

IKL CARE

DUTY OF CANDOUR

ANNUAL REPORT

APRIL 2021 TO APRIL 2022



Duty of Candour annual report

Duty of Candour is a legal requirement to ensure that if something goes wrong in health or social care services the people affected are offered an explanation, an apology, and an assurance that staff will learn from the error. The learning is shared with the people affected and throughout Scotland.

Openness and honesty should be central to the actions of those providing care to others. It should be at the heart of every relationship between those providing, receiving and/or experiencing treatment and care. Trust and effective communication can be difficult to maintain and easy to lose when things have gone wrong.

It has been the most difficult of times over the past year with the continued covid-19 situation and a very stressful time for all front-line care workers and management.

About our organisation

This report describes how a medium sized Care at Home provider has implemented Duty of Candour throughout the period of April 2021 to March 2022.

“IKL Care” supports 82 people to live in their own individual homes with a team of supporter workers who are matched to work for the person and provide a personal, flexible, and tailored support that meets their individual needs. Each service users personal care plan is tailored specifically for their own needs.

“IKL Care” has a Duty of Candour policy and staff guidance.

All staff have undertaken training to help them understand the Organisation’s policy and the process of the Duty of Candour which could affect them. The people we supply care for have a variety of support needs.

The “Duty of Candour” training continues to be incorporated into our Induction process, where all new staff are taken through the policy as part of their initial training. Any updates to the policy are cascaded to our support workers when required.

Incident Reporting

All health and social care services in Scotland must provide an annual duty of candour report for their service. As a Care at home provider this information is sent to our regulator the Care Inspectorate.

What have we learned?

The past year has again thrown up many challenges with the ongoing Covid Pandemic and the situation where Front-line workers were being encouraged to get fully vaccinated but unlike their English counterparts this was not mandatory. There was a massive strain on the care at home workforce throughout 2021 to 2022 and procuring new staff was virtually impossible and continues to be an ongoing problem for all care at home providers. During the past year:

- We have continued to support staff in understanding the process and any updates have been passed onto to all staff. The guidance continues to be very helpful.
- We have continued to emphasise the importance of honesty and clarity when carrying out all tasks associated with supplying care at home to our service users.
- Our Duty of Candour continues to be part of our managers meeting and any issues/learnings are discussed at staff meetings.
- We have continued to support all our staff and service users throughout the ongoing covid-19 situation.

Procedure

In the year from April 2021 to April 2022 we had no reportable incidents which come under the reporting guidelines for Duty of Candour.

Name & address of service	IKL CARE 1-3 COALGATE ALLOA FK10 1EH Tel: 01259 404027 Email: office@iklcare.co.uk
Date of report	11.04.2022
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? How have you done this?	We have a Duty of Candour policy as part of our incident and accident reporting procedure. Full training and explanation of Duty of Candour has been incorporated into our Induction-day presentation as well as all our staff having been taken through Duty of Candour training. Any updates are cascaded to all staff members. Managers have been taken through a separate presentation for their duties under Duty of candour for recording & reporting and are updated when required.
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes, we have a Duty of Candour policy which incorporates both our service users and support workers and a training presentation for both support workers and supervisors/managers.

How many times have we implemented the Duty of Candour process over the past 12 months	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	0
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor, or intellectual functions was impaired for 28 days or more	0
A person 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 as listed above	0

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	We have had no reportable issues under the duty of candour guidelines.
What lessons did you learn?	Although we have had no reportable issues under the duty of candour guidelines, we use any minor issues as a guide to assist us all in learning how to use the duty of candour process.
What learning & improvements have been put in place as a result?	We continue to send updates to staff regarding possible duty of candour issues via staff information notes. Notes have been increased more over the past year given the covid-19 situation and the need to reduce face to face meetings in line with social distancing.
Did this result in a change / update to your duty of candour policy / procedure?	Our Duty of Candour policy was updated in September 2021 where we now employ our Health and Safety & employment law Advisors Citation UK to oversee all our existing company policies.
How did you share lessons learned and with whom?	We continue to speak to our staff with any updates and have incorporated all our duty of candour information into our service users personal support plans so that they know how the process works for our service users.
Could any further improvements be made?	Now that we have Citation UK overseeing our service policies, this takes the onus away from our own service managers given their increased workload due to the Covid pandemic. Citation will alert us of any updates necessary.
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	We would hold informal meetings with any staff involved in a duty of candour incident and would issue a face-to-face apology to any of our service users who had been affected by any issues. We hold staff meetings and supervised sessions where duty of candour is discussed as part of these processes.
What support do you have available for people involved in invoking the procedure and those who might be affected?	The duty of candour process is now part of our managers weekly meetings. All persons responsible for invoking the procedure are taken through a separate training presentation specifically designed for managers/supervisors who would deal with invoking the policy and reporting to the appropriate people.
Please note anything else that you feel may be applicable to report.	2021 to 2022 has proved again to be a challenging time for all persons involved in care at home and has been especially challenging when dealing with vulnerable persons who have found it hard to understand and comprehend what has been happening in the world due to the covid pandemic. We have been extremely proud of many of our staff who have worked hard, safely, and diligently throughout this pandemic to ensure that our service users continue to receive their care to the high standard that IKL Care is known for. It has continued to be a worrying time for the Senior care managers and staff who have seen people they know or are related to, succumb to covid, and have continued to work through the difficult times. The subject of vaccinations and a person's individual right to refuse has thrown up many challenges within care at home. The moral aspects

of whether someone should be vaccinated or not, has had a knock-on effect to our service users, where in some cases the service user has refused non vaccinated staff to provide their care. This of course is a service user's right as they try hard to protect themselves from harm. Along with chronic staff shortages all over Scotland for care support workers and the continually changing rules for self-isolation it has been a long and trying time for our staff and for service users who unfortunately may only get essential care visits due to a shortage of staff. Thankfully due to the diligence of our staff, there have been no duty of candour incidents. We would like to thank all our staff for the care and support they continue to provide to all our service user's.

If you would like more information about this report, please contact us using these details:

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