



Hanover Annual Duty of Candour Report 2023

Introduction

This report details how Hanover Scotland has undertaken to comply with Duty of Candour legislation between 1 January 2023 and 31 December 2023.

The Duty of Candour is a legal duty placed upon providers of care services from 1st April 2018 through the:

- Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016; and
- The Duty of Candour Procedure (Scotland) regulations 2018.

The purpose of the legislation is to make sure that care service providers are open and honest when unexpected or unintended accidents or incidents occur that cause harm to the people who use their services.

The legislation sets out a clear procedure that must be followed including:

- providing the person who has suffered harm with an explanation of what happened and an apology;
- meeting with the person who has suffered harm to give them the opportunity to ask questions and make their views known;
- holding a review to investigate the incident fully, identify any actions that should take place and learn from the incident to prevent similar incidents happening in future;
- offering support to both the person who has been injured and the employee involved.

The legislation also places a duty on the providers to publish an annual report detailing, the number of incidents that have triggered the Duty of Candour Procedure during the previous year, how they have been handled and what the organisation has learned.



Report

During 2023, Hanover operated registered care services across Scotland organised within the following Care Inspectorate Branches:-

- Hanover Scotland Housing Support Service-Factoring - 23 Sheltered developments
- Hanover Care at Home Service - North, 3 sites
- Hanover Care at Home Service - Scottish Borders, 3 sites
- Hanover Support Service (Morris Court), Care at home, Dalry
- Hanover Housing Support Service - Care West, 7 Very Sheltered sites
- Hanover Housing Support Service - Care East, 6 Very Sheltered sites
- Hanover Housing Support Service - Care North, 2 Very Sheltered sites

All care providers are required to notify the Care Inspectorate of any incidents or accidents that result in or have the potential to result in harm or injury to a person using that service.

The Duty of Candour legislation also requires providers to notify the Care Inspectorate if an incident or accident triggers the Duty of Candour Procedure.

It is the responsibility of the Branch Manager responsible for each of our services to ensure that the appropriate notifications are made to the Care Inspectorate.

During the period 1 January 2023 to 31 December 2023, no Duty of Candour incidents were notified to the Care Inspectorate.

Hanover has experienced no notifiable incidents in the time since the legislation was introduced.

Hanover's Branch Managers are aware of the Duty of Candour legislation and the implications for managing and reporting unexpected and unintended accidents and incidents.

Mandatory eLearning training for key employees on the Duty of Candour is undertaken.

Hanover has policies and procedures to take account of the Duty of Candour procedure where appropriate.

Conclusion

There continues to be significant challenges for Hanover's care services. Employees have worked well to meet these challenges and have operated within the requirements of registration and those set by the Duty of Candour.

eLearning is heavily relied upon and Hanover has continued to review its practice and procedures, working with the Care Inspectorate and other stakeholders.

Compliance with Duty of Candour is not an end point. Embedding the principles of transparency and respect are central to a positive, enabling culture for employees and for customers.



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