



## GOOD SHEPHERD CENTRE

# DUTY OF CANDOUR ANNUAL REPORT 2023-2024

### INTRODUCTION

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.

All health and social 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 for the future.

The organisational Duty of Candour provisions of the [Health \(Tobacco, Nicotine etc. and Care\) \(Scotland\) Act 2016](#) (The Act) and [The Duty of Candour Procedure \(Scotland\) Regulations 2018](#) set out the procedure that organisations providing health services, care services and social work services in Scotland are required by law to follow when there has been an unintended or unexpected incident that results in someone's death or harm to someone (or additional treatment is required to prevent injury that would result in death or harm).

An important part of this duty is that we provide an annual report about the Duty of Candour in our services. This short report describes how our care service has operated the Duty of Candour during the time between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024. We hope you find this report useful.

The organisational Duty of Candour underpins the Good Shepherd Centre's commitment to openness and learning which is vital to the provision of safe, effective and person-centred health and social care.

### ABOUT THE GOOD SHEPHERD CENTRE

***'Our purpose is to provide a positive, life changing experience for young people through individual care, education and skills development'.***

The Good Shepherd Centre is a charity that provides a secure and intensive support service for vulnerable young people based in Bishopton, Renfrewshire. We are privileged to be situated in a 38-hectare campus; within a beautiful countryside setting and stunning views over the Clyde estuary.

The Good Shepherd Centre provides Secure Care supporting vulnerable young people aged 12 to 17 and Intensive Support providing a Close Support House & Cottage for vulnerable young people aged 12 -20 years.

Our Secure Care offer places for up to 18 young people across our three six-bedroom Houses, Lyle, Kilpatrick and Nevis. Our Intensive Support Services offer a 6-bedroom Close Support House, Lomond and a 3-bedroom Cottage, Hill View. Young People are referred to us through the Children’s Hearing System and Criminal Justice System. We support young people and their families alongside the professionals in their lives to make sense of their experiences to build hope, coping skills and goals for the future.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered Duty of Candour requirements within our organisation.

### **DUTY OF CANDOUR INCIDENTS**

Between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024 there have been no incidents where the Duty of Candour applied

Type of unexpected or unintended incidents (not relating to the natural course of someone’s illness or underlying conditions)	Number of times this has happened (April 2023 - March 2024)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person’s treatment increased	0
The structure of a person’s body changed	0
A person’s life expectancy shortened	
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 in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
<b>TOTAL</b>	<b>0</b>

### **Information about our policies and procedures.**

When something has happened that triggers the Duty of Candour, our staff report this to the line manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The manager records the incident and reports to the Care Inspectorate through the e forms system. When an incident has happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

### **Learning and Development**

All staff are made aware of the Duty of Candour and complete an e- learning module produced by NHS Education for Scotland, The Scottish Social Services Council and the Care Inspectorate.

We have supported the staff through the initial training and understanding the Duty of Candour procedures.

We know that serious mistakes can be distressing for staff as well as people who require care and their families. We have occupational support in place for our staff if they have been affected by a distressing situation, including where Duty of Candour requirements are triggered.

We have incorporated two Scottish Government leaflets in our policy documents to inform and support staff, and these have been circulated to all departments across Good Shepherd Centre.

- ❖ Organisational Duty of Candour In Scotland: What happens when things go wrong
- ❖ Organisational Duty of Candour In Scotland: What it means for you

If you would like more information about our services please contact us at:

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