



Duty of Candour Annual Report

1 April 2023 – 31 March 2024

Sheltered Housing Support Service. Dalmuir Out of School Care Group.	Duty of Candour Lead: Arlene Dickson, Care Service Manager
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1 DUTY OF CANDOUR REPORT

- 1.1 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 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018. Which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.
- 1.2 An important part of this duty is that we provide an annual report about how the Duty of Candour is implemented in our services. This report describes how both Dalmuir Park Sheltered Housing and Dalmuir Out of School Care Group (DOSCG) has operated the Duty of Candour during the time between 1 April 2023 and 31 March 2024. We hope you find this report useful.

2 About our Care Service

- 2.1 In our sheltered housing service, we have 70 properties split between two complexes for older people and people with additional support needs and physical disabilities, enabling them to live independently for as long as possible within their own homes. Each property is fitted with an alarm system that provides tenants with an out of hours service. We work in collaboration with West Dunbartonshire Health and Social Care Partnership (WDCHSCP) to support our residents to remain as independent as possible in their community.
- 2.2 Dalmuir Out of School Care Service (DOSCG) provides a service for children between the ages of 4 and 12; or to the summer prior to the child going to secondary school. It also provides a school escort service during term time, collecting children from 3 local schools. The service facilitates a Playscheme during school holiday periods and in-service days, providing a range of activities to meet with the development needs of the child. Our Playscheme is open to attendees of the three local schools and the wider community.
- 2.3 Board meetings of Dalmuir Park Housing Associations (DPHA) receive information on any Notifiable Events to the Care Inspectorate. In addition, our Audit and Risk Committee review all the notifiable events and any action plan for incidents which trigger a Duty of Candour.

3 How many incidents happened to which the Duty of Candour applies

- 3.1 Between 1 April 2023 and 31 March 2024, there were one Notifiable Event to the Care Inspectorate that triggered a Duty of Candour, across both care services.
- 3.2 This event did not result in significant harm but cause significant stress and anxiety.

Duty of Candour Incidents April 2023- March 2024	
Sheltered Housing	
Adverse events	1
DOSCG	
Adverse events	0
TOTAL	1

4 To what extent was Dalmeir Park Housing Associations duty of candour procedure followed.

4.1 DPHA staff followed the correct procedure in this case. This means staff informed the people affected, apologised to them, and offered to meet with them. Care Services Manager carried out a full review to understand what happened, what went wrong and what we could have done better. Individual and organisational learning has been undertaken and subsequent action and improvement plans have been developed and completed. We ensure good written and verbal communication throughout the process and always offer to share the final report with the relevant person.

5 What has changed as a result?

5.1 DPHA made changes following our review of the Duty of Candour event. There are significant changes to be highlighted:

5.1.1 Improve on our customer service to ensure all our staff work within their professional boundaries identified in our Scottish Social Service Code of Conduct handbook and further training on DPHA Code of Conduct Policy.

5.1.2 Further training will be provided to staff on DPHA’s confidentiality policy and expectations.

6 Information about our policies and procedures

6.1 Every adverse event is reported to the Care Inspectorate through their e-form.

6.2 Through the adverse event management process, DPHA can identify incidents that activate the Duty of Candour procedure. The adverse event management process contains a section on implementing the Duty of Candour with accompanying Duty of Candour guidance. Staff have access to the Duty of Candour guidance and information via the DPHA Care shared drive.

6.3 All staff must complete NHS Education Scotland Duty of Candour e-learning module training as part of their induction.

6.4 Additional support is available for all staff through the line management structure as well as through occupational health if required. Staff can also seek support from trained counsellors.

7 Other information

7.1 Duty of Candour being in operation gives an opportunity for learning and refining our existing adverse event management processes to include the Duty of Candour outcomes.

7.2 DPHA is required to submit this report to the Care Inspectorate. We are also required to make it publicly available, and we will publish it on our website and provide information from the report in our DPHA magazine.

7.3 If you would like further information regarding this report, please contact:

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