

**HAYFIELD**  
SUPPORT SERVICES WITH DEAF PEOPLE

**DUTY OF CANDOUR ANNUAL REPORT 2019**  
**COMPLETED BY THE RESPONSIBLE PERSON**  
**NAME.....Judy Byrne.....POSITION...Director...**

**Introduction**

Hayfield have a Duty of Candour (see Policy). [All health and social care services in Scotland have this duty]. It is a legal requirement which means that when things go wrong and mistakes happen, the service users affected (and their families/carers) understand what has happened, receive an apology and Hayfield learn how to improve for the future.

Hayfield Ltd presently supports 18 deaf adults with additional complex disabilities who are resident in 4 small care homes and 9 tenants and 35 service users in day services. We aim to provide excellent care, life skills training and support to bring quality living, happiness and fulfilment.

**This Form is used for Hayfield's Care Homes, Care At Home/Housing Support and Day Services**

The number of Incidents from 01.04.18 – 31.03.19 to which the Duty of Candour applied <b>(Incidents under the Duty of Candour are unintended or unexpected and do not relate directly to the natural course of a service user's illness or underlying condition)</b>	<b>Insert Number</b> <b>0</b> <b>(Sadly we had one death but the service user had an underlying condition)</b>
<b>Type of unexpected or unintended Incident</b>	<b>Number of times this happened</b>
Service user death	0
Service user has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Service user treatment has increased because of harm	0
Service user's body structure changes because of harm	0
Service user's life expectancy becomes shorter because of harm	0
Service user's sensory, motor or intellectual functions is impaired for 28 days or more	0
Service user experienced pain or psychological harm for 28 days or more	0
Service user needed health treatment in order to prevent them dying	0
Service user needed health treatment in order to prevent other injuries	0

*The deaf service users in Hayfield have a variety of other complex needs, including challenging behavioural difficulties related to their multiple disabilities. There were a number of reported incidents regarding adult support and protection (ASP) between service users and these are notified to the Care Inspectorate and Glasgow Health and Social Care Partnership and other public services as appropriate. These ASPs were NOT recorded as Duty of Candour as they did NOT fulfil the listed triggers above. ASPs are mentioned here as Hayfield contact all relevant professionals and family and are transparent about all incidents that occur. Hayfield ensure that staff learn from these incidents and provide additional support, supervision and input, as required, to service users to reduce unacceptable behaviours.*

## DUTY OF CANDOUR ANNUAL REPORT TEMPLATE CONTINUED

**Example: Sad death of a service user - to what extent did Hayfield follow the Duty of Candour procedure although there was no noted organisational error.**

- We informed the family of the sudden ill health and hospitalisation immediately and kept them informed until they arrived.
- We reviewed historical and recent health of service user with family members and our response and procedures on the day of the sudden ill health – all procedures and protocols were followed.
- Senior staff reflected on events to ensure nothing additional could have been done to prevent the sudden ill health and then death (Hospital Consultants cited the underlying condition)
- Staff involved were debriefed and supported and informed that no delays or omissions occurred in their practice.
- Internal and external counselling was offered to staff and service users.
- Family contact continued before, during and after the funeral.
- Feedback from the family evidenced a confidence and trust in the care that had been provided to their relative.

### Information about our policies and procedures – the way Hayfield works

The sad death event triggered diligence and reflection because it was sudden ill health and the subsequent death of a person being supported by our organisation. Staff followed procedures by reporting to the Manager/Team Leader/Director and senior staff followed up as per the Policy including informing the Care Inspectorate and relevant agencies. The Manager set up a learning opportunities review to allow the team to consider what happened and identify any changes for the future.

All staff had learned about the duty of candour and completed the SSSC/Care Inspectorate Hub certificated module in addition to team discussions and reading the policy and template examples. New staff learn about the duty of candour at their induction.

We know that sad events and duty of candour occurrences are distressing for staff and service users and their families/carers. There are debriefing sessions and support to staff. There is a Hayfield supplied counselling service and in the case above specific bereavement counselling was purchased.

If there is any staff misconduct in a reported incident we deal with it through our disciplinary policy.

There is also considerable support for families/carers as there was in this sad event.

### What has changed as a result of a Duty of Candour Incident?

Regardless of whether an event is Duty of Candour or a sad event causing considerable emotion, procedures are reviewed regularly and immediately following an event and reflection and learning by all involved is undertaken. The result was that staff knowledge was further developed and finely honed and the importance of following exact procedures and protocols was reaffirmed.

### Any other information

This is the first year of the duty of candour and it has encouraged a year of defining, learning, training staff and refining Hayfield's existing serious incident reporting and adverse event management to ensure duty of candour outcomes. It has reinforced that our practice of being transparent, open and honest in every situation was the best policy. With duty of candour there is now a legal requirement.

Hayfield have always believed in an open ethos and the Duty of Candour procedure has underscored our good practice of sharing information fully with service users, families/carers, Care Inspectorate etc. The challenge of developing British Sign Language and suitable graphics to improve communication with deaf people is now even more important to ensure accessible information for all.

This report is on our website [www.hayfield.org.uk](http://www.hayfield.org.uk)

If you require any further information please contact Managers (details on the website)

Responsible Person/Director Signature ....Judy Byrne...Date...1<sup>st</sup> April 2019...