

Duty of Candour Report Annual Report

Duty of Candour is a legal requirement to ensure that if something goes wrong in health or social care services the people affected are offered an explanation, an apology and an assurance that staff will learn from the error. The learning is shared with the people affected and throughout Scotland. An important part of this duty is that we provide an Annual Report about the Duty of Candour in our services. This short report describes how our Home Care Service has operated the Duty of Candour during the time between 1 April 2024 and 31 March 2025.

About our organisation

This report describes how Sunflower Home Care has implemented Duty of Candour.

Sunflower Home Care supports around 15 people in the Boleskine, 3 Glens and Glenurquhart areas to live in their own individual homes with a team of approximately 14 part time and relief care and support staff. Sunflower Home Care also supports delivery of our Palliative Care Response Service which provides support to people in their last 3 months of life.

Incident Reporting

All health and social care services in Scotland must provide an annual duty of candour report for their service. As a Care at Home provider this information is sent to our regulator the Care Inspectorate.

During the reporting period, no incident triggered the Duty of Candour.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic 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
Type of unexpected or unintended incident Number of times this happened 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 needing health treatment in order to prevent other injuries	0

Our Policy and Process

When an incident occurs that necessitates the implementation of Duty of Candour, our staff report this to their line manager and to the Senior Manager who oversees the service we provide. The Manager records the incident and reports as necessary to the Care Inspectorate reporting e-form.

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. The internal reporting form highlights the learning needed as a result of the incident and any specific staff team learning necessary.

All new employees learn about the Duty of Candour at their induction.

We emphasise that we do learn from our mistakes and adapt our processes to try to minimise the events recurring. This is also included in our whistleblowing policy and values training.

We know that serious mistakes can be distressing for staff as well as people who use care and their families. We will seek support for our staff if they have been affected by a Duty of Candour incident.

If you would like more information about our Home Care Services, please contact:-

Community Services Manager
Highland Hospice
Ness House
1 Bishop's Road
Inverness
IV3 5SB
Tel: 01463 243132