

Thistle Foundation Duty of Candour Report 2019/20

Thistle Foundation is a voluntary organisation. The service provides support for adults with physical disabilities, learning disabilities, and mental health challenges. The organisation supports 117 people and employs 348 staff.

The Thistle Foundation Supported Living service is dual registered as a Housing Support & Care at Home service and is regulated by the Care Inspectorate.

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 reason for the mistake is explained to all of the people affected, they receive an apology, and the organisation reflects and learns how to improve for the future. The organisation is required to publish a report annually on the Duty of Candour and this report covers the period from 1st April 2019 to the 31st March 2020.

The number of unexpected or unintended incidents that require to be reported under the duty of candour during the period were as follows.

Type of unexpected or unintended incident	Number of incidents
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological 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

During the period, the total number of incidents triggered by the Duty of Candour was: 0

It is worth noting that we have continued to have 0 number of incidents throughout the COVID-19 pandemic, the support and understanding of the workforce has continued to a high standard through one of the most difficult years in recent memory.

Duty of Candour Procedure

When an incident happens that triggers the Duty of Candour the following steps are followed:

1. As soon as possible staff will report this to the Strategic Lead, with responsibility for implementing the procedure.
2. The Strategic Lead will take immediate action to reduce the risk of harm to the individual involved, record the incident and report to the Care Inspectorate if required.
3. Following the incident the Strategic Lead will organise a reflective review to capture learning and agree actions for improvement.
4. The Strategic Lead will offer and arrange to meet the person affected and/or their family and provide an apology and full account of the incident.
5. If the Strategic Lead is the person involved in the incident, another Strategic Lead will be appointed to take responsibility for implementing the above steps.

6. Serious incidents that trigger the duty of candour can be distressing for our staff as well as people who use our services and their families. In addition to support and supervision, access to or other supports will be arranged for staff involved in incidents where required.
7. A report on the Duty of Candour will be prepared and published annually by the Chief Executive.

To support the implementation of this procedure the Duty of Candour is regularly discussed during team quality improvement workshops; and, by managers at team meetings and during support and supervision sessions with individual staff members.

Mark Hoolahan

CEO

March 2020