



Duty of Candour Annual Report

Every Social Care Professional must be open and honest with people who use our service when something that goes wrong with their care causes, or has the potential to cause, harm or distress. Service must tell the service user, apologise, offer appropriate remedy or support and fully explain the effects to the person

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered a Duty of Candour response within our Service.

Name and address of service	Garvald West Linton Garvald House Dolphinton West Linton EH46 7HJ
Date of Report	April 2021
Period Covered	Year end 5 th April 2021
Have you made sure that you (and your staff) understand your responsibilities relating to the duty of Candour and have systems in place to respond effectively?	There is a Duty of Candour Procedure within our policies and procedures documentation stored on the GEMS system to which all staff have access. Duty of Candour responsibilities are covered in staff training on the reporting of incidents.

How times has Garvald West Linton implemented the duty of Candour Procedure in relation to the following events?	
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of the person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	1
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not did this result in any under or over reporting of duty of candour?	Yes
What Lessons did you learn?	Improved de-icing and gritting
What learning & improvements have been put in place as a result?	We instructed a Health and Safety expert to review our risk assessments and standard operating procedures for de-icing and gritting We implemented an on-call system for weekends to improve our response to ice and snow
Did this result in a change/update to your duty of candour policy/procedure	N/A
How did you share lessons learned and who with?	Lessons learned were shared via our Health and Safety Meeting minutes, team meetings, Board meeting and our House Managers meeting
Could any further improvements be made?	N/A
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	All apologies would be offered verbally and in person. Support is available from the team to assist anyone performing this task
What support do you have available for people involved in invoking the procedure and those who might be affected?	Staff would be supported by a senior manager
Please note anything else that you feel may be applicable to report.	There are systems in place to record and monitor all Accidents, Incidents and Medication Errors. These records are monitored by the General Manager and the Board of Directors. Events may also be shared with Guardians of our service users as part of our reporting framework. Events are also shared with regulators and Local Authorities with a responsibility for adult protection.

Report prepared by...Craig McGregor.....

Signed.....

Date.....10.4.21.....