social care services and social work services in Scotland are required by law to follow when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm).

Enabling and managing risk is a central part of delivering high quality health and social care services. Candour promotes responsibility for developing safer systems, better engages staff in improving services and creates greater trust in people who use these services, either first-hand or on behalf of someone else. Personalised discussions and communication, review processes that take account of what matters most to those affected and supportive responses following an unintended or unexpected incident all help to support and promote a culture of learning within the organisation. Putting people at the centre of organisational responses to unintended or unexpected incidents resulting in death or harm also helps create the conditions where people feel psychologically safe to contribute to such discussions.

The Salvation Army is committed to providing a truly personalised organisational response when things go wrong, requiring a commitment to the provision of support and training for everyone involved in meetings, reviews and actions arising from a duty of candour incident.

## 2. Incident Reporting

All Health and Social Care providers in Scotland must provide an annual Duty of Candour report for their services. As a provider of Housing Support Services we inform our regulator (the Care Inspectorate) of the existence of this report and the publication of it via our Services' Annual Returns.

During this reporting period no incidents have triggered the Duty of Candour procedures as noted below:

<b>How many times have you/your service implemented the duty of candour procedure this financial year?</b>	
<b>Type of Unexpected or Unintended Incident</b>	<b>No of incidents</b>
Someone has died	0
Someone has permanent less bodily, sensory, motor, psychological or intellectual functioning	0
Someone's treatment has increased because of harm	0
The structure of someone's body has changed because of harm	0
Someone's life expectancy has become shorter	0

because of harm	
Someone's sensory, motor, or intellectual functioning has been impaired for 28 days or more	0

**4. Our Procedure and Processes**

We have had no Duty of Candour incidents in the reporting period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

**5. Procedure Followed**

Not applicable

**6. Learning Outcomes**

Not applicable

**7. Other Information**

Over the last year (1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024) we have reviewed our procedures around Duty of Candour and have undertaken refresher training for appropriate staff.