



# Duty of Candour for Chalmers Rd

**2023 – 2024**

*“Ensuring we are open and honest with citizens if they experience significant harm as a result of our care”*

# DUTY OF CANDOUR REPORT 2023 - 2024

Chalmers Rd Respite Service

*“Being Open”*

## Introduction

Health and Social Care Services in South Ayrshire Council 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 the organisation learns how to improve for the future. An important part of this duty is to provide an annual report about the duty of candour in our Services. This report describes how Chalmers Rd Respite has operated the Duty of Candour during the time between **1 April 2023** and **31 March 2024**. We hope you find this report useful.

## Chalmers Rd

Chalmers Rd currently offers Residential Respite to adults with learning disabilities in South Ayrshire which enables carers a break from caring responsibilities and allows clients a break from their normal routine. We base our care and support on the health and social care standards.



## Duty of Candour Incidents

In the last year 2023 - 2024, there have been **0** incidents to which the duty of candour applied. (See Below)

Table 1: **Duty of Candour Incidents 2023 - 2024**

Type of Unexpected or Unintended Incidents that required a duty of candour response:	Number of incidents
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic, or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0
Someone 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	0

## To What Extent Did Chalmers Rd Follow the Duty Of Candour Procedures

Chalmers Rd implemented the Duty of Candour policies and procedures continuously since 1<sup>st</sup> of April 2018. The unit team leader is responsible for ensuring:

- That the procedure is carried out
- That training which is required by the regulation is undertaken
- That training/ support and supervision is provided to any persons carrying out any part of the procedure as required by the regulations.
- Reporting annually on the Duty of Candour
- Ensuring information is fully accessible and available in easy read

## Policies and Procedures

- Chalmers Road applies South Ayrshire Council's procedures for Duty of Candour incidents.
- Where something has happened that triggers the Duty of Candour, staff will report this to the manager who has responsibility for ensuring that the Duty of Candour procedure is followed.
- The manager will record the incident on the duty of candour form and report as necessary to the Care Inspectorate and through internal processes.
- When an incident has happened, the manager and staff will set up a learning review enabling everyone involved to review what happened and identify changes for the future.

## Training

- SAC provide an online learning module via COAST which all staff should undertake as part of their PDR
- NES provide an online learning module via TURAS which all staff should undertake as part of their PDR. This explains more about the duty of candour and helps services and staff understand their obligations.

## Easy Read Information

An easy read guide to the Duty of Candour is available to all service users/carers

Online copy can be found at <https://www.south-ayrshire.gov.uk/respiteservices/>

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The documents below include NHS A&A information for interest, a reporting form, where to get more support, a visual of the approved process, and the report approved by SMT detailing the process to be followed

