

Duty of Candour

Annual Report

April 2019- April 2020



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1. About Duty of Candour (definition)

The organisational duty of candour provisions of the Health (Tobacco, Nicotine Etc. and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018 set out the procedure that organisations providing health and social care services and social work services in Scotland are required by law to follow when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm).

Enabling and managing risk is a central part of delivering high quality health and social care services. Candour promotes responsibility for developing safer systems, better engages staff in improving services and creates greater trust in people who use these services, either first hand or on behalf of someone else.

Personalised discussions and communication, review processes that take account of what matters most to those affected and supportive responses following an unintended or unexpected incident all help to support and promote a culture of learning within the organisation. Putting people at the centre of organisational responses to unintended or unexpected incidents resulting in death or harm also helps create the conditions where people feel psychologically safe to contribute to such discussions.

Hillcrest Futures is committed to providing a truly personalised organisational response when things go wrong requires a commitment to the provision of support and training for everyone involved in meetings, reviews and actions arising from a duty of candour incident.

2. About the organisation (history/background)

Hillcrest Futures, formally Gowrie Care Limited, was originally part of Gowrie Housing Association and is now a part of Hillcrest. It has been involved in providing care and support services since the early 1980's and is a company limited by guarantee.

The Hillcrest Group was formed in 2003, following the merger of Hillcrest Housing Association, Gowrie Housing Association and Old Town Housing Association. All the housing stock was transferred to Hillcrest Housing Association and a new care company, Gowrie Care Limited was formed to manage the care and support contracts. In 2018 CAIR Scotland merged with Gowrie Care, bringing with them a wealth of knowledge and experience of delivering innovative services supporting substance misuse. On the 1st of June 2019 Gowrie Care changed its name to Hillcrest Futures.

Hillcrest Futures currently works across Fife, Perth and Kinross, Dundee, Angus, Glasgow and Edinburgh. We provide Care at Home and/ or Housing Support services registered with the Care Inspectorate, as well as a range of other non-registered services to a wide range of service user groups including people with learning disabilities, Autistic Spectrum Disorder (ASD), complex needs, homelessness/ multiple needs, mental health, addictions, young people and families and older adults. These services range from intensive 24 hour provision to short interval support of around one or two hours per week.

3. Incident Reporting

All Health and Social Care providers in Scotland must provide an annual Duty of Candour report for their services. As a provider of Housing Support and Care at Home services in Scotland a copy of this report is sent to our regulator (the Care Inspectorate) and is published on our website.

During this reporting period – April 2019-April 2020, no incidents have triggered the Duty of Candour procedure.

| Type of Unexpected or Unintended Incident | No of incidents |
|----------------------------------------------------------------------------------------------|-----------------|
| Someone has died | 0 |
| Someone has permanent less bodily, sensory, motor, psychological or intellectual functioning | 0 |
| Someone's treatment has increased because of harm | 0 |
| The structure of someone's body has changed because of harm | 0 |
| Someone's life expectancy has become shorter because of harm | 0 |
| Someone's sensory, motor, or intellectual functioning has been impaired for 28 days or more | 0 |
| Someone has experienced pain or psychological harm for 28 days or more | 0 |
| A person required health treatment in order to prevent them dying | 0 |
| A person required health treatment in order to prevent other injuries | 0 |

4. Our Procedure and Processes

We have had no Duty of Candour incidents in the reporting period April 2019 – April 2020.

5. Procedure Followed

Not applicable

6. Learning Outcomes

Not applicable

7. Other Information

Over the last year (April 2019-April 2020) we have supported our frontline staff to complete on-line training in relation to Duty of Candour, a total of 137 staff have undertaken on-line Duty of Candour training in the last year, giving a total of 241 staff who have undertaken the training within the organisation.

We will continue to promote this training as mandatory for all staff working within Hillcrest Futures.

Over the next year we will work with our Learning and Development department to produce a new on-line learning resource for all supervisors and managers within Hillcrest Futures, to ensure they fully understand their role and responsibilities in relation to Duty of Candour.