



QC Wellbeing for Good Mental Health

Annual Duty of Candour Report
1st April 2023 – 31st March 2024

qcha.org.uk

Introduction

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 how the duty of candour is implemented in our services. This report describes how Queens Cross Wellbeing for Good Mental Health service operated the duty of candour between 1st April 2023 to 31st March 2024.

About Queens Cross Wellbeing for Good Mental Health

Queens Cross Wellbeing for Good Mental Health service is part of Queens Cross Housing Association's (QCHA) Wellbeing support services. It provides support to 29 individuals experiencing or recovering from mental health related issues. The service provides support to individuals living in their own tenancy.

The vision, values and objectives of QCHA are:-

Vision

Excellent Housing in Vibrant Communities

Values

Respect, Integrity and Aspiration

Objectives

1. Building and Sustaining popular neighbourhoods
2. Creating and Supporting greater life opportunity for all
3. Creating greener spaces and community wellbeing
4. Being a dynamic and listening community partner
5. Treating people equally and with respect



Number of Incidents where Duty of Candour Applies

In the last year there has been **0** incidents to which the duty of candour applied. These are where types of incidents have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

Type of Incident	Number of Times this has Occurred
Death of the person	0
A permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
An increase in the person's treatment	0
Changes to the structure of the person's body	0
Shortening of the life expectancy of the person.	0
An impairment of the sensory, motor or intellectual functions of the person which has lasted, or is likely to last, for a continuous period of at least 28 days.	0
The person experiencing pain or psychological harm which has been, or is likely to be, experienced by the person for a continuous period of at least 28 days.	0

<p>The person requiring treatment by a registered health professional in order to prevent:-</p> <ul style="list-style-type: none"> ○ The death of the person, or ○ Any injury to the person, which if left untreated, would lead to one or more of the outcomes mentioned above. 	0
--	---

Queens Cross Wellbeing for Good Mental Health Service and Duty of Candour Procedure

Although 0 incidents to which Duty of Candour would have applied occurred if these had occurred we would have followed the correct procedure. This means we would have informed the people affected, apologised to them, and offered to meet with them. In each case, we would have reviewed what had happened and what went wrong so that we were able to learn for the future.

Specifically where something that has happened triggers the duty of candour, our staff report this to management of the Queens Cross Wellbeing for Good Mental Health service, in line with incident reporting procedures. Management records the incidents and reports these to Care Inspectorate and Glasgow Health and Social Care Partnership Commissioning Service as appropriate.

All staff receive training on duty of candour. We know that serious mistakes can be distressing for staff as well as people who use care and their families. Our staff have regular support and supervision and have access to a counselling service. If the duty of candour incident was as a result of staff misconduct we could also deal with this through our disciplinary policy and procedure.

We haven't made any changes to our policies and procedures this year as we had 0 incidents that triggered duty of candour.

Additional Information

We have submitted this report to the Care Inspectorate and also made it available to all our stakeholders including the people who use our service. We have also published this on our website – www.qcha.org.uk

If you would like more information about our service please contact us on:-

Telephone	0141 945 3871
Email	wellbeingmh@qcha.org.uk
Address	45 Firhill Road, Glasgow G20 7BE

If you would like to speak to the Wellbeing Service Manager about any information contained in this report please contact:-

Name	June Burns
Email	JBurns@qcha.org.uk
Phone	0141 589 7360