



# Hanover Annual Duty of Candour Report 2020/21

# Introduction

This report details how Hanover Scotland has undertaken to comply with Duty of Candour legislation between 1 January 2020 and 31 December 2020.

The Duty of Candour is a legal duty placed upon providers of care services from 1st April 2018 through the:

- Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016; and
- The Duty of Candour Procedure (Scotland) regulations 2018.

The purpose of the legislation is to make sure that care service providers are open and honest when unexpected or unintended accidents or incidents occur that cause harm to the people who use their services.

The legislation sets out a clear procedure that must be followed including:

- providing the person who has suffered harm with an explanation of what happened and an apology;
- meeting with the person who has suffered harm to give them the opportunity to ask questions and make their views known;
- holding a review to investigate the incident fully, identify any actions that should take place and learn from the incident to prevent similar incidents happening in future;
- offering support to both the person who has been injured and the member(s) of staff involved.

The legislation also places a duty on the providers to publish an annual report detailing, the number of incidents that have triggered the Duty of Candour Procedure during the previous year, how they have been handled and what the organisation has learned.



# Report

During 2020 Hanover operated registered care services across Scotland organised within the following Care Inspectorate Branches:-

- Cameron Court Day Care, Forres
- Chandlers Day Care, Elgin
- Hanover (Scotland) Housing Support Service-Factoring - 23 Sheltered developments
- Hanover (Scotland) Sheltered Housing - North
- Hanover Care at Home Service - North, 3 sites.
- Hanover Care at Home Service - Scottish Borders, 3 sites.
- Hanover Support Service (Morris Court), Care at home, Dalry
- Hanover Housing Support Service - Care West, 7 Very Sheltered sites
- Hanover Housing Support Service - Care East, 6 Very Sheltered sites
- Hanover Housing Support Service - Care North, 2 Very Sheltered sites

All care providers are required to notify the Care Inspectorate of any incidents or accidents that result in or have the potential to result in harm or injury to a person using that service.

The Duty of Candour legislation also requires providers to notify the Care Inspectorate if an incident or accident triggers the Duty of Candour Procedure.

It is the responsibility of the Branch Manager responsible for each of our services to ensure that the appropriate notifications are made to the Care Inspectorate.

During the period 1 January 2020 to 31 December 2020, no Duty of Candour incidents were notified to the Care Inspectorate.

Hanover reviewed guidance and sought clarification from the Care Inspectorate regarding incidents arising as a consequence of the Covid-19 pandemic. No Duty of Candour triggers were identified.

Hanover has experienced no notifiable incidents in the time since the legislation was introduced.

Hanover's Branch Managers are aware of the Duty of Candour legislation and the implications for managing and reporting unexpected and unintended accidents and incidents.

Additional mandatory eLearning training for key staff on the Duty of Candour is being rolled out.

Hanover has policies and procedures to take account of the Duty of Candour procedure where appropriate.

## Conclusion

Covid has created significant challenges for Hanover's care services. Staff have worked well to meet these challenges and have operated within the requirements of registration and those set by the Duty of Candour.

The delivery of Training has been challenging and there is now a significant reliance on eLearning. Duty of Candour training will be improved going forward to and Hanover will continually review its practice in light of emerging best practice.

Compliance with Duty of Candour is not an end point. Embedding the principles of transparency and respect are central to a positive, enabling culture for staff and for customers.



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