Duty of Candour Report

This report describes how Health in Mind has implemented Duty of Candour throughout the period of 1 April 2022 to 31 March 2023. Health in Mind is a charity promoting positive mental health and wellbeing. We do this through providing a range of services. Each year we support around 4000 adults. We employ 145 staff and involve over 150 volunteers in our work each year.

Health in Mind has a comprehensive policy framework which guides our work.

One of the services we deliver is regulated by the Care Inspectorate:

- Trauma Support Services (Housing Support Service)

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 we have operated the duty of candour during the time between 1 April 2022 and 31 March 2023. 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

Where something has happened that triggers the duty of candour, our staff report this to the Service Manager who has responsibility for ensuring that the duty of candour procedure is followed. The Service Manager takes immediate action to reduce risk of harm to the individual, records the incident and, if the service is regulated, reports as necessary to the Care Inspectorate. The Manager also ensures that those involved in the incident receive appropriate support throughout the process.

When an incident has happened, the Service Manager and staff set up a learning review. If the Service Manager is involved in the incident, this is led by the Depute/ Chief Executive. This allows everyone involved to review 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. In addition to line management support and supervision, we have employee assistance programme in place for our staff if they have been affected by a duty of candour incident. Where carers or other family members are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

If you would like more information about Health in Mind services, please contact us hello@health-in-mind.org.uk or 0131 225 8508

Wendy Bates

Health in Mind Chief Executive

April 2023