

Hollybush House Duty of Candour Report 01/04/2020

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.

Our organisational aims and objectives are to deliver sustainable, accessible services to meet the needs of veterans with mental health problems, to develop a distinct brand positioning to improve engagement and sustain and grow our supporter and financial base, and to build a healthy, cohesive and effective organisation, a place where people want to work.

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 Combat Stress has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. 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 applies.

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the Treatment Centre Manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the manager and staff can set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All staff are responsible for identifying and reporting incidents in their area using Datix, with sign off by their line manager. Learning points from incidents are collated and shared by the Q&CG department.

All new staff learn about the duty of candour at their Quality and Clinical Governance induction. We know that serious mistakes can be distressing for staff as well as people who use our care and their families. We have occupational welfare support in place for our staff with our Employee Assistance Programme - Workplace Options - if they have been affected by a duty of candour incident. This service is available 24 hours a day, 7 days a week. It is accessible by phone, e-mail, instant messaging and website. It provides assistance with work, or any personal or family issues.

Where staff or veterans are affected by the duty of candour, we have arrangements in place to provide support as necessary.

If you would like more information about our Treatment Centre, please contact us using these details:

Combat Stress
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