



KINGDOM

Support & Care

Annual Duty of Candour Report 2021/22

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you.



1. Introduction

Duty of Candour is a legal requirement, under Health (Health, Nicotine etc. and Care) (Scotland) Act 2016, to ensure that if something goes wrong, in Health or Social Care Services, that the people affected are offered an explanation, an apology and an assurance that staff have learned from the error. The learning is shared across Scotland through the provision of this report.

2. About Our Organisation

This report describes how KSC has implemented its duty of candour obligations throughout its services in 2021/22.

KSC provides housing support and care at home to around 360 people across East Central Scotland. Support is provided in peoples own homes as well as in shared living services and one homeless hostel. People require support for a variety of reasons, including having a Learning Disability or Autism, significant challenging behaviour, Mental Health issues, homelessness, addictions issues or age related illnesses, all of which can cause vulnerability and result in potential harm. People come to KSC for support from a range of situations, including long stay hospitals, other residential placements, family homes or other supported accommodation and through homeless services. Support varies from a few hours per week to full time, 24 hours per day/seven days per week.

KSC has a Duty of Candour Policy which details the organisational duty and approach when dealing with duty of candour incidents. This is supported by a Duty of Candour procedure, which details how any duty of candour event will be managed and monitored, including detailed roles and responsibilities of all staff within the organisation.

The policy and procedure have been discussed with all staff through training and team meetings, and forms part of the induction process for all new staff.

3. Incident Reporting

All Health and Social Care Services in Scotland must produce an annual duty of candour report and being registered with the Care Inspectorate, this report has been shared with them, our Regulator.

During the reporting period 2021/22, there has been no duty of candour events.

Type of Unexpected or Unintended Incident	No of Incidents
Someone has died	0
Someone has permanently lost bodily, sensory, motor, physiological or intellectual functions	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 because of harm	0



Someone's motor, sensory or intellectual functions have been impaired for more than 28 days	0
Type of Unexpected or Unintended Incident	No of Incidents
Someone experienced pain or psychological harm for more than 28 days	0
A person needed health treatment to prevent them from dying	0
A person needed health treatment to prevent other injuries	0

4. Our Policy and Process

When an incident occurs which requires the duty of candour process to be implemented, staff report this to their line manager and Senior Manager for the Organisation. The incident is recorded using the incident reporting system in place and notification is made through e-forms to the Care Inspectorate by the Registered Manager.

The internal reporting form highlights any learning from the incident as well as any training required for staff.

Staff are provided with support through our debrief policy where managers meet with relevant staff to review the incident, identify where issues arose and any remedial action or learning to be taken forward. It is emphasised through this approach that the organisation does not wish to apportion blame, but to support individual staff, learn from any errors and minimise the risk of a similar situation in the future.

Staff also have access to an external counselling service funded by the organisation if further support is required.

Duty of Candour forms part of our core induction training, where staff are taken through a process to understand the principles, practice and their responsibilities in this area.

Where an incident arises as a result of intentional staff wrong doing, the Disciplinary policy is activated.

5. Learning

Although there have been no duty of candour incidents within the reporting period, one event occurred where a supported person swallowed a battery from a remote control, which resulted in a person requiring short hospital treatment. This situation was reviewed and it was highlighted that the staff member could have taken further action to prevent the person from accessing the remote, however, this was an understandable situation which can never be fully prevented. The person did not receive any treatment and no harm resulted.

We have ensured that the risk of unintended or unexpected harm is included in our strategic and operational risk registers and is reported quarterly to the Board Of Management. This annual report has also been presented to the Board of Management and is available on the KSC website.



Given the policy has not been activated, awareness will be raised again in the coming year through including Duty of Candour Policy and Procedure as a team meeting agenda item.

6. Contact

If you would like more information about this report, please contact:

Norah Smith, Executive Director of KSC
Kingdom Support and Care CIC, James Bank, James Street, Dunfermline, KY12 7QE

norahsmith@ksc.scot

