
ENABLE Scotland

Duty of Candour Annual Report 2019/20

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1 Duty of Candour Report

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

All health and social care services in Scotland must provide an annual duty of candour report for their service. As a social care provider this information is sent to our regulator the Care Inspectorate.

2 About our organisation

ENABLE Scotland is the leading Scottish charitable organisation for people with learning disabilities and their families. The organisation has distinct activities of:

delivering personalised services to enable customers live a life which makes sense to them and achieve their goals

delivering personalised employability services to enable customers live a life which makes sense to them and achieve their goals

fundraising and campaigning to enable work to challenge negative attitudes to people with learning disabilities.

The organisation provides social care support to approximately 1,000 people across Scotland to either live in their own homes or to share with a small number of others and make maximum use of their local community. All direct support staff are matched to work for either an individual person or a small number of people.

The organisation has a Duty of Candour policy and staff guidance. All staff with a line management responsibility complete training about the requirements of Duty of Candour. It also forms part of our induction programme.

3 Incident Report

During the reporting period there has been one incident which has triggered the Duty of Candour.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological or intellectual function	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
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 to prevent them dying	0
A person needing health treatment to prevent other injuries	1
Total	1

4 To what extent did ENABLE Scotland follow the procedure

The procedure requires organisations to:

- Notify the person affected (or family/relative where appropriate);
- Provide an apology;
- Carry out a review into the circumstances leading to the incident;
- Offer and arrange a meeting with the person affected and/or their family, where appropriate;
- Provide the person affected with an account of the incident;
- Provide information about further steps taken; and
- Make available, or provide information about, support to persons affected by the incident

All the component parts of the procedure were actioned swiftly and in detail and were then collated into a separate review report. This meant that the final reporting aspects of our process was later in being applied.

5 Our Policy and Process

The organisation's internal reporting process for accidents and incidents will initially capture information about any events which requires the implementation of Duty of Candour. The Manager who oversees the service is informed about the incident promptly, the Care Inspectorate is notified through e-forms and reports made to local authority and health teams involved in the person we support's care. Senior Managers are also informed of such incidents. A prompt apology would be issued to the person supported or another appropriate person (i.e. next of kin, Guardian or Attorney) and immediate steps taken to avoid a reoccurrence.

The resulting investigation of the incident will aim to highlight any learning done and any improvements/changes required to practice, policy and/or process. Any learning taken from the investigation of an incident will be shared across the organisation to minimise the risk of a further occurrence and improve the service we deliver.

Staff affected by the incident will receive support from line managers and can also access an external, confidential 24hr hour employee assistance service.

Whilst the focus of the investigation will be about learning and improving as opposed to apportioning blame where an incident occurs because of wrongdoing by staff the organisation's Disciplinary Process will be implemented.

This Annual Report is an item for our Trustees to discuss at their Board meeting and is included in our Risk Register monitoring.

6 What have we learned

From the application of our Duty of Candour procedure ENABLE Scotland has learned:

- As this was the first occasion we had applied a Duty of Candour procedure we have made further refinement to our procedures in relation to this;
- As part of the review of the unintended incident we learned that an organisational policy should be reviewed and updated; this policy was reviewed fully, amended and reissued.

If you would like more information about this report, please contact us by phoning 0300 0200 101.

www.enable.org.uk

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