

Wigtownshire Women's Aid

Duty of Candour Report 2019-2020

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 Wigtownshire Women's Aid has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

1. About Wigtownshire Women's Aid

Wigtownshire Women's Aid is a service for women, children and young people with experience of domestic abuse. We are based in Stranraer, but cover the Wigtownshire area. We provide emotional support, practical support, including settling in to a new area, help to seek legal/benefits advice, housing support, an outreach service and refuge - a safe place to stay.

2. How many incidents happened to which the duty of candour applies?

In the last year, there has been 0 incident(s) to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected. They do not relate to where someone has an illness or underlying condition.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	
Someone's treatment has increased because of harm	
The structure of someone's body changes because of harm	
Someone's life expectancy becomes shorter because of harm	
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	
Someone experienced pain or psychological harm for 28 days or more	
A person needed health treatment in order to prevent them from dying	
A person needing health treatment in order to prevent other injuries	

3. To what extent Wigtownshire Women's Aid follow the duty of candour procedure?

When we realised the events listed above had happened, we followed the correct procedure. This means we informed the woman/the woman's family affected, apologised to them, and

offered to meet with them. We reviewed what happened and what went wrong to try and learn for the future.

4. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the manager who has responsibility for ensuring that the duty of candour procedure is followed. The 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.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use our service and their families. We have occupational welfare support in place for our staff if they have been affected by a duty of candour incident.

Where families or children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

5. What has changed as a result?

We made a change to our policies and procedures as a result of the duty of candour.