

Aberlour Child Care Trust – Duty of Candour report 2019 - 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 an annual report about the duty of candour in our services. This short report describes how Aberlour Child Care Trust has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

1. How many incidents happened to which the duty of candour applies?

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

2. Information about our duty of candour procedures

Training

Relevant Managers in Aberlour carryout e-learning to on duty of candour legislation.

All new staff learn about the duty of candour at their induction.

When an incident happens

All managers reviewing incidents will consider if duty of Candour applies.

Where something has happened that a staff member believes triggers the duty of candour, this is reported to their line manager and to the Assistant Director.

The Assistant Director will advise the Director of Operations and thereafter has responsibility for ensuring that the duty of candour procedure is followed.

The incident is recorded and the duty of Candour checkbox within the relevant supported person's electronic file is selected. The manager is responsible for completing a duty of candour form and saving this to the supported person's file..

The Care Inspectorate is notified when an incident has happened, and the Assistant Director, manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction.

We know that serious mistakes can be distressing for staff as well as people who use care and their families. We have occupational welfare support in place for our staff if they have been affected by a duty of candour incident.

Where parents or children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

If you would like more information, please contact Helen Jones, Quality & Safeguarding Manager via: helen.jones@aberlour.org.uk