

HAYFIELD
SUPPORT SERVICES WITH DEAF PEOPLE

DUTY OF CANDOUR ANNUAL REPORT 2021
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 17 deaf adults with additional complex disabilities who are resident in 4 small care homes and 11 tenants and 36 service users in day services (during COVID restrictions care and support has been offered in different formats and home locations). 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 01.04.20 – 31.03.21 to which the Duty of Candour applied (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)	Insert Number 0
Type of unexpected or unintended Incident	Number of times this happened
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

There is NO duty of candour reporting for 2020-2021. If we should have any occurrences, if there was an organisational error in Hayfield, we would proceed as follows and even if there was NO error on the part of Hayfield, the procedure would be followed as good practice.

- We would inform family members of the “occurrence” immediately and keep them informed on an ongoing basis.
- We would review the history and events leading up to the “occurrence” with family members and our response and procedures as it happened and during and after the event to ensure that every conceivable response was made and all procedures and protocols were followed.
- Senior staff would reflect on events before, during and after the “occurrence” to ensure nothing additional could have been done to prevent what happened.
- Staff involved would be debriefed and supported and either informed that no errors occurred in their practice or that there were areas which could have been handled better and improved.
- Internal and external counselling / training would be offered to staff dependent on the circumstances and to other service users if the situation merited that approach.
- Family contact would be ongoing to ensure full disclosure, support and apology IF Hayfield had made a mistake.
- Feedback from the family would be recorded and any input would be followed up as appropriate.

Information about our policies and procedures – the way Hayfield works

All staff, including new staff at induction, learn about duty of candour and complete the SSSC/Care Inspectorate Hub certificated module in addition to team discussions and reading of the policy and template examples.

Any “occurrence” would trigger diligence and reflection and in-depth follow-up. The events of the “occurrence” would be reported to the Manager/Team Leader/Director and senior staff would follow up as per the Policy including informing the Care Inspectorate and relevant agencies. The Manager would thereafter set up learning opportunities to allow the team to consider and review matters and develop beneficial changes for the future.

Hayfield acknowledge that sad “occurrences” and events (reportable as 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 specific instances additional counselling such as bereavement counselling would be purchased.

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

There would also be considerable support given to families/carers as required.

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 or “occurrence” and reflection and learning by all involved is undertaken. The result being that staff knowledge is further developed and finely honed and the importance of following exact procedures and protocols is reaffirmed.

Any other information

Now in the **third** year of duty of candour reporting and despite NOT having any “occurrences” Hayfield have been proactive in consideration of incidents with duty of candour in mind, have clarified definitions, developed staff knowledge through training and further refined Hayfield’s serious incident reporting and adverse event management to ensure duty of candour compliance. Our practice of being transparent, open and honest in every situation has been reinforced as best policy regardless of the duty of candour 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 ongoing and our aim is to ensure accessible information for all.

This report is on our website www.hayfield.org.uk

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

Responsible Person/Director Signature Judy Byrne...Date...1st April 2021...