

The National Fostering Agency (Scotland) Duty of Candour Annual Report (April 2023 - March 2024)

The ‘duty of candour’: Our legal obligations

The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018 (the Regulations) set out a new Duty of Candour. The Act and the Regulations require organisations providing health services, care services and social work services in Scotland to follow a formalised procedure when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm). The purpose of this new duty is to ensure that providers are open, honest, supportive and providing a person-centred approach.

Every health and social care professional must be open and honest with service users when something goes wrong. Services must tell the person, apologise, offer appropriate remedy or support and fully explain the effects to them.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have trigger duty of Candour within our service,

We must prepare and publish a duty of candour report annually, providing information about when and where we have applied the duty of candour as well as outlining learning and any changes made. Our annual report is published on our website and we have made suitable arrangements to communicate the duty of candour report to people who use our services.

Name & address of service:	The National Fostering Agency (Scotland) NFA Scotland The Hub East Gateway Grangemouth FK3 8WH
Date of report:	31.03.2024

<p>Information on Policies and Procedures</p>	<p>The aim of our service Policy & Procedure is to ensure that our organisation is compliant with regulations regarding the Duty of Candour, and embraces a culture of openness and truthfulness in all of its dealings with children, their carers, and their families.</p> <p>Enabling and managing risk is central to delivering high quality care for our service users. Candour promotes responsibility for developing safer systems. It better engages staff in improving services and creates greater trust in the people who use our service.</p> <p>The overall purpose of the duty of candour is to ensure that organisations are open, honest and supportive when there is an unexpected or unintended incident resulting in death or harm, as defined in the Act.</p> <p>Any incident triggering a Duty of Candour should be reported immediately to the Registered Manager. Reporting and recording of the incident will be escalated to the Regional Director and Quality Team, and reported via e forms to Care Inspectorate by the appropriate Team Manager or Registered Manager.</p> <p>A clear record of the incident will be recorded noting actions and follow up in line with Policy and Procedure.</p> <p>Training and support is available to staff and support is given to anyone affected by duty of candour:</p> <p>Learning from all Duty of Candour incidents is communicated to the staff team as part of our ongoing improvement and development plan.</p>
<p>How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?</p>	<p>The service ensure that all staff undertake the Duty of Candour Training Module available via the Care Inspectorate Website (MyTrus). This module explains what the duty of candour is and helps our service and staff understand our obligations. This is renewed every 3 years.</p> <p>When reporting Incidents to the Care Inspectorate we review the situation, if there is a need to do so we trigger Duty of Candour.</p>

	<p>All learning is shared with the team as part of our ongoing learning and development.</p> <p>There is also a system in place to support staff to provide an apology when it is required.</p>	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	NO

How many times have you/your service implemented the duty of candour procedure this year?	
Total	0

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	No incidents triggered
What lessons did you learn?	No incidents triggered
What learning & improvements have been put in place as a result?	No incidents triggered
Did this result in a change / update to your duty of candour policy / procedure?	No incidents triggered
How did you share lessons learned and with whom?	No incidents triggered
Could any further improvements be made?	No incidents triggered

Please note anything else that you feel may be applicable to report.

The Registered Manager for the Service is currently working with the Groups Policy Manager and Learning & Development Team to review and update our policy and training for 2024