

# Duty of candour

2019-2020

*Personalised service,  
positive outcomes*

## Duty of Candour Annual Report

<p><b>Name of Provider:</b> Loretto Care</p>
<p><b>Number of Duty of Candour Incidents reported between April 2019 and April 2020:</b> None</p>
<p><b>Nature of Incidents:</b></p> <p>No incidents, which met the standards for Duty of Candour reporting, were recorded.</p>
<p><b>Information on Policies and Procedures</b></p> <p><b>(i) Procedure for identifying and reporting incidents:</b></p> <p>The organisation has a robust Policy and Procedures for reporting accidents, incidents and near misses. This is complemented by a Performance Management process which collates details of these events on a monthly basis and produces Performance Reports for senior managers.</p> <p>Post incident reviews take place and assessment is made of any control measures which need to be put in place to avoid a recurrence of the event. The Care Health and Safety Manager advises on legislation and good practice.</p> <p><b>(ii) Training support available to staff, and what support was given to anyone affected by duty of candour:</b></p> <p>All staff have undertaken the Duty of Candour e-learning module devised by the Scottish Government in collaboration with partner organisations. Managers all received supplementary training in May 2018.</p> <p>Although there have been no incidents meeting the standard for Duty of Candour reporting, support is in place through line management structures, the Care Services Improvement Team and access to the Wheatley Group's legal department. The employee assistance programme is available to all staff, at any time, for support, advice and counselling.</p>
<p><b>Were there any changes made to the Policies and Procedures as a result of the incidents?</b></p> <p>As no incidents, meeting Duty of Candour criteria, were reported there was no need to alter existing Policies and Procedures as a result. However, all Policies and Procedures are subject to review in response to changes in legislation, good practice guidance or the outcome of investigations into incidents which do not meet the standard for reporting under Duty of Candour.</p>
<p><b>Any other information</b></p> <p>As of 1<sup>st</sup> April 2020, Loretto Care joined with its sister organisation, Barony, to become one care provider, Wheatley Care. Policies have been reviewed to reflect this change. Going forward, staff can remain confident that they will be supported to report duty of candour incidents so lessons can be learned and service improved for everyone. There is an emphasis on staff support and training to ensure effective implementation of the organisational Duty of Candour.</p>



## Duty of Candour Annual Report

This page is deliberately left blank