

Duty of Candour Annual Report

1 April 2019 – 31 March 2020

Alcohol and Drugs Support South West Scotland is a local charity supporting individuals with problematic substance misuse and gambling issues.

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and organisations learn how to improve for the future.

An important part of this duty is we provide an annual report about the duty of candour in our housing support service. This short report describes how our service has operated the duty of candour during the time between 1 April 2019 and 31 March 2020.

We hope you find this report useful.

1. How many incidents happened to which the duty of candour applies?

In the last year, there have been no incidents to which the duty of candour applied.

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the Service Manager who has responsibility for ensuring that the duty of candour procedure is followed.

The Service Manager takes immediate action to reduce risk of harm to the individual, records the incident and, if the service is regulated, reports as necessary to the Care Inspectorate. The Manager also ensures that those involved in the incident receive appropriate support throughout the process. When an incident has happened, the Service Manager and staff set up a learning review. If the Service Manager is involved in the incident, this is led by the Chief Executive. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use our services and their families. We have line management support and supervision

for our staff if they have been affected by a duty of candour incident. Where carers or other family members are affected by the duty of candour, we will ensure there are arrangements in place to provide support as necessary.