

# The City of Edinburgh Council

## Annual Duty of Candour Report 2022 - 2023

### Background

The organisational duty of candour procedure is a legal duty which sets out how organisations should tell those affected that an unintended or unexpected incident appears to have caused harm or death.

Duty of candour applies to all social work and care services provided by The City of Edinburgh Council

The City of Edinburgh Council must activate the duty of candour procedure when becoming aware of unintended or unexpected incident that results in death or harm; or where additional treatment is required to prevent injury that would result in death or harm.

The Council must take specific steps to carry out duty of candour when a serious adverse event happens.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered duty of candour within our services.

This report covers the period 1 April 22 to 31 March 23

### Key Questions

- 1. How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?**
  - a. The Duty of Candour policy and procedure has been published on our intranet on March 2023
  - b. Following development of material, staff will be provided with training materials and learning modules to raise their awareness of the Duty during 2023 and 2024
  - c. A process has been implemented to allow potential duty of candour events to be screened and acted on where the event meets the duty of candour threshold
  
- 2. Do you have a Duty of Candour Policy or written duty of candour procedure?**
  - a. The Council have a Duty of Candour Policy and associated procedure. These have been reviewed during 2023.

**3. How many times have you implemented the duty of candour procedure this financial year?**

a. 0

**4. How many times have you implemented the duty of candour procedure this financial year?**

A person died	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result is any under or over reporting of duty of candour?	Not applicable
What lessons did you learn?	Not applicable
What learning & improvements have been put in place as a result?	Not applicable
Did this result is a change / update to your duty of candour policy / procedure?	Not applicable
How did you share lessons learned and who with?	Not applicable
Could any further improvements be made?	Not applicable

**5. What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?**

- a. We have not had any incidents that have involved duty of candour. City of Edinburgh Council has a central team to coordinate any responses relating to the Duty to ensure all appropriate procedural steps are taken. This includes an independent assurance process to scrutinise the quality of our response to any duty of candour events.
- b. Duty of candour is part of our overall approach to managing incidents and complaints and is integral to our approach regarding transparent and open practice. Staff would be supported by a senior manager and all apologies would be offered verbally and in-person.

**6. What support do you have available for people involved in invoking the procedure and those who might be affected?**

- a. We know that adverse events can be distressing for staff as well as people who receive a service from the Council. Support is available for all staff through line management structures as well as through Occupational Health.

**7. Any other relevant information?**

- a. The Council has a Significant Occurrence Notification process where all potential duty of candour events are referred to. This ensures the duty is initiated where appropriate.
- b. We will advise Scottish Ministers of this report.
- c. We will also place it on our website at [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk).

**Report completion date 31 March 2023**

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Regulation of Care Officer

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