



# Duty of Candour Report

## 2019-20

### About Cornerstone

Cornerstone is one of Scotland's largest charities and a leading provider of social care services to around 2,400 adults, children and young people with disabilities and other support needs. We employ 2,100 people across Scotland and are fully committed to delivering high quality care and support that meets all legal and contractual obligations, including the organisational Duty of Candour.

Cornerstone has a comprehensive suite of policies providing guidance and support to all colleagues, who also undertake training in the Duty of Candour, its purpose and relevant responsibilities. Duty of Candour aligns with our organisational values and culture of trust and openness.

This report describes how Cornerstone has implemented and applied Duty of Candour from 1 April 2019 to 31 March 2020.

### Duty of Candour

This is a legal requirement as set out in the Health, (Tobacco, Nicotine etc and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018, to ensure that if something goes wrong in health or social care services that the people affected are offered an explanation, an apology, and an assurance that staff will learn from this error. Learning is shared with the people affected, within the organisation, and across the sector as required.

The purpose of the Duty of Candour is to ensure organisations are open, honest and supportive when there is an unexpected or unintended incident resulting in death or harm. We must activate the Duty of Candour procedure as soon as reasonably practicable after becoming aware that:

- An unintended or unexpected incident occurred in the provision of the health, care or social work service provided by the organisation as the responsible person;
- In the reasonable opinion of a registered health professional not involved in the incident:
  - a) that incident appears to have resulted in or could result in any of the outcomes outlined in the table below; and
  - b) That the outcome relates directly to the incident rather than the natural course of the person's illness or underlying condition.



# Duty of Candour Report

## 2019-20

### Report

It is a requirement that we produce an annual Duty of Candour Report as below:

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0
Someone 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 needed health treatment in order to prevent other injuries	0

During the period 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020 zero incidents triggered the Duty of Candour.

### Our Training, Policy and Procedure

Cornerstone's policy is that all colleagues undertake the Duty of Candour e-learning module, which has been available on Kallidus, our training system, since May 2018. Training statistics are monitored monthly, shared across the organisation and reminders about this e-learning are given regularly via our weekly internal communication bulletin. As of 31<sup>st</sup> March 2020, **94%** of colleagues had completed this training with **125** people still to do this. This figure includes new colleagues who are required to complete this course before they can pass their probationary period, and also colleagues on maternity and sick leave at the time of running the report. The completions show a significant increase from **67%** a year ago, demonstrating increased awareness within the organisation.

We have developed a Duty of Candour policy (April 2019) and checklist (May 2019). These are available to all colleagues via our Microsoft Teams platform. Our accident reporting process has also been reviewed and strengthened. Should an incident occur which triggers implementation of Duty of Candour, the relevant colleague will notify their Branch Leader and the Leader of Exceptional Services (Quality). The incident will be recorded and reported as per our organisational guidelines. The registered manager of the service will also notify the Care Inspectorate, whose reporting processes include consideration of Duty of Candour.



# Duty of Candour Report

## 2019-20

Our external and confidential 24/7 support service (AXA BeSupported) is available to all colleagues and will be promoted if Duty of Candour is triggered. A Cornerstone Leader will meet with those involved to review the incident, identify required action and ongoing learning. Where appropriate, our external Health and Safety Consultant will also be involved.

Learning will be identified as a result of the incident along with any further actions required such as additional training. Our Board of Directors will be kept updated on any Duty of Candour incidents.

Where the incident arises from the action or omission of a Cornerstone colleague our disciplinary policy may be implemented as appropriate.

### **What have we learned?**

In order to implement this statutory Duty of Candour we have made e-learning on this subject mandatory for all colleagues and reviewed our internal policies and guidelines.

We have identified the need for regular reminders about these and the importance of early identification for triggering Duty of Candour in our accident and incident reporting process.

Our Duty of Candour documents will be reviewed by April 2021, or earlier in the event of an incident.

If you would like more information about this report, please contact our Advice and Support Coordinator on 0300 131 3333. ([asc.enquiries@cornerstone.org.uk](mailto:asc.enquiries@cornerstone.org.uk))