**DUTY OF CANDOUR ANNUAL REPORT**

**EAST LOTHIAN COUNCIL SHELTERED HOUSING TEAM**

**HOUSING SUPPORT SERVICE**

**CS2004062561**

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 individuals affected understand what has happened, receive an apology, and organisations learn how to improve for the future.

An important part of this duty is that an annual report is prepared, published and provided to the Care Inspectorate in respect of how the duty of candour is implemented within services. This short report describes how East Lothian Council’s Sheltered Housing Team has operated the duty of candour in relation to the Housing Support Service, during the period 1 April 2020 - 31 March 2021.

**1. East Lothian Council Sheltered Housing Team – Housing Support Service**

East Lothian Council’s Sheltered Housing Team provides a Housing Support Service to the elderly and vulnerable individuals within each of the sheltered housing complexes. The Team offer support which helps tenants to continue to live independently in their home. Sheltered Housing contain predominately one bedroom properties however, some complexes have two bedrooms. These properties are either built as part of a complex or located in groups adjoining a main complex. The properties are allocated to applicants 60 years and above, however, exceptional circumstances for individuals under 60 with additional support needs can be considered.

Sheltered Housing services are regulated by the Care Inspectorate, an independent body which is responsible for scrutiny and improvement for care and support services in Scotland.

The aim of the Care Inspectorate is to ensure that:

* The people receive high quality of care
* The services promote and protect the rights of individuals
* Ensure that services meet the legal requirements and publish care standards

East Lothian Council have four complexes in the following locations:

* Brunton Court, North High Street, Musselburgh
* Mansfield Court, Inveresk Road, Musselburgh
* Well-Wynd, Loch Square, Tranent
* Osborne Court, Cockenzie, Prestonpans

All staff are registered with SSSC and provide daily welfare checks to ensure tenants are safe. Staff also provide housing support and liaise with other departments/agencies to maximise support to enhance tenants’ independence. East Lothian Council have an out of hour emergency service that tenants can access 7 days a week.

All staff have undertaken the Duty of Candour e-training. Staff continue to undertake courses to improve their personal development and work collectively to deliver an excellent service to our tenants and service users.

More information about our Sheltered Housing service is available by contacting us on 0131 653 5136, 0131 653 5135, or through East Lothian Council website [Sheltered Housing brochure | East Lothian Council](https://www.eastlothian.gov.uk/downloads/file/23057/sheltered_housing_brochure).

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

Between 1 April 2020 and 31 March 2021, 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 directory 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 2020 and 31 March 2021)**  |
| 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 |
| 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? | There have been no incidents or issues that have involved the Duty of Candour during2020/21. All staff receive mandatory training on this. Our reporting system picks up if any incidents are reportable and this cascades into our quality governance reporting with the Duty of Candour part of our overall approach to managing incidents.In the event of any incidents, staff would be supported by the Sheltered Housing Team Leader and all apologies would be offered verbally and in person and ideally involve the staff member, if appropriate. A written apology will also be offered. In the absence of the Team Leader, staff would be supported by the Service Manager.Staff are supported by regular one to one meetings and annual Performance, Review and Development meetings and an Employee Assistance Programme and Counselling is available to all staff. |
| 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 |

1. **Other information**

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

As required, East Lothian Council has submitted this report to the Care Inspectorate and it has also been published on the Council website and the intranet.

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

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