

15 March 2022

Duty of Candour Introduction

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 March 2021 and 28 February 2022. We hope you find this report useful.

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

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

2. Information about our policies and procedures

Sacro has registered services across Aberdeen City, Aberdeenshire, Moray, Edinburgh and Glasgow. All serious incidents are recorded and reported to the appropriate manager. Where something has happened that triggers the duty of candour, this is reported to the executive member who has responsibility for ensuring that the duty of candour procedure is followed. The incident will then be recorded and reported as necessary to the Care Inspectorate.

We also hold regular scrutiny meetings, chaired by the Director of Care and Housing, to examine, serious incidents, notifications and any recommendations/requirements coming from regulatory activity. In addition, as standing items we consider issues relating to safeguarding and any duty of candour incidents. These learning reviews allow everyone involved to better understand 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, so we also have occupational welfare support in place for our staff if they have been affected by a duty of candour incident.



Cary Tamm

Director of Care and Housing