

## **Argyll Community Housing Association Duty of Candour Report 2022/2023**

### **1. Introduction**

This Annual Duty of Candour Report sets out how ACHA have complied with their Duty of Candour under the relevant legislation, regulations and guidance and the learning derived by ACHA from any incidents during the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

### **2. What is the Duty of Candour?**

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 are advised, understand what has happened, receive an apology, and that the organisation is open and honest throughout and learns how to improve for the future. Appendix 1 lists the legislation and regulations that impose this duty.

### **3. How does the Duty of Candour Work in practice?**

The legislation sets out the procedure to be followed when there is an incident.:

- ACHA will provide the person affected by the incident with a full explanation of what happened.
- ACHA will apologise to the person affected and meet with them to answer any questions and to note and take account of their views.
- ACHA will then review the incident fully and will identify any actions to be taken and lessons to be learned in order to prevent any similar incidents in the future.
- ACHA will also offer support to the person affected by the incident and will offer support and provide any suitable training to the staff involved in the incident.
- ACHA will report all such incidents to the Care Inspectorate

#### 4. The Duty of Candour Annual Report

An important part of this duty is that we provide this annual report about the Duty of Candour within our services. This report describes how our service has operated the duty of candour during the time between 1 April 2022 and 31 March 2023 and includes any incidents, how they have been dealt with and the lessons learned by ACHA. We hope you find this report useful.

#### 5. The Services we provide

During the period from 1 April 2022 to 31 March 2023 ACHA operated 11 Sheltered Housing Complexes within Argyll and its Islands as detailed in the following table:

Area	Tenancies	Complex Name	Town
Bute & Cowal	26	Cragroy	Dunoon
Bute & Cowal	33	Ferfadd Court	Rothesay
Bute & Cowal	17	Wallace Court	Sandbank
Mid Argyll	17	Caledonia Court	Lochgilthead
Mid Argyll	19	Chalmers Court	Inveraray
Mid Argyll	13	Lochgair Place	Tarbert
Mid Argyll	7	McCracken Court	Lochgilthead
Oban Lorn & The Isles	31	Dunmar Court	Oban
Oban Lorn & The Isles	10	Elder Crescent	Bowmore
Oban Lorn & The Isles	20	Ford Spence Court	Benderloch
Oban Lorn & The Isles	4	MacDougall Place	Mull
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All ACHA's Complexes offer the services of a part time Community Support Assistant who makes regular contact with tenants as per their mutually agreed Personal Support Plan. Contact is normally daily between Monday to Friday inclusive although some tenants also receive contact at weekends. In line with the Scottish Social Services Council (SSSC) code of practice we aim to promote the rights and interests of people who use the service and to do so we have put in place a number of person centred communication strategies.

This includes, locally agreed approaches with tenants who may wish to email, postcard and text our support staff to say they are well.

ACHA provide extensive fire protection and alarm services along with a 24 hour 7 day a week Telecare Services. More details of our Sheltered Housing Services can be found at

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

## 6. Incidents to which the Duty of Candour applies?

In the last year, there have been no incidents to which the Duty of Candour applied and which required reporting to the Care Inspectorate. The Act referred to in Annex 1 sets out the type of incidents which invoke the Duty of Candour and must therefore be reported. These are harms which result in the outcomes listed in the following table:

Type of Incident		Number of Incidents
1	Death	None
2	Permanent reduction of bodily function	None
3	An increase in treatment	None
4	A change to the structure of the body	None
5	A shortening of life expectancy	None
6	An impairment to function for 28 days or more	None
7	Pain or psychological harm for 28 days or more	None
8	Treatment is required to prevent death	None
9	An injury which left untreated would lead to any of 2-8 above	None

## 7. Our policies and procedures

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

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/>.

## 8. What do we learn from incidents?

Whilst ACHA have had no reportable incidents during the last year we nevertheless remain vigilant. Any incident or near miss is reported to senior management and is fully assessed to ensure the duty of candour does not arise and that any other steps or improvements are taken.



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)

Argyll Community Housing Association Limited.  
Registered Office at: Menzies House, Glenshellach Business Park, Oban, PA34 4RY  
Registered under the Co-operative and Community Benefit Societies Act 2014, Reg. No. 2661R(S)  
Registered with the Scottish Housing Regulator as a Registered Social Landlord – RSL No. 360  
Vat Registration Number: 155542607  
Registered with the Scottish Government, Property Factor Registration Number PF000302





## Appendix 1

### Statutory Framework

[Health \(Tobacco, Nicotine etc. and Care\) \(Scotland\) Act 2016](#)

[The Duty of Candour Procedure \(Scotland\) Regulations 2018](#)



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