



## with YOU Duty of Candour Annual Report

with YOU is a charity and company limited by guarantee based in Edinburgh and the Lothians. We provide support to people with learning disabilities, mental health issues, people who are homeless and young and older people.

As a Provider of Health and Social Care Services in Scotland we have a legal requirement to have a duty of candour to:

*Enable all staff to operate within a culture of openness and transparency, understand their individual responsibilities in relation to the duty of candour and are supported to be open and honest with people we support and their families and apologise when things go wrong.*

*Encourage candour, openness, and honesty at all levels. This is an integral part of our culture of safety that supports organisational and personal learning.*

*Explain the meaning of Duty of Candour in practice, by providing clear information to all staff to enable them to have the confidence to communicate and act appropriately with people we support and their families following an incident, complaint, or claim.*

*Ensure staff feel confident to report duty of candour incidents so that lessons are learned and shared.*

### DUTY OF CANDOUR FROM THE 1ST APRIL 2020 TO 31<sup>st</sup> MARCH 2021

#### How many incidents happened to which the duty of candour applied?

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

#### Information about our policies and procedures

Every policy and procedure are risk rated as low, medium, or high. People we Support and staff review all policies and procedures and the with YOU Board reviews and approves high risk policies and procedures. The Duty of Candour is a 'high' risk policy and procedure.

#### Staff training

All staff receives duty of candour training as part of their essential training.

## **Type of unexpected or unintended incident**

- Someone has died - number of incidents 0
- Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions - number of incidents 0
- Someone's treatment has increased because of harm - number of incidents 0
- The structure of someone's body change because of harm - number of incidents 0
- Someone's life expectancy becomes shorter because of harm - number of incidents 0
- Someone's sensory, motor, or intellectual functions is impaired for 28 days or more - number of incidents 0
- Someone experienced pain or psychological harm which has been, or is likely to be, experienced by the person for a continuous period of at least 28 days - number of incidents 0
- A person needed health treatment in order to prevent them dying - number of incidents 0
- A person needing health treatment in order to prevent other injuries - number of incidents 0