

Right There Duty of Candour Report

1st April 2021 and 31st March 2022

1. Right There Duty of Candour Report

All health and social care services in Scotland have a duty of candour. This is a legal requirement 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.

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 short report describes how Right There has operated the duty of candour during the time between 1 April 2021 and 31 March 2022. We hope you find this report useful.

2. About Right There

Right There serves over 3800 people across 7 different local authority areas within Scotland.

We provide a range of programmes For People, In the Community and At Home, these include Supported & Temporary Accommodation, Outreach Support, Family Support, Counselling, Mentoring and Rent Deposit.

Our goal is for everyone to be given the chance to realise their potential and create a safe, supportive place to call home.

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

Between 1 April 2021 and 31 March 2022, there were 0 incidents where the duty of candour applied. These are unintended or unexpected incidents that result in death or harm as defined in the Act, and do not relate directly to the natural course of someone's illness or underlying condition.

Right There identifies these incident or accidents through our Incident & Accident reporting procedures, as stated within our Health & Safety Policy, which helps to identify duty of candour incidents.

4. To what extent did Right There follow the duty of candour procedure?

Right There did not have to follow the duty of candour procedure during this reporting period.

5. Information about our policies and procedures

Every incident/ accident is reported through our local reporting system as set out in our Health and Safety policy, under the section on Management arrangements for Accident & Incident Investigation and reporting procedure. Through this policy we can identify incidents or accidents that trigger the duty of candour procedure. Our Health & Safety policy contains a section on implementing the duty of candour.

Significant Incidents / Accidents are reviewed to understand what happened and how we might improve the care we provide in the future. The level of review depends on the severity of the event as well as the potential for learning.

Recommendations are made as part of the review process, and local management teams develop improvement plans to meet these recommendations.

All staff receive training on incident / accident reporting and implementation of the duty of candour as part of their induction, so that they understand when it applies and how to trigger the duty. Additional training is also available for those members of staff who frequently review adverse events, and for those who are regularly key points of contact with people who have been affected by an adverse event.

We know that adverse events can be distressing for staff as well as people who receive care. We have support available for all staff through our line management structure as well as through occupational welfare. This means that staff can contact a confidential telephone line to speak to trained counsellors.

6. What has changed as a result?

N/A

7. Other information

As required, we have submitted this report to Scottish Ministers, and we have also placed it on our website (rightthere.org).

If you would like more information about this report, please contact David Gaughan, Head of Operations for Right There on 0141 565 1204 or d.gaughan@rightthere.org