



ABERDEENSHIRE COUNCIL HOUSING SUPPORT SERVICE

OUTREACH HOUSING SUPPORT – CS2013321549

Duty of Candour Report - April 2022 – March 2023

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 that organisations learn how to improve in the future.

An important part of this duty is that we provide an annual report, about the duty of candour in our service, Aberdeenshire Council, Housing Outreach Support Service. This short report describes how our service has operated the duty of candour during the period 1st April 2022 to 31st March 2023.

We hope you find this report useful but should you have any queries please contact Gail Predell on 01467 538905.

1. How many incidents have occurred to which the duty of candour applied?

In the last year there have been no incidents to which the duty of candour applied.

2. Information about policy and procedures:-

When something happens that triggers the duty of candour frontline staff would in the first instance discuss the incident with their line manager. The registered manager for the service will record the incident and report the incident to the Care Inspectorate if necessary.

To date no corporate procedures have been published for Aberdeenshire Council but in our housing service the registered manager would arrange for a review to be set up to look at the incident and take forward any learning and improvement for the service should this be required.

All staff complete the duty of candour training as part of their induction. We acknowledge that serious mistakes can be distressing for staff, clients and their families and we have an occupational health provider and counselling service in place to assist any staff affected by any particular duty of candour incidents.