

## Duty of Candour Report for Scotland - 2024

Voyage Care recognise that all health and social care services in Scotland have a Duty of Candour and 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 the organisation learn how to improve for the future, to support continual improvement.

An important part of this duty is that Voyage Care provide an annual report about the duty of candour in our services. This short report describes how our social care services have operated the Duty of Candour during the time between 1 April 2024 and 31 March 2025. We hope you find this report useful.

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

In the time frame, there has been no incidents to which the duty of candour applied.

### Information about our policies and procedures

Within all Voyage Care homes and services in Scotland, the Duty of Candour (Scotland) process begins with the recognition that a person being supported has been involved in an incident or event resulting in the need to introduce the Duty of Candour (Scotland) procedure.

As soon as a notifiable incident is identified, the priority is to provide prompt and appropriate support and care and to prevent any further harm. An incident form is completed, and a new case opened on the Care Management System (CMS). Our registered managers follow this step by step procedure and report any Duty of Candour incident to the Care Inspectorate as required.

As soon as reasonably practicable after the identification of an incident requiring the implementation of the Duty of Candour (Scotland) process, a Registered Health Care Professional will review the information. This will ordinarily be the responsibility of the Voyage Care Director of Quality or an identified other senior manager with a clinical qualification.

When an incident has happened, the manager and colleagues set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new colleagues learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people we support and their families. We have V-Assure (a confidential support line) in place for our colleagues if they have been affected by a duty of candour incident.

Where parents or people we support are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary. Voyage Care has made the Care inspectorate leaflets (also available in easy read versions) available on the Intranet (Hive) for staff to use to explain the Duty of Candour i.e. 'What happens when things go wrong' and 'What it means for you?'.

If you would like more information about the services that Voyage Care provide in Scotland, please contact us using the following details:

Richard Adams  
Director of Quality  
Voyage Care  
Wall Island, Birmingham Road, Lichfield, WS14 0QP  
Tel: 01543 484500