

## Duty of Candour Report - Trust Housing Association 2021-22

Trust is committed to being open and honest with the people to whom we provide care and support. We aim to provide the highest possible quality of service but recognise that sometimes unexpected and unintended harm can occur, and we will respond to such incidents with honesty and integrity, offering support to those affected.

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 are made, we must ensure that the people affected know what has happened and receive a proper apology. We are also committed to learning and improving our services and therefore, in situations where something has gone wrong we will always seek to identify and implement improvements to our practice.

This report describes how Trust has applied our Duty of Candour during the period from 1 April 2021 to 31 March 2022.

### 1. About Trust Housing Association

Trust Housing Association is a provider of housing, support and care services across Scotland. Most of our care and support services are for older people.

### 2. How many incidents happened to which the Duty of Candour applies?

During this year, there have been 0 incidents to which the Duty of Candour applied. These are incidents where something unexpected or unintended has taken place which has resulted in harm to someone.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor or intellectual function is impaired for 28 days or more	0

Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needed health treatment in order to prevent other injuries	0

### **3. To what extent did Trust Housing Association follow the duty of candour procedures**

We had no Duty of Candour incidents during 2020-2021.

### **4. Information about our policies and procedures**

When any incident occurs, our development staff report this to their Service Manager or Area Manager. The Service Manager or Area Manager identifies if the duty of candour applies to the incident and is then responsible for ensuring the duty of candour process is followed. The incidents are also reported to the Care Inspectorate. The Service Manager or Area Manager will offer to meet with the people affected, apologise to them, review the incident and identify learning and changes which are required for the future.

All development staff learn about duty of candour and about how incidents should be reported. Service Managers and Area Managers receive training in conducting the duty of candour process. Staff have access to an employee counselling service if they have been affected by an incident. We also direct people affected by incidents to services which could support them such as advocacy services and bereavement counselling

### **5. What has changed as a result**

In relation to each incident we would carefully consider what action we need to take. There were no Duty of Candour Incidents in 2021-2022.

### **6. Other information**

We are publishing this report on our website.

If you would like more information, please contact us on 0131 444 1200.