



Saffron Project

Duty of Candour Report 2023-2024

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 understand what has happened, receive an apology, and that organisations learn 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 housing support service has operated the Duty of Candour during the time between 1 April 2023 and 31 March 2024.

1. How many incidents happened to which the Duty of Candour applies?

In the last year, there have been no incidents to which the Duty of Candour applied.

2. Information about our policies and procedures

Where something does happen that triggers the Duty of Candour, our staff report this to the Registered Manager who has responsibility for ensuring that the Duty of Candour procedure is followed.

The Registered 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.

Duty of Candour training is included in Saffron's training plan. All staff are required to complete the online learning module recommended by the Care Inspectorate so they are able to understand their obligations in relation to the Duty of Candour.

We know that serious mistakes can be distressing for staff as well as people who use care and their families.

We can put occupational welfare support in place for our staff if they have been affected by a Duty of Candour incident.

If you would like more information about the Saffron Project, please contact us using these details: Saffron Project, Southside Housing Association, 135 Fifty Pitches Rd, Glasgow, G51 4EB Tel: 0141 422 1112