



Hanover Annual Duty of Candour Report 2025

Introduction

This report details how Hanover Scotland has undertaken to comply with Duty of Candour legislation between 1 January 2025 and 31 December 2025.

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.

As of April 2025, the Scottish Government updated its non-statutory guidance on the organisational Duty of Candour to improve how health, social work, and care services manage and report serious adverse events. While the legal requirements (active since April 2018) remain, the new 2025 guidance focuses on lessons learned from COVID-19, enhanced, transparent communication, and consistent annual reporting.





Report

During 2025, Hanover operated registered care services across Scotland organised within the following Care Inspectorate registrations:

Hanover Care at Home Service

- North - 3 sites
- Scottish Borders - 3 sites
- Morris Court, Dalry

Hanover Housing Support Service (Very Sheltered)

- Care West - 7 sites
- Care East - 6 sites
- Care North - 2 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 Care Manager for each of our services to ensure that the appropriate notifications are made to the Care Inspectorate.

During the period 1 January 2025 to 31 December 2025, 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 Care Managers are aware of the Duty of Candour legislation and the implications for managing and reporting unexpected and unintended accidents and incidents.

There is mandatory e-learning for key employees on the Duty of Candour, which is accessed through the Turas platform (NHS).

Hanover has a Duty of Candour procedure, which is reviewed every 3 years by the Head of Care and Support. This is available for all employees to read on Hanover's Intranet.

Conclusion

In conclusion, the social care sector remains under significant pressure, due to challenges in recruitment, retention and financial constraints. However, Hanover Scotland Care teams continue to deliver a high standard of care and support to our customers. The services have operated within the requirements of their Care Inspectorate registration and those set by the Duty of Candour.

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



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