



Birchwood
Highland

Independence
Inclusion
Recovery

ANNUAL DUTY OF CANDOUR REPORT

**1st April 2020 to 31st
March 2021**



About Birchwood Highland

Birchwood Highland provides a range of services and activities to individuals experiencing mental ill health across the Highland region, including Housing Support, Supported Accommodation, Community Support and Self-Directed Support. We also provide Care at Home Services in Caithness.

Our mission is...

“To improve and enrich the quality of life of people with mental health issues and other complex needs by providing Support and promoting Independence, Inclusion & Recovery.”



What is Duty of Candour?

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 for the future.

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 April 2020 and 31 March 2021.

Number of incidents occurring during the period:

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



Information About Our Policies and Procedures:

- Where something has happened that triggers the duty of candour, our support staff ensure that the incident is reported immediately.
- The Service Manager ensures that all incidents (whether Duty of Candour applies or not) are passed to the Responsible person, our Deputy Chief Executive, within 24 hours
- Should she deem that duty of candour applies then the service user, or their family, would be informed of the incident within 24 hours. An offer of written notification, including an apology is submitted within a maximum period of five working days.
- The Service Manager will also report to the Care Inspectorate.
- An investigation process is then implemented which must be completed within 28 days. Thereafter the investigation report, including Action Plans, is shared across the

organisation within 5 working days of completion of the investigation. This allows everyone involved to review what happened and identify changes for the future.

- All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. We have a Staff Support Policy in place should a member of Birchwood Highland staff be involved in a traumatic event.

If you would like more information about our organisation and its services, please contact us at info@birchwoodhighland.org.uk

