



Support, Help & Integration in Perthshire
for young people with additional support needs

The Gateway
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Duty of Candour Report 2019-20

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, 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 the duty of candour in our services. This short report describes how Support Help and Integration (SCIO) has operated the duty of candour during the time between 1 April 2019 and 31 March 2020.

About Support Help and Integration (SCIO) – SHIP

S.H.I.P is a parent-led charity that was established in 1986. The charity provides services that support children (0-18years) with complex additional support needs, physical and sensory disabilities. Currently we run youth clubs in Perth and Kinross, sports groups, Saturday clubs, After school activities and Holiday clubs. The children S.H.I.P support have can have complex medical or behavioural needs therefore the risk of harm can be higher than mainstream social clubs. All staff are trained in Child protection, behaviour management, administering medication, infection control, Makaton, P.E.C.S, Sensory processing, Moving and Handling, Tube feeding, Epilepsy and First Aid. Our services are regulated by the Care Inspectorate (CS2018371860) and or staff are registered with the SSSC.

How many incidents happened to which the duty of candour applies?

In the last year, there has been no incident to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

| Type of unexpected or unintended incident | Number of times this happened |
|--|--------------------------------------|
| Someone has died | 0 |
| Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions | 0 |
| Someone's treatment has increased because of harm | 0 |
| The structure of someone's body changes because of harm | 0 |



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| | |
|--|---|
| Someone's life expectancy becomes shorter because of harm | 0 |
| Someone's sensory, motor or intellectual functions is impaired for 28 days or more | 0 |
| Someone experienced pain or psychological harm for 28 days or more | 0 |
| A person needed health treatment in order to prevent them dying | 0 |
| A person needing health treatment in order to prevent other injuries | 0 |

How did S.H.I.P follow the Duty of Candour Procedure?

S.H.I.P implemented the Duty of Candour policies and procedures to come into effect within our service from the 1st of April 2018. The service co-ordinator and General Manager are responsible for ensuring:

- that the procedure is carried out
- That training which is required by the regulation is undertaken
- That training/ support and supervision is provided to any persons carrying out any part of the procedure as required by the regulations.
- The ethos of being open and transparent is followed by all
- Reporting annually on the Duty.

Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the Service Co-Ordinator who has responsibility for ensuring that the duty of candour procedure is followed. The Co-ordinator records the incident and reports to the General Manager, who in turn reports to (if necessary) The Care Inspectorate. When an incident has happened, the Co-ordinator and staff set up a learning review. This allows everyone involved to review what happened and identifies changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. S.H.I.P will provide welfare support if necessary.