

Annual Duty of Candour Report

April 1st 2024 to March 31st 2025



Duty of Candour Report

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 the organisation learns how to improve for the future. This is in line with our own core values which are:

- Be open and honest
- Recognise individual worth
- Build relationships through trust
- Act on the basis of individuals' aspirations and needs
- Be accountable for our actions

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 organisation has operated the duty of candour during the time between April 1st 2024 and March 31st 2025.

About Centred

Centred is a charity which supports vulnerable people to lead rewarding, fulfilling lives. A unique and progressive organisation, we work to the Recovery Model to support people in their local communities across the Highlands, in their own homes, or in our 24-hour residential Recovery Centre in Inverness – the only centre of its kind in Scotland. With over 35 years' experience of mental health care, **Centred** is at the leading edge of care provision.

What we do

Our role is to support people with mental ill health to live independently in their own homes. We listen to the individual to find out their needs and together empower them to set their own goals and work towards achieving them. **Centred** has a number of support packages which can be tailored to individuals' needs. Our teams of highly skilled, professional staff can offer the following services:

Community Support

We support people to live in their own home, with our assistance, with anything ranging from accessing services to shopping or budgeting, people can live independent, rewarding lives. Our trained and skilled staff enable people to achieve their full potential according to where they are on their recovery journey.



Recovery Centre

Our unique facility in Inverness can accommodate up to 23 people who live in their own rooms, studio apartments and flats. Here individuals undertake an intensive recovery programme to regain confidence and re-learn skills, taking control of their lives to move forward.

Whether it's short-term or long-term care, our staff can assist people in their recovery programme.

Centred has a duty of candour policy.

All Health and Social Care Managers and Advanced Health and Social Care Practitioners must undertake Duty of Candour training, this is part of our Mandatory Training Programme.



1. How many incidents happened to which the duty of candour applies?

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

2. Information about our policies and processes

Where something has happened and this triggers a Duty of Candour, our staff are responsible for reporting this to their Health and Social Care Manager and to the registered Manager who has the responsibility for ensuring the Duty of Candour procedure is followed. The staff member records the incident and this is reviewed by the Health and Social Care Manager and the registered Manager. Duty of candour reporting has been aligned to our internal accident/incident reporting procedure.

Where an incident occurs, the Registered Manager then must report this to the Care Inspectorate, our commissioners and where relevant NHS Highland Contracts Officer. When an incident has occurred the Health and Social Care Manager and staff must set up a learning review. This allows everyone involved to review what happened and identifies any changes or learning needs for the future.

All staff undertake a comprehensive induction programme based on the values and principles of excellent Health and Social Care and continue their professional development through engagement in Supervision, other training and Annual Appraisals. These values hold Centred to a higher standard than those set out in Duty of Candour legislation. The legislation which underpins the organisational duty of candour provisions of the Health (tobacco, Nicotine, etc. & Care) (Scotland) Act 2016¹ and the Duty of Candour (Scotland) Regulations 2018².

All Health and Social Care Practitioners, Advanced Health and Social Care Practitioners and Health and Social Care Managers are aware of the Duty of Candour guidance to follow, Health and Social Care Managers and Advanced Health and Social Care practitioners will complete Duty of Candour Training.

Registered Managers are responsible for ensuring learning from incidents is cascaded to improve practice.

We have support in place for staff who have been affected by a Duty of Candour incident. We also have an external confidential employee counselling service which is available to all staff.

Where people using services are affected by the Duty of Candour, we have arrangements in place to provide support as necessary and will liaise with all relevant professionals to ensure all needs are considered.

Reporting of matters relating to the Duty of Candour will be made available to the **Centred** Senior Management Team and the **Centred** Board of Directors.

3. Other Information

As required, we have submitted this report to the Care Inspectorate, and we have placed this report on our website **centred.scot**

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