

Argyll Community Housing Association

Duty of Candour Report 2024/2025

1. 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 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.

This Annual Duty of Candour Report sets out how Argyll Community Housing Association (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 1st April 2024 to 31st March 2025.

2. The Services we provide

During the period from 1 April 2024 to 31 March 2025 ACHA operated 8 Sheltered Housing Complexes within Argyll and Bute.

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.

3. Our approach to Duty of Candour

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 and Scottish Housing Regulator.

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.

4. Incidents to which the Duty of Candour applies

During the 2024-2025 reporting period, there were no incidents which triggered the Duty of Candour procedure, as follows:

Type of Incident		Number of Incidents
1	Death	0
2	Permanent reduction of bodily function	0
3	An increase in treatment	0
4	A change to the structure of the body	0
5	A shortening of life expectancy	0
6	An impairment to function for 28 days or more	0
7	Pain or psychological harm for 28 days or more	0
8	Treatment is required to prevent death	0
9	An injury which left untreated would lead to any of 2-8 above	0

5. 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 the Sheltered Housing Manager and is fully assessed to ensure the duty of candour does not arise and that any other steps or improvements are taken.