

## Duty of Candour Report

Prestige Nursing and Care 2023/2024

### A NUL CARE AT HOME SERVICE REPORT

Service Name: Prestige Nursing & Care Scotland *branches*

Report period: *April 2023 to March 2024*

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 *add dates here 1 April 2023 and 31 March 2024*. We hope you find this report useful.

#### About Prestige Nursing and Care.

We were established by Elite Care Scotland in St Andrews in 1984 and became part of Prestige Nursing & Care (Scotland) in 2015. Prestige Nursing & Care Scotland offers care at home services, including Complex care. We currently provide approximately 5201.18 hours of care across Scotland.

Prestige Nursing & Care has a Duty of Candour Policy. All colleagues undertake a session on Prestige Nursing & care's values at induction and discuss them in supervision and other training. These values hold Prestige Nursing & Care to a higher standard than those set out in Duty of Candour legislation. To support best practice all managers in Scotland are aware of Candour guidance and undertake Duty of Candour training.

#### Incident Report

During the reporting period there have been no incidents which have applied to the Duty of Candour.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological or intellectual function	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 to prevent them dying	0
A person needing health treatment to prevent other injuries	0

### Information About our Policies and Processes

Where something has happened that triggers the Duty of Candour, our colleagues report this to their Line Manager and to the Registered Manager who has the responsibility for ensuring the Duty of Candour procedure is followed, the colleague records the incident and this is reviewed by the Registered Manager and the Senior Leadership Team. Duty of Candour reporting has been aligned to our internal accident/incident reporting procedure. Where an incident occurs, a health professional is contacted to identify whether it is a Duty of Candour incident. The Registered Manager then must report this to the Care Inspectorate. When an incident has happened the Registered Manager, Senior Leadership Team and set up a learning review. This allows everyone involved to review what happened and identifies any changes for the future. Learning from audit & review takes place at various levels including, Quality Assurance Auditing (Self assessments), Operation managers monthly analysis, as well as our Quality Team who regularly review our incidents on our Incident Management System (IMS). IMS data including themes and trends is gathered and shared monthly. Any relevant learning is shared across the organisation via Registered Managers, Senior Leadership Team as well as The Managing Director.

All Managers, Field Care colleagues as well as care planners are aware of the Duty of Candour guidance to follow and must undertake Duty of Candour training, available as an e-Learning course. We have support from Human Resources in place for our colleagues that have been affected by a Duty of Candour incident. We also have an external confidential employee counselling service which is available to all colleagues. Where clients are affected by the Duty of Candour, we have arrangements in place to provide support, as necessary. Our annual reporting is an item for our Senior Leadership Team to discuss at their meetings and is included in our monitoring meetings.

If you would like more information, please contact:

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