

East Lothian
Health & Social Care Partnership



Duty of Candour Annual Report

1st April 2019 – 31st March 2020

East Lothian Health & Social Care Partnership	Duty of Candour Lead: Carol Jenner
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**DUTY OF CANDOUR ANNUAL REPORT
EAST LoTHIAN HEALTH & SOCIAL CARE PARTNERSHIP**

SOCIAL CARE SERVICES

For

ADULTS and OLDER PEOPLE

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 East Lothian H&SCP Social Care Services has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

1. About East Lothian Health & Social Care Partnership (H&SCP)

East Lothian H&SCP serves a population of 107,090 (mid-2019 estimate¹) people across East Lothian. We cover a diverse geographical area, including large and small towns as well as rural areas. Our aim is to provide high quality care for every person who uses our services, and where possible help people to receive care at home or in a homely setting.

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

Between 1 April 2019 and 31 March 2020, there were **no 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.)

Through the adverse event process, we determine if there are factors that may have caused or contributed to an event, which helps to identify duty of candour incidents.

Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying condition)	Number of times this happened (between 1 April 2019 and 31 March 2020)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0

¹ National Records of Scotland nrscotland.gov.uk

A person 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 needing health treatment in order to prevent other injuries as listed above	0
Total	0

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	Not Applicable (NA)
What lessons did we learn?	NA
What learning & improvements have been put in place as a result?	NA
Did this result in a change / update to our duty of candour policy / procedure?	NA
How did we share lessons learned and who with?	NA
Could any further improvements be made?	NA
What systems do we have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	<p>We have not had any incidents or issues that have involved duty of candour. All staff receive mandatory training on duty of candour. Our reporting system picks up if any incidents are reportable and this cascades into our quality governance reporting.</p> <p>DoC is part of our overall approach to managing incidents.</p> <p>In the event of any incidents staff would be supported by a senior manager and all apologies would be offered verbally and in person and ideally involve the staff member, if appropriate.</p>
What support do you have available for people involved in invoking the procedure and those who might be affected?	NA
Anything else that may be applicable to report.	NA

3. Other information

This is the second year of the duty of candour being in operation.

As required, East Lothian H&SCP has submitted this report to the Care Inspectorate and we have also placed it on our website and the intranet. In addition, the CSWO has made reference to Duty of Candour data in the annual CSWO report, with information being taken from the Duty of Candour annual report.

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

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