



## Duty of Candour Annual Report

### Muirhead Outreach Project

1<sup>st</sup> January 2019 – 31<sup>st</sup> December 2019



## **Duty of Candour Report**

All health and social care services in Scotland have a Duty of Candour. This is a legal requirement which 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 services. This short report describes how Muirhead Outreach Project has operated the Duty of Candour during the time between 1<sup>st</sup> January 2019 to 31<sup>st</sup> December 2019.

## **About Muirhead Outreach Project**

The Muirhead Outreach Project works with young people and their families to keep them together through difficult times. Our overall aim is to prevent children from having to be taken into care. We do this by giving children and families a sense of belonging, a sense of achievement and a realisation that life can be good.

All newly referred families work through an 8 week foundation period where they learn about family routines, how to communicate in a positive way and how to effectively de-escalate. During this period we work with the family as a whole – both parents and child (and anyone else that may stay in the home). Once this work is completed then the children are welcome to attend our youth clubs where we provide them with opportunities to try new things, feel part of a group and have some positive experiences in a safe and supportive environment.

## **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.

## **Information about our policies and procedures**

If something happens that triggers the Duty of Candour, our staff report this to the Project Manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The Project Manager records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the Project Manager and relevant team members set up an incident review. This allows everyone involved to review what happened, the impact of the incident, what actions have been taken, identify learning and changes for the future.

All new staff will learn about the Duty of Candour during their induction. We know that serious mistakes can be distressing for staff as well as people who use our service and their families. We will ensure that staff receive the appropriate support (GP, counsellors or further supervision) if they have been affected by a Duty of Candour incident.



## Training

All employees will complete the online training on Duty of Candour as part of their induction.

Where parents or children are affected by the Duty of Candour, we can ensure they receive the necessary support.

If you would like further information, please contact us at:  
[managers@muirhead-outreach.org.uk](mailto:managers@muirhead-outreach.org.uk)  
 01592 358713

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