

DUTY OF CANDOUR REPORT

Date of Report: 17 April 2024

For Period 1 April 2023 – 31 March 2024

The duty of candour

The Health (Tobacco, Nicotine, etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018 (the Regulations) set out a new Duty of Candour.

The Act and Regulations require organisations providing health services, care services and social work services in Scotland to follow a formalised procedure when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm).

The purpose of this new duty is to ensure that providers are open, honest, supportive and providing a person-centred approach.

Our legal obligations

1. Duty of Candour Procedure

As a provider of a social care service, we are required to develop and implement a duty of candour policy that describes how we/our staff will act in the event of an unintended or unexpected incident that results in death or harm (or additional treatment that is required to prevent injury that would result in death or harm).

The key stages of the policy must include:

- Notify the person affected (or family/relative where appropriate);
- Provide an apology;
- Carry out a review into the circumstances that led to the incident;
- Offer a meeting with the person affected and/or their family, where appropriate;
- Provide the person affected with an account of the incident;
- Provide information about further steps taken;
- Provide support to staff notifying the person affected by the incident;
- Prepare and publish an annual duty of candour report (see below).

Further guidance on when the duty must be implemented can be found in the Scottish Government Duty of Candour [Guidance](#) and the dedicated [webpage](#).

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

Between 1 April 2023 and 31 March 2024, there were 0 incidents where the duty of candour applied.

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 2023 and 31 March 2024)
A person died	0
A person's body changed	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 from dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

3. Other information

Streets Ahead's organisational value statement includes accountability and there is ongoing activity to promote a culture of openness and candour. For example, it is discussed at management meetings and within teams.

Any concerns or queries about Streets Ahead's approach to Duty of Candour should be directed to:

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