



RENAISSANCE CARE

Duty of Candour Annual Report

1 April 2020 – 31 March 2021

Duty of Candour Report

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when unintended or unexpected events occur that result in death or harm as defined in the Act, the people affected understand what has happened and 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 how the duty of candour is implemented in our services. This report describes how Renaissance Care has operated the duty of candour during the period between 8 October 2018 and 31 March 2019.

The pandemic has impacted the ability of the organisation to facilitate in person meetings, when a duty of candour incident has occurred. However, technology has been utilised, where possible, and where not possible, telephone meetings have been offered.

1. About Renaissance Care

Renaissance Care is a Scottish based, independent care home provider. Operating 15 care homes across Scotland, predominantly providing care for older people.

We work in collaboration with our residents, relatives and staff, as well as health and social care staff, across nine local authority areas, and the care inspectorate, to ensure positive outcomes and the best possible care for the residents who live in our Homes.

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

Between 1 April 2020 and March 31 2021, there were 42 incidents where the duty of candour applied. These were all unintended or unexpected incidents that resulted in harm as defined by the Act and did not relate directly to the natural course of illness or an underlying condition.

Renaissance Care identified these incidents through our compliance monitoring system. During the period of this report an updated quality framework was developed, to reflect the range of outcomes as defined by the Act, as well as a wider range than defined in the Act.

Type of unexpected or unintended incident (not related to the natural course of someone`s illness or underlying condition)	Number of times this happened (between 1 April 2020 to 31 March 2021)
A person died	0
A person`s treatment increased	0
A person`s sensory, motor or intellectual function was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them from dying	0
The structure of a person`s body changed	40
A person needing health treatment in order to prevent other injuries as listed above	2
Total	42

3. To what extent did Renaissance Care follow the duty of candour procedure?

Renaissance Care followed the correct procedure and timescales in 86% (36) of duty of candour incidents. This means that we informed the people affected, apologised to them and offered to meet with them. In each case we carried out a full review to understand what happened, what went wrong and what we could have done better.

In 24% of duty of candour incidents, Renaissance Care did not meet the required timescales. We did inform the people affected, apologise to them and offered to meet with them. In each case we carried out a full review to understand what happened, what went wrong and what we could have done better.

Individual and organisational learning has been undertaken following a review of the cause of the inability to meet the required timescales. Subsequently action and improvement plans have been developed and completed. It is pertinent that the guidance implemented during the pandemic, impacted the ability to complete investigations timeously.

4. Information about our policies and procedures

A duty of candour policy and procedure was developed and distributed to all Homes. Every adverse incident is reported through the compliance monitoring system internally and to the care inspectorate and local authority (as per local guidance). Through the internal compliance monitoring system, the duty of candour procedure is activated.

All home managers have completed the NHS Education Scotland duty of candour training available electronically via the care inspectorate and on our elearning platform and all other staff employed are encouraged to do so. The guidance on implementing the duty of candour and accompanying guidance is available on a shared drive, which all managers have access to.

5. What has changed as a result?

Renaissance Care has made a number of changes since the implementation of the duty of candour act and the reportable incidents. These changes have been documented in the previous annual reports.

Detailed below are the changes that have been implemented during the period of the annual report 1 April 2020 – 31 April 2021.

- All Home Managers are to receive laptops, allowing managers to work from home, should they require to self-isolate.
- An operations co-ordinator is to be recruited to collate duty of candour incidents and to ensure compliance with timescales.
- A review is to be undertaken of digital care planning systems, to improve governance across the group.
- Microsoft Teams has been installed across the organisation to allow the facilitation of virtual meetings.

