



## **Argyll Community Housing Association Duty of Candour Report 2019/2020**

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 our service has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. 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**

Where something has happened that triggers the Duty of Candour, our staff report this to the Local Manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The Local Manager records the incident and ensures reports are made as necessary to the Care Inspectorate by the Association.

All staff working in our Sheltered Housing service have undertaken the Duty of Candour e-training. We know that serious mistakes can be distressing for staff as well as people who use our service and their families. We have an Employee Counselling Service in place for our staff if they are ever affected by a Duty of Candour incident.

If you would like more information about our Sheltered Housing service, please contact us on 0800 028 2755. Information is also available at

<https://www.acha.co.uk/services-sheltered-housing/>.



The Scottish Housing Regulator's Landlord report on ACHA can be found on the **Find and Compare Landlords** webpage at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

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Vat Registration Number: 155542607  
Registered with the Scottish Government, Property Factor Registration Number PF000302

