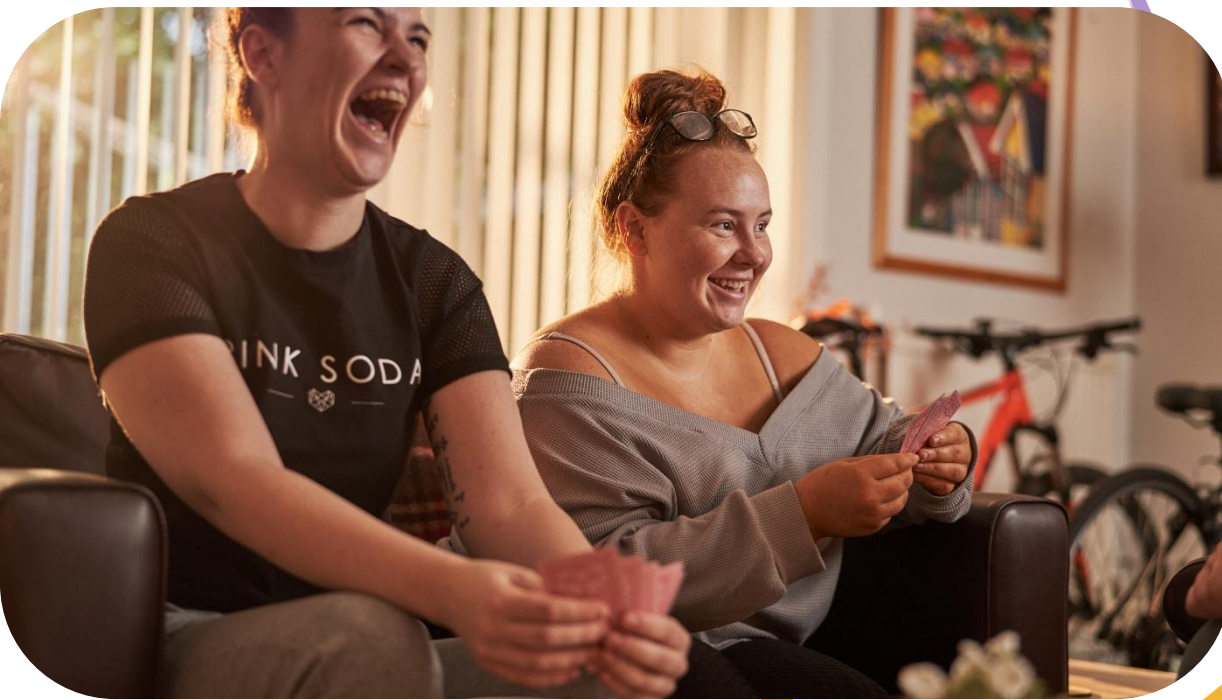


# Duty of Candour

**Annual Report 2023-2024**





## Who we are

Care Support Scotland is an adult social care provider, working across Edinburgh and the Lothians.

We work with people 16+ and provide Care at Home and Housing Support services to a wide range of people, for example who may have a learning disability or be neurodivergent, who are at risk of or experiencing homelessness, who require older age care, or who may have a mental health or addiction issue.

### **Our Vision, Mission and Values**

**Vision** – *“To enable the people we support to live their best lives.”*

**Mission** – *“We provide expert services that make a positive impact for people who require support with independent living.”*

*Our staff are passionate, caring professionals, thriving within a progressive learning environment.”*

**Respect** – “We respect the choices and dignity of our people, and ensure integrity in all we do.”

**Compassion** – “We care deeply about one another, promote diversity and create spaces of compassion free from judgement.”

**Thrive** – “We learn, develop, work and grow together, supporting people to thrive.”

## Our Legal Requirement

As a Provider of Health and Social Care Services in Scotland we have a legal requirement to report on duty of candour. The obligations associated with the statutory duty of candour in Scotland are set out in the [Health \(Tobacco, Nicotine etc and Care\) \(Scotland\) Act 2016](#) and the [Duty of Candour Procedure \(Scotland\) Regulations 2018](#).

The Duty of Candour enables:

- All staff to operate within a culture of openness and transparency.
- Staff to understand their individual responsibilities in relation to the duty of candour.
- Staff to be supported to be open and honest with the people we support and their families and apologise when things go wrong.
- A culture of candour, openness, and honesty at all levels. This is an integral part of our culture of safety that supports organisational and personal learning.
- The organisation to 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.
- Staff to feel confident to report duty of candour incidents so that lessons are learned and shared.



### **Duty of Candour from 1st April 2023 to 31st March 2024**

In the last year, there were **0** incidents to which the duty of candour applied.


### **Policies and Procedures**

Our policies rest within a policy framework, and are reviewed on a regular cycle, based on risk and external policy & practice changes. Our Board reviews policy updates before they are implemented.

### **Staff training**

All staff receive training in Duty of Candour. We have an annual cycle of mandatory training.

For care staff, all are SSSC registered and required to hold the necessary SSSC qualifications, or work towards these.





## 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

