

DUTY OF CANDOUR REPORT

INTRODUCTION

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 or mistakes happen, those 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 that we provide an annual report about the duty of candour in our service. This report describes how our care service has operated the duty of candour between

ABOUT HAMILL HOMECARE

Hamill Homecare was established in 2016 and is a care at home service providing care to clients in Stirlingshire and Falkirk. We care for clients with a variety of needs including those with more complex care requirements.

INCIDENT REPORTING

During this reporting period _____ incidents have triggered the Duty of Candour procedure.

Type of Unexpected or Unintended Incident	No of incidents
Someone has died	
Someone has permanent less bodily, sensory, motor, psychological, or intellectual functioning	
Someone’s treatment has increased because of harm	
The structure of someone’s body has been changed because of harm	
Someone’s life expectancy has become shorter because of harm	
Someone’s sensory, motor, or intellectual functioning has been impaired for 28 days or more	
Someone has experienced pain or psychological harm for 28 days or more	
A person required health treatment in order to prevent them dying	
A person required health treatment in order to prevent other injuries	

POLICY AND PROCEDURE

Hamill Homecare must follow the Duty of Candour policy and procedure as soon as reasonably possible after becoming aware that an individual has been subject to an unintended or unexpected incident which occurred in the provision of care at home, and in the opinion of a registered health professional this has resulted in or could result in:

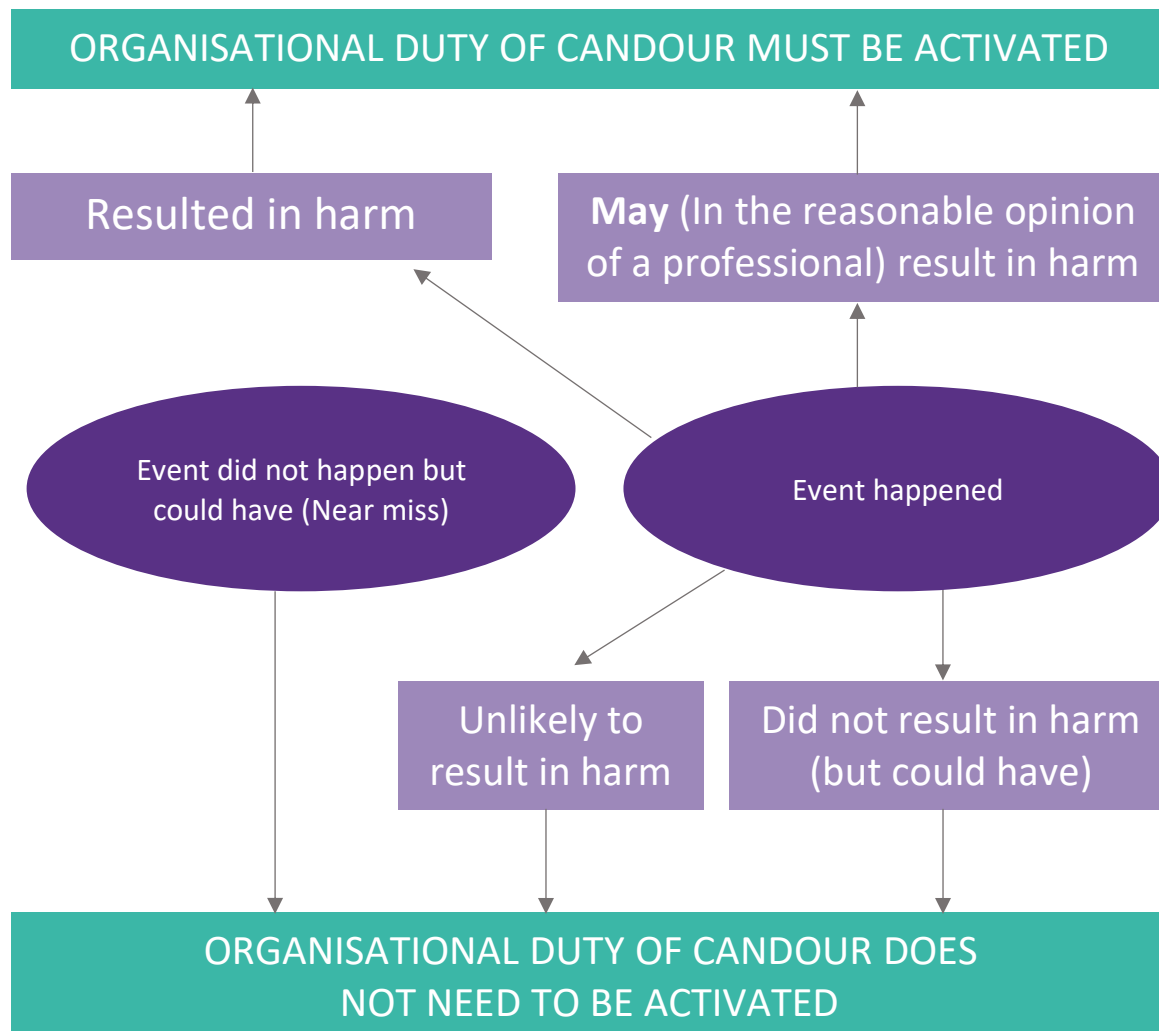
- Death of a person
- A permanent lessening of bodily, sensory, motor, psychological or intellectual functions
- An increase in a person's treatment
- Changes to the structures of the person's body
- The shortening of the life expectancy of the person
- An impairment of the sensory, motor, or intellectual functions of the person which has lasted, or is likely to last, for a continuous period of at least 28 days
- The person experiencing pain or psychological harm which has been, or is likely to be experienced by the person continuous for a period of at least 28 days
- The person requiring treatment by a registered health professional in order to prevent the death of the person or any injury to the person which, if left untreated, would lead to one or more of the outcomes mentioned above.

It is important to note that if the duty of candour policy is triggered later than one month after the date on which the incident occurred, an explanation of this to be provided to the relevant person and the Care Inspectorate.

If an incident occurs that triggers the Duty of Candour our staff report this to the registered manager who is responsible for managing the duty of candour from that point.

1. The incident is recorded in detail, using our internal accident/incident reporting documents.
2. The appropriate care inspectorate e-Form is completed.
3. The client's NOK/POA is formally notified as soon as reasonably practicable and ideally within 10 days of the incident occurring. The notification should include:
 - a. An account of the incident and all the facts.
 - b. An explanation of the actions taken by Hamill Homecare in line with our duty of candour procedure.
 - c. An apology for the incident.
 - d. An invitation to meet the client and/or their NOK/ POA.
4. A learning review is arranged between the manager and the staff involved to discuss the circumstances that led to the incident and identify any necessary changes for future. We will ensure appropriate support is in place for staff members following an incident.

All care staff learn about duty of candour at their induction and complete online and scenario-based training on the subject.



If you would like more information about our home care services, please contact us:

Hamill Homecare

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