

Duty of Candour Report 2020-21

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 the organisation learns how to improve for the future. This is in line with our own core values which are:

- * Be open and honest
- * Recognise individual worth
- * Build relationships through trust
- * Act on the basis of individuals' aspirations and needs
- * Be accountable for our actions

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 our organisation has operated the duty of candour during the time between April 1st 2020 and March 31st 2021.

About Care Solutions Homecare Limited

Care Solutions provides support to adults to enable them to live independently in their own homes for as long as possible.

Our ultimate aim as an organisation is to respond flexibly to the challenges ahead, take clear steps to minimise any risks and to build on the current strengths of the organisation.

Our vision is for the people we work with to live meaningful and independent lives in a world which supports them to achieve their own ambitions.

Our ambitions are:

- * To work in partnership with the people we support, their families, carers, staff and professionals to develop and improve service delivery. To become the employer of choice.
- * To be the provider of choice and to be recognised for developing and fitting our services around the individual.
- * To grow services that benefit the community by providing personalised, economic and efficient services.

Care Solutions has a duty of candour policy. All managers must undertake duty of candour training.

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

In the last year, there has been one incident to which the duty of candour applied.

Information about our policies and processes

Where something has happened that triggers the duty of candour, our staff report this to their line manager and to the Registered Manager who has the responsibility for ensuring the duty of candour procedure is followed, the staff member records the incident and this is reviewed by the manager. Duty of candour reporting has been aligned to our internal accident /incident reporting procedure.

Where an incident occurs, the Manager may take advice from a health professional to identify whether it is a duty of candour incident. The manager then must report this to the Care Inspectorate. When an incident has happened the manager will review the incident. This allows everyone involved to review what happened and identifies any changes for the future.

All staff undertake a session on Care Solution's values at induction and discuss them in supervision and other training. All supervisors and managers are aware of the duty of candour guidance to follow and must undertake duty of candour training.

Registered Managers are responsible for ensuring that policies and procedures are updated based on learning from incidents and is cascaded to improve practice. To date no policies or procedures have been updated as there have been no duty of candour incidents.

Where people using services are affected by the duty of candour, we have arrangements in place to provide support as necessary.

Reporting of matters relating to the duty of candour are/will be made available to the Care Inspectorate and Social work partners and is included in our risk monitoring.

Other information

As required we have placed this report on our website and reported all incidents to the Care Inspectorate.

If you would like more information please contact us:

Care Solutions Homecare Limited

Nicola Hay

Director

01776 702328

info@caresolutionsscotland.co.uk

Balerno

13-15 Lewis Street

Stranraer

DG9 7AB