

About Our Organisation (1st Homecare)

1st Homecare delivers flexible support for people with an illness or disability, who want the independence to continue living in their own homes.

We support people of all ages, including those with complex needs, such as dementia or a learning disability, those who need that extra little bit of support after a stay in hospital, or those who need longer term help with personal care, shopping, preparing meals, medication, or just getting out into their local community.

Our services are designed to fit around the individual and their lifestyle, whether it's just one hour a week or full time live in care.

1st Homecare employs over 228 staff delivering tailored care and support packages across Dumfries and Galloway, Falkirk, North & East Ayrshire, and Fife, with our Head Office based in Dunfermline.

All Health and social care services in Scotland have a duty of candour. This is a legal requirement that means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that the organisation learns 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 care service has operated in 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 duty of candour applies?

In the last year, there have been **two incidents** to which the duty of candour applied.

TYPE OF UNEXPECTED OR UNINTENDED INCIDENT	NUMBER OF TIMES THIS HAPPENED
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changed because of harm	0

TYPE OF UNEXPECTED OR UNINTENDED INCIDENT	NUMBER OF TIMES THIS HAPPENED
Someone's life expectancy has become shorter because of harm	0
Someone's sensory, motor or intellectual functions were impaired for 28 days or more	0
Someone experienced pain or psychological harm for 28 days or more	0
Someone needed health treatment in order to prevent them dying as a result of harm	0
Someone needed health treatment in order to prevent other injuries resulting from harm	2

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to their line manager and senior manager who have the responsibility for ensuring that the duty of candour procedure is followed. The line manager records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

1st Homecare has a Duty of Candour Policy. All new staff learn about duty of candour at their induction. It is followed up through team meetings and supervisions and staff are encouraged to complete the SSSC open badge for duty of candour.

We know that serious incidents can be distressing for staff as well as people who use care and their families. We have occupational welfare support and counselling in place for our staff if they have been effected by a duty of candour incident. We also hold hot and cold debrief sessions following any incidents.

Where parents or children are affected by duty of candour, we have arrangements in place to provide and consider welfare support provision as necessary.

At 1st Homecare we are aware of our duty to comply with the following when incidences do happen:

- Inform the people affected and apologise
- Meet with senior staff to reflect on events and identify where systems went wrong and what we could do better

- Share relevant information with staff
- Ensure policy and procedures are reviewed regularly and that the relevant policy is reviewed in the event of a Duty of Candour being triggered.

If you would like more information about our services, please contact us using 01383 842947.



Ian Hardcastle
Chief Operating Officer
Real Life Options Group

1st July 2020