

Duty of Candour Report 2025 to 2026

Appendix 5 - Report

Stranraer Skills Station

The report period is April 2025 to March 2026

Duty of Candour: -

This is a legal requirement to ensure that if something goes wrong in our Health or Social Care Services, the people affected are offered an explanation, an apology, and an assurance that our Employees will learn from the error.

The learnings are shared with the people affected throughout Scotland.

Stranraer Skills Station: -

Our Home Care, Support Services and Day Care Services are split into two different teams.

1. Older Adult team,
2. Adults with Additional and Complex Needs team.

Our services are bespoke and flexible, offering tailored support that meets each individual's needs.

We employ approximately **80 Employees** to support around **80 Service Users**, including the Administration, Rostering, and Management teams.

Incident Reporting: -

All Health and Social Care Services in Scotland must provide an Annual Duty of Candour report for their services.

As a Care at Home and Support Service, we send this information to our regulator, the Care Inspectorate.

Type of Unexpected or Unintended Incident	Number of Times This Happened
The death of an individual.	0
A permanent lessening of bodily, sensory, motor, physiologic or intellectual functions.	0
An increase in an individuals' treatment.	0
Changes to the structure of an individuals' body.	0
The shortening of the life expectancy of an individual.	0
An impairment of the sensory, motor or intellectual functions of an Individual which has lasted, or is likely to last, for a continuous period of at least 28 days.	0
An individual 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
An individual requiring treatment by a registered health professional to prevent them from dying.	0
An individual requiring treatment by a Registered Health Professional to prevent any injury, which if left untreated, would lead to one or more of the outcomes mentioned above.	0

Our Procedures following an event: -

Not required

Our Policy and Process: -

When any incident occurs that necessitates the Duty of Candour, our Employees report it to their Line Manager, who in turn reports it to the Operations Manager.

All Incidents and Accidents are initially recorded on an Accident & Incident Form, and the Operations Manager conducts an investigation and reports to the Care Inspectorate via e-forms.

This internal reporting form highlights the learning needed due to the Accident or Incident and any specific Employee learning required.

The Duty of Candour procedure would also be activated as part of any investigation, in line with the Duty of Candour criteria.

Duty of Candour is part of our Induction training, which all Employees must undertake. In addition to the legislation, a series of scenarios form part of the training to emphasise to our Employees that whilst it is distressing when things go wrong, we can all, and do, learn from our mistakes.

We adapt our processes to try to minimise the recurrence of events.

This is also included in our Whistleblowing and Compliments & Complaints policies, as well as values training.

Where an incident arises from Employee misconduct, our Disciplinary Processes will be activated.

What have we learned: -

In the spirit of prevention, we will continue to ensure all our Employees are confident and competent in the Duty of Candour, Health and Safety, and all other statutory and mandatory training, and in maintaining up-to-date Care Planning processes.

How can you receive more information about this report: -

- Contact a member of the Senior Management team at Stranraer Skills Station.
 - **In Person or By Mail:** - 30 Harbour Street, Stranraer DG9 7RD
 - **By Telephone:** - 01776 704556
 - **By Email:** - admin@skills-station.org

Duty of Candour

Appendix 6 - Duty of Candour Flowchart

