

Duty of Candour Report 2024

Newcross Healthcare Scotland provides high quality care and strives to ensure the best possible outcomes for people using our service. When an unintended or unexpected incident appears to have caused harm, we will apply the Duty of Candour procedure; informing those affected (or their families/carer acting on their behalf) to ensure there is an understand of what has happened and to provide an apology. We will also monitor and review our overall learning from duty of candour incidents and how we can use this to improve the quality of care for the future.

An important part of this duty is to provide an annual report showing any learning from the duty of candour incidents in our service. This short report describes how our care service has operated the duty of candour during the time between 1 April 2023 and 31 March 2024. We hope you find this report useful.

1. How many incidents happened to which the duty of candour applies?

There were 1 incidents leading to Duty of Candour report.

Information about our policies and procedures

Where something has happened that triggers the duty of candour, our employee reports this to their Business Centre Manager (BCM) who has the responsibility for ensuring that the duty of candour procedure is followed. The manager will record the incident and report to the Registered Manager (Scotland), the Nursing and Quality Team and the People Team. The Registered Manager will report as necessary to the Care Inspectorate. When an incident has happened, the manager and employee will attend a learning review. This allows everyone involved to review what happened and to identify changes and improvements for the future.

Duty of Candour training is available to all employees. We know that serious mistakes can be distressing for our employees as well as for people who use our care service and their families. The Nursing and Quality Team offer welfare support for our employees if they have been affected by a duty of candour incident and Newcross Healthcare 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:

Michelle Gorringer

Chief Ethics Officer

Head Office address:

Newcross Healthcare Solutions Limited

Waterside

Berry Pomeroy

Totnes

TQ9 6LH Telephone 01803 867800

Email: hq@newcrosshealthcare.com