

## **Columcille Duty of Candour Report - April 2019 to March 2020**

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 that organisations learn how to improve for the future. An important part of this duty is that we provide this annual report about the duty of candour.

This short report describes how Columcille has operated the duty of candour during the time between 1 April 2019 and 31 March 2020:

### **Notifiable events**

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

### **Procedures and practice**

Where an event or incident has happened that triggers the duty of candour, our staff members report this to the manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate.

When an incident has happened, the manager and staff review what happened and endeavour to learn from what happened. This allows everyone involved to review what happened and identify changes for the future.

All new staff members are introduced to the duty of candour at their induction.

The manager has completed the NHS Knowledge Network module. The link to this has been made available to all Columcille staff.

Columcille has a Duty of Candour Policy which includes the procedure for the Manager and staff to follow. We are aware of the Duty of Candour notification required by the Care Inspectorate.

### **Support**

Serious mistakes can be distressing for staff as well as people who use care and their families. Support will be made available to staff if they have been affected by a duty of candour incident.

Where parents, family or people who use our services are affected by an incident that involves the duty of candour, we will discuss openly and honestly the support they may need from us.