



Duty of Candour
Annual Report
2018/19

1. About Inspire

Since 1988 Inspire has been providing support to local people – of all ages – with learning disabilities and additional support needs, including autism, across the North-east of Scotland.

A registered charity, we now operate over 40 services in locations ranging from Aberdeen, Elgin, Inverurie and Stonehaven to Banchory, Peterhead, Forfar and Huntly, providing support to more than 350 people.

Our vision is to empower people's life choices. This is achieved through a wide range of services across communities including on site or visiting staff support to people in their homes, respite care, innovative day services and added value activities including well-attended Supper Clubs and Activity Sessions.

Our services are commissioned by Health and Social Care Partnerships and regulated by the Care Inspectorate.

2. Duty of Candour

This is a legal requirement as set out in the Health, (Tobacco, Nicotine etc and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018, to ensure that if something goes wrong in health or social care services that the people affected are offered an explanation, an apology, and an assurance that staff will learn from this error. Learning is shared with the people affected, within the organisation, and across the sector as required.

The purpose of the Duty of Candour is to ensure organisations are open, honest and supportive when there is an unexpected or unintended incident resulting in death or harm. We must activate the Duty of Candour procedure as soon as reasonably practicable after becoming aware that:

- An unintended or unexpected incident occurred in the provision of the health, care or social work service provided by the organisation as the responsible person;
- In the reasonable opinion of a registered health professional not involved in the incident:
 - a) that incident appears to have resulted in or could result in any of the outcomes outlined in the table below; and
 - b) That the outcome relates directly to the incident rather than the natural course of the person's illness or underlying condition.

An important part of this duty is that we provide an annual report on any Duty of Candour incidents in our services.

3. Incident Reporting

During the period, there were no incidents that triggered the Duty of Candour.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological or intellectual function	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 to prevent them dying	0
A person needing health treatment to prevent other injuries	0

4. Our Procedure and Processes

Where an unexpected or unintended incident occurs, our procedure requires us to:

- Inform the Chief Executive that the incident has occurred
- Notify the person affected (and/or family/relative where appropriate)
- Provide an apology
- Carry out a review into the circumstances leading to the incident
- Offer and arrange 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
- Make available, or provide access to, support to those affected by the incident

All our operational Staff receive core training in Duty of Candour.

Our Health and Safety system has an integrated checklist regarding notifications in respect of incidents. This includes stakeholders such as families, the Care Inspectorate, HSE and H&SCP's.

Staff have access to an external confidential counselling service and Inspire are committed to maintaining contact and providing assistance to affected staff.

5. Procedure Followed

N/A

6. Learning Outcomes

N/A

7. Other Information

If you would like further information regarding this report, please contact info@inspiremail.org.uk