

# **Duty of Candour Annual Report**

**1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019**

## Duty of Candour Annual Report

Every health and social care professional must be open and honest with customers when something goes wrong with their service which has the potential to cause harm or distress. Services must tell their customers, apologise, offer appropriate remedy or support and fully explain the effects to the customer.

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.

Name & address of Service	Mears Care (Scotland ) Limited
Date of Report	22 April 2019 for period 1 April 2018 to 31 March 2019
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?	<p>The values and attitudes of Mears Care staff are underpinned by our Mission Statement and Red Thread values which are based upon the principles of honesty, openness, transparency and integrity.</p> <p>Staff are aware of the importance of candour through the development and implementation of the Mears Care Scotland Policy. The policy has been widely discussed and issued at team meetings across the services.</p> <p>Duty of Candour underpins our communication with customers and their families following every incident, whether it required implementation or not.</p> <p>Staff complete the Duty of Candour training module available via the SSSC Learning portal. All staff at the point of induction into the organisation are introduced to the Duty of Candour.</p>
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes

How many times have you/your service implemented the duty of candour procedure this financial year?

Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April 2018 – March 2019)
A person died	0
A person incurred permanent lessening of bodily, sensory, moto, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions were impaired for 28 days or more	0
A person experienced pain or psychological harm or 28 days or more	0

A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

Did the responsible person for triggering duty of candour appropriately follow the procedure?  If not, did this result in any under or over reporting of duty of candour?	N/a.  There have been no instances of implementing the Duty of Candour in the above circumstances.
What lessons did you learn?	N/a There have been no incidents to report for this period.
What learning & improvements have been put in place as a result?	N/a
Did this result in a change/update to your duty of candour policy & procedure?	N/a The Duty of Candour policy was created in April 2018. There have been no amends or updates in the last 12 months.
How did you share lessons learned and who with?	N/a Any lessons learned would be shared at the monthly Management meetings and them shared at weekly and quarterly team meetings
Could any further improvements be made?	Not that we are aware of at present
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?	All incidents are recorded on our internal system 'Mears Protect' which alerts management to any incidents where duty of candour would apply. Management are supported by colleagues, Senior Management and Chief Operating Officer.
What support do you have available for people involved in invoking the procedure and those who might be affected?	There is always a Manager available to offer advice and guidance and an escalation process is in place for Senior Managers to be contacted as and when required. All staff have access to the Duty of Candour Policy
Please note anything else that you feel may be applicable to report?	No additional information to report at this time.

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