

## Duty of Candour Report 2020 – Newcross Healthcare Scotland

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 service. This short report describes how our care service 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 applied.

### **2. Information about our policies and procedures**

Where something has happened that triggers the duty of candour, our staff report this to their Business Centre Manager (BCM) who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports to the Registered Manager (Scotland), Clinical Governance Team and the HR Team. The Registered Manager will report as necessary to the Care Inspectorate. When an incident has happened, the manager and staff set up a learning review. 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. The Clinical Governance Nurses can offer occupational welfare support for our staff if they have been affected by a duty of candour incident. Newcross also provides a healthcare plan for all employees which includes access to mental health support. Where external parties (clients, service users, members of the public) are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

If you would like more information, please contact:

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