

IKL CARE

DUTY OF CANDOUR

ANNUAL REPORT

APRIL 2020 TO APRIL 2021



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.

About our organisation

This report describes how a medium sized Care at Home provider has implemented Duty of Candour throughout the period of April 2020 to March 2021.

“IKL Care” supports 80 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 has now been 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 publicizing of our Duty of Candour report is slightly delayed this year given the ongoing Covid-19 Pandemic situation. During the past year:

- We have continued to support staff in understanding the process as some find it confusing. The guidance continues to be very helpful.
- We have continued to pass on the understanding of 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 continually supported all our staff and service users throughout the covid-19 situation.

Procedure

In the year from April 2020 to April 2021 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	22.06.2021
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 for 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?	Frequent updates sent 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. We have implemented duty of candour training into our standard induction training, including a duty of candour presentation which we use as part of our ongoing training and induction process.
Did this result in a change / update to your duty of candour policy / procedure?	No
How did you share lessons learned and with whom?	We have spoken to all our staff via training days 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?	Any updates to the process will be cascaded to both our support workers and service users.
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 with 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.	2020 to 2021 has proved 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 most 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 been a worrying time for staff who have seen people they know or are related to, succumb to covid, and have continued to work through the difficult times. We thank them all for their care and support to all their service users.

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

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