



# Duty of Candour Report

1 April 2019 –  
31 March 2020

## **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 described how River Clyde Homes has operated the duty of candour during the time between 1 April 2019 and 31 March 2020.

## **About River Clyde Homes**

River Clyde Homes is a 'not for profit' affordable housing provider that owns and manages over 5,800 homes and provides factoring services to a further 2,200 homes in the Inverclyde area.

Formed in December 2007, following the transfer of homes from Inverclyde Council, we are a registered charity and are monitored and regulated by the Scottish Housing Regulator.

Lead by a Board of 12 members, we put our customers at the heart of everything we do and ensure they have real influence. We also provide more than simple landlord services because we care about the people and the places where we work.

River Clyde Homes operates a housing support service across 8 sheltered housing complexes, providing services to approximately 230 homes. We are regulated and inspected by the Care Inspectorate and comply with the Scottish Social Service Council (SSSC).

## **Our approach to Duty of Candour**

Where something has happened that triggers the duty of candour, our staff report this to the Registered Manager of the service who has responsibility for ensuring that the duty of candour procedure is followed. The Registered Manager records the incident and reports it as necessary to the Care Inspectorate. RCH staff have received training in relation to duty of candour.

We are aware that duty of candour incidents can be distressing for staff as well as for people who use our services. We have counselling support available for staff if they have been affected by a duty of candour incident.

### **Incidents to which the duty of candour applies**

In the last year, 1 April 2019 to 31 March 2020, there have been no incidents to which the duty of candour applied.

| Type of unexpected or unintended incident   | Number of times happened |
|---|--------------------------|
| Someone has died  | 0                        |
| Someone has incurred permanent lessening of bodily, sensory, motor or physiologic or intellectual functions | 0                        |
| Someone's treatment has increased because of harm   | 0                        |
| The structure of someone's body changes because of harm   | 0                        |
| Someone's life expectancy becomes shorter because of harm   | 0                        |
| Someone's sensory, motor or intellectual functions is impaired for 28 days or more                          | 0                        |
| Someone 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 needed health treatment in order to prevent other injuries   | 0                        |