



Duty of Candour Report:

Neighbourhood Networks in Scotland Ltd

Date: June 2019

Background:

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 happen, the people affected understand what has happened, receive an apology, and that organisation learns how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how Neighbourhood Networks has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

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

In the last year, there have been **no** incidents to which the duty of candour applied.

Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate. If an incident has happened, the Director of Neighbourhood Networks will co-ordinate a team discussion to develop an organisational action plan in relation to any duty of candour investigation. This will form part of the process of concluding the investigation with the service user and or their families/ carers.

In addition to the organisational action plan which will be in place to prevent the situation from arising again, the details of the incident leading up to the situation will also be shared with the staff involved directly with incident to maximise the opportunity for the staff member's learning and development.

Some reflective discussion will take place with relevant staff but also more generally with the wider Network Manager Team meetings and regional team meetings where appropriate. Where such information is disseminated across the organisation great care will be taken to protect the anonymity of the both the service user and or their families/carers as well as the staff directly involved.

The Director of the organisation will also report to the Board of Trustees on general themes and changes to operational and organisation practice and policy on the back of any such incident.

We know that serious mistakes can be distressing for staff as well as people who use our services and their carers. We have an employee counselling service in place for our staff if they have been affected by a duty of candour incident. Where member or their carers parents are affected by an incident prompting a duty of candour process, we can arrange to put in place welfare support as necessary.

Training

All current Network Managers in Neighbourhood Networks have learned about the duty of candour policy for the organisation and have completed an e-learning resource produced by the Scottish Government. Going forward all new Managers will learn about duty of candour as part of their induction.

Contact Details

If you would like more information about our service, please contact us using these details:

Neighbourhood Networks, Pavilion 5, Moorpark Court, 25 Dava Street, Glasgow, G52 1AE

Telephone Number: 0141 440 1005

Email: info@neighbourhoodnetworks.org

Charity Number: SCO28984

Company House: SC193638