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| Name & address of service: | Queensferry Churches Care in the CommunityThe Haven, 25B Burgess Road, South Queensferry, EH30 9JA |
| Date of report: | 19 January 2024  |
| How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?How have you done this? |  Developed a Policy and Procedure.Provided link to TURAS e-learning module.Provided link to Scottish Government Organisational Duty of Candour guidance (March 2018)Shared the Policy with all staff members, which includes the links to the above e-learning and guidance. |
| Do you have a Duty of Candour Policy or written duty of candour procedure? | YES |  |

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| How many times have you/your service implemented the duty of candour procedure this financial year? |
| Type of unexpected or unintended incidents (not relating to the natural course of someone’s illness or underlying conditions) | Number of times this has happened (Jan 2023 - Dec 2023) |
| A person died | 0 |
| A person incurred permanent lessening of bodily, sensory, motor, physiologic, or intellectual functions | 0 |
| A person’s treatment increased | 3 |
| The structure of a person’s body changed | 0 |
| A person’s life expectancy shortened | 0 |
| A person’s sensory, motor, or intellectual functions was impaired for 28 days or more | 0 |
| A person experienced pain or psychological harm for 28 days or more | 1 |
| A person needed health treatment to prevent them dying | 0 |
| A person needing health treatment to prevent other injuries as listed above | 0 |
| **Total** | 3 |

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| Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result is any under or over reporting of duty of candour? | Yes |
| What lessons did you learn? | To communicate with CI to ascertain whether duty of candour report is required, especially when either the incident did not occur in day care, or further treatment was required after day care, and was not a direct result of something that happened during day care. We also continue to support staff to understand the importance of correctly following policy and procedure for reporting incidents. Also ensuring any concerns are actioned immediately. |
| What learning & improvements have been put in place as a result? | The day care staff team are more aware of the reasons to report duty of candour given the three incidents this year. The development of a duty of candour policy and procedure is also beneficial. |
| Did this result is a change / update to your duty of candour policy / procedure? | No |
| How did you share lessons learned and who with?  | The staff team, Services Committee and Board members. |
| Could any further improvements be made? | No |
| What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this? | NHS Scotland e-learning module.NHS Scotland – Duty of Candour apology factsheet.Peer support  |
| What support do you have available for people involved in invoking the procedure and those who might be affected? | Supervision, team meetings, peer support.BUPA – For your wellbeing / For Living support |
| Please note anything else that you feel may be applicable to report.  | Our Policy and Procedure will be reviewed on an ongoing basis.  |