



Duty of Candour Report - January 2020

Aberdeen Foyer – Supported Accommodation

Aberdeen Foyer operates a housing support service to homeless 16-25year olds at sites across Aberdeen City and Aberdeenshire.

Duty of Candour

All health and social care services in Scotland have a duty of candour. This is a legal requirement under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 which means that 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) to a service user then a formalised procedure is followed. When things go wrong and mistakes happen, the people affected receive an account of what has happened, an apology and information on any changes required for future practice.

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 our service has operated the duty of candour during the time between 1 April 2018 and 31 March 2019.

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

For the period 1 April 2018 – 31 March 2019, there have been no incidents to which the duty of candour applied.

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our workers will report this to the Registered Manager for the service who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident following the appropriate related policies and procedures (e.g. Health and Safety) and reports as necessary to the Care Inspectorate. When an incident has happened, the manager will set up a learning review. This allows everyone involved to review what happened and identify any changes required for rolling into future practice.

All staff within the service have completed the e learning module accessed via the Care Inspectorate website. We know that serious mistakes can be distressing for workers as well as people who use our service and their families. In addition to regular Support and Supervision, the Foyer have an employee assistance programme in place for our workers and their families, which offers 24/7 telephone support and access to a confidential counselling service, if they have been affected by a duty of candour incident.

3. Other information

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have placed it on our website and shared it with our service users. If you would like more information about our service, please contact us:

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