

# Duty of candour report

April 2018 – March 2019

# Responsible Individual: Sara James

All health and social care services in Scotland have a duty of candour which is a legal requirement when there is an unintended or unexpected incident resulting in a serious adverse event. This means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our service. This short report describes how our service, the Scottish Nursing Guild (Scotland) has operated the duty of candour during the time between 1st April 2018 and 31st March 2019. We hope you find this report useful.

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

In the last year, there have been no incidents to which the duty of candour applied.

## 2. Information about our policies and procedures

Scottish Nursing Guild (SNG) has a Duty of Candour policy which is available upon request and we have processes and procedures in place to effectively manage the duty of candour. These include:

- Robust recruitment procedures
- Comprehensive induction programme
- Escalation processes
- Complaints and incidents management processes, procedures and policies
- Incidents and risk management through DATIX risk management software
- Regular quality and safety meetings including incident trend analysis
- Active participation of patients / clients in all stages of care delivery
- An inbuilt safety culture, streamed from board level down to the workers
- A culture of transparency

Relevant managers and staff have completed training on duty of candour and information regarding duty of candour has been sent to all Agency Workers and is featured in the Agency Worker Handbook to ensure that all workers are aware of their statutory obligation.

Where something has happened that triggers the duty of candour, our staff report this to our dedicated Complaints and Incidents Team who have a responsibility for ensuring that the duty of candour procedure is followed. When an incident has happened, a learning review will follow to allow everyone involved to review what happened and identify changes for the future.

We know that serious mistakes can be distressing for staff as well as the people who are directly affected and their families. Our Complaints and Incidents Team support both workers and clients through the investigation process. SNG also have an independent company that provides an Employer Assistance Programme for workers.

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