

Duty of Candour Annual Report 2023 / 2024

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Name of Provider: Wheatley Care

Number of Duty of Candour Incidents reported between April 2023 and March 2024: None

Nature of Incidents: No incidents which triggered the standards for Duty of Candour, this reporting year 2023-2024.

Information on Policies and Procedures

(i) Procedure for identifying and reporting incidents:

The organisation has robust policies and procedures for reporting accidents, incidents, and near misses. This is complemented by a performance management process that collects details about these events monthly and produces performance reports for senior managers .

Post-incident reviews are carried out, and an evaluation is carried out to determine whether any control measures need to be put into place in order to prevent a repetition of the occurrence. The Care Health and Safety Manager is in charge of giving advice on how to follow the legislation and stay safe.

(ii) Training support available to staff, and what support was given to anyone affected by duty of Candour:

Staff have undertaken the Duty of Candour e-learning training devised by the Scottish Government in partnership with NHS Scotland (accessed via Turas - **NHS Education for Scotland's (NES)** single, unified digital platform for professionals in the health and social care sectors.

Although there have been no incidents meeting the standard for Duty of Candour reporting, support is in place through line management structures, the Care Services Improvement Team and access to the Wheatley Group's legal department. The employee assistance programme is available to all staff, at any time, for support, advice, and counselling.

Were there any changes made to the Policies and Procedures as a result of the incidents?

There were no incidences during this reporting year that triggered the Duty of Candour criteria, as such, our current Polices and Procedures remain unchanged.

Although all Wheatley Care's Policies and Procedures, are reviewed in reaction to changes in legislation, recommendations for best practice, or findings of investigation.

Any other information: None

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