

DUTY OF CANDOUR REPORT

Duty of Candour is a legal requirement to ensure that if something goes wrong in health or social care services, the people affected are offered an explanation and an apology, and an assurance that staff will learn from the error. Learning is shared with the people affected and throughout Scotland.

About our Organisation

Crossroads (South Ayrshire) is an organisation and charity who seek to provide those caring for others within South Ayrshire with a break away from their caring duties.

Incident Reporting

All health and social care services in Scotland must provide an annual duty of candour report for their service. As a care service, this information is sent to our regulator the Care Inspectorate.

During the reporting period to 31st December 2019, no incidents triggered the duty of candour report.

Our Policy and Process

If an incident occurs that necessitates the implementation of duty of candour, our staff reports this to their line manager and to the Health and Safety representative of the committee who oversees the service we provide. The incident is recorded and named. Staff members complete Report forms, and the form highlights any learning needed as a result of the incident. Duty of candour is part of our training which all staff undertake. We learn from any mistakes and adapt processes as required.

In the first year of implementing Duty of Candour we have taken care to analyse and pay close attention to any accident or incident. We did have these processes in place prior to this, and are satisfied that this matter has been dealt with in the proper way.

10 January 2020.....