

Stirling Council's Duty of Candour Annual Report: 2020/2021

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered duty of candour within our service.

Name and Address of Service	Stirling Council Viewforth, Pitt Terrace Stirling, FK8 2ET
Date of Report	5 th April 2021
<p>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?</p> <p>How have you done this?</p>	<p>Stirling Council has asked all relevant staff to engage with TURAS Learn in order for colleagues to access the duty of candour E-Learning resource produced by NHS Education for Scotland, The Scottish Social Services Council, The Care Inspectorate and Healthcare Improvement Scotland. Colleagues are asked to update their learning and development record in order to ensure the Council can target resources at colleagues who require additional support to access this. All new colleagues are asked to engage with this module as part of their induction, where appropriate.</p> <p>Stirling Council has made our duty of candour documentation and guidance available centrally on our Council intranet.</p> <p>All third party providers are asked to evidence their engagement with training and the guidance to ensure they understand their responsibilities under the act. They are also asked to contact the Council if the duty is triggered and report quarterly alongside their complaints information.</p> <p>Focused training and discussions have taken place at a local level at team meetings and management meetings. Duty of candour presentations have been provided to local forums such as the Adult Protection Committee and Partner Childminders business meeting.</p> <p>Stirling Council has produced leaflets, with the support of the NHS, to provide salient information to individuals and families if required. This is available in all Council reception areas.</p>
Do you have a Duty of Candour Policy or written duty of candour procedure?	Stirling Council has produced local guidance. This includes an organisational checklist to ensure colleagues understand their responsibilities at each stage of the process.

How many times have you/your service implemented the duty of candour procedure this financial year?	
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions.	0
A person's treatment increased	0
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	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	N/A
What lessons did you learn?	N/A
What learning & improvements have been put in place as a result?	N/A
Did this result in a change / update to your duty of candour policy / procedure?	N/A
How did you share lessons learned and with whom?	N/A
Could any further improvements be made?	N/A
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?	<p>We have not had any incidents that have involved duty of candour. As noted above, training on duty of candour is mandatory. Stirling Council has identified a central team to coordinate any responses relating to the duty to ensure all appropriate procedural steps are taken.</p> <p>Duty of candour is part of our overall approach to managing incidents and complaints and is integral to our approach regarding transparent and open practice.</p> <p>Staff would be supported by a senior manager and all apologies would be offered verbally and in-person. Stirling Council's central team would offer support to provide a written apology if the service team required it.</p>

<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>We know that adverse events can be distressing for staff as well as people who receive a service from the Council. Support is available for all staff through line management structures as well as through Occupational Health.</p>
<p>Other Information</p>	<p>The Council has a corporate approach to complaints management and the central team are aware of highlighting issues that have occurred within the context of service delivery to ensure the duty is initiated where appropriate.</p> <p>As required, we have advised Scottish Ministers of this report and we have also placed it on our website. It can be located via https://www.stirling.gov.uk/social-care-health/policies-plans/</p> <p>If you would like more information about this report, please contact us using these details: corporateenquiries@stirling.gov.uk</p>