



GARVALD EDINBURGH

Duty of Candour report April 2022 to March 2023

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 in Garvald Edinburgh. This short report describes how our care service has operated the duty of candour during the time between 1 April 2022 and 31 March 2023:

Notifiable events

In the last year, there have been no incidents 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 report this to a Service 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 will 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. All managers and assistant managers have completed the NHS Knowledge Network module. This is available to all staff in our resource library.
- We have a Duty of Candour Policy which includes the procedure for the Chief Executive, Managers and staff to follow. We are aware of the Duty of Candour notification required by the Care Inspectorate. Support
- 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 (Health Assured) for our 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.

Mike Casey CEO