

Day Centre

**Duty of Candour Report**

Every care professional must be open and honest with Service Users when something that goes wrong with their treatment or care, causes, or has the potential to cause, harm or distress. Services must tell the Service User, apologise, offer appropriate remedy or support, and fully explain the effects to the Service User. As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered duty of Candour within our service.

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| --- | --- |
| Name and address of service | Answer House, Raveston Lane, Whitburn, West Lothian, EH47 9GA |
| Date of report | 24/01/2025 |
| How 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?  How have you done this? | Staff meetings & supervision |
| Do you have a Duty of Candour Policy or written duty of Candour procedure? | We have a Duty of Candour Policy |

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| How many times have you/your service implemented the Duty of Candour procedure this financial year? | 1 |
| Type of unexpected or unintended incidents (not relating to the natural course of someone’s illness or underlying conditions)? | 1 |
| Service Users died? | 0 |
| A Service User incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions? | 0 |
| A Service User’s treatment increased? | 0 |
| The structure of a Service User’s body changed? | 0 |
| A Service Users life expectancy shortened? | 0 |
| A Service Users sensory motor or intellectual functions was impaired for 28 days or more? | 0 |
| A Service User experienced pain or psychological harm for 28 days or more? | 0 |
| A Service User needed health treatment in order to prevent them dying? | 0 |
| A Service User needing health treatment in order to prevent other injuries as listed above? | 0 |
| Total | 1 |

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| --- | --- |
| Did the responsible person for triggering Duty of Candour appropriately follow the procedure?  If not, did this result is in any under or over reporting of duty of candour? | Yes |
| What lessons did you learn? | Need more support going in and out of a vehicle. |
| What learning & improvements have been put in place as a result? | Every Service User is now assisted to vehicles. We have purchased materials to protect from the elements. |
| Did this result in a change/update to your Duty of Candour policy/procedure? | No |
| How did you share lessons learned and who with? | Team meetings with staff and volunteers. |
| Could any further improvements be made? | No |
| 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? | N/a |
| Please note anything else that you feel may be applicable to report? | Client did not follow instructions. |

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