**FIFE DAY CARE SERVICES (FDCS): DUTY OF CANDOUR REPORT 2023**

**INTRODUCTION**

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 as an organisation, you learn to improve for the future.

An important part of this duty is that FDCS provides a report about the duty of candour and publishes it annually. This short report describes how FDCS has operated the duty of candour during the time between 1st January and 31st December 2023.

1. **ABOUT FIFE DAY CARE SERVICES (FDCS)**

**Mission Statement**

FDCS will constantly strive to provide quality active ageing day centre based support to older adults (65 years+). The day centre staff team will be appropriately trained relevant to their role within the organisation and will be equipped to enable service user choice and opportunity to socialise with peer group and participate in a range of stimulating, creative and physical group activities (we do not provide 1-2-1 support). As a third sector organisation, we also commit to continuous volunteer involvement in all aspects of our work, tapping into skills and experience that will enhance the quality of the service we provide.

**Aims and Objectives**

* Provide a safe and supported environment for older people to socialise
* Provide support, but encourage self-management and enable older people to be as independent as reasonably possible
* Alleviate loneliness and isolation thus improving mental health and well being
* Encourage healthy eating and physical activity thus improving overall health, strength and balance
* Cultivate optimism, boost self-esteem and confidence
* Cultivate friendships and a network of support
* Continuous monitoring of physical and mental health of service users, involving other agencies and professionals if and when required
* Provide advice, signposting individuals to other relevant agencies and professionals if and when required
* Provide a few hours respite for service users and their relatives/carers
* Provide volunteering opportunities and student placements with mentoring, guidance, training and support as required

1. **HOW MANY INCIDENTS HAPPENED IN 2023 TO WHICH DUTY OF CANDOUR APPLIES?**

In the last year there have been no incidents 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**

A person has died 0

A person has permanently less bodily, sensory, motor,

Physiologic or intellectual functions 0

A person’s treatment increased 0

The structure of a person’s body changed 0

A person’s life expectancy shortened 0

A person’s sensory, motor or intellectual function is impaired for 28 days or more 0

A person experiences pain of psychological harm for 28 days or more 0

A person required health treatment in order to prevent death 0

A person required health treatment to prevent other injuries 0

1. **TO WHAT EXTENT DID FDCS FOLLOW THE DUTY OF CANDOUR PROCEDURE?**

FDCS implemented the duty of candour policies and procedures to take effect from 1st January 2023 and the service manager and the board of director’s were responsible for ensuring:

* That the duty of candour procedureis carried out
* That the training which is required by the regulations is undertaken
* That training and support/supervision is provided to any persons carrying out any part of the procedures as required by the regulations
* Reporting annually on the duty of candour

1. **INFORMATION ABOUT FDCS POLICIES AND PROCEDURES**

When something happens that triggers the duty of candour, our staff report this to the service manager, who has responsibility for ensuring that the duty of candour procedure is followed. The service manager records the incidents and reports them as necessary to the care inspectorate. When an incident has happened the service manager and the staff team set up a learning review. This allows everyone involved to review what exactly happened and identify 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 service users and their families. We will provide support to any staff affected by a duty of candour incident when it is required.

Where service users of FDCS and their relatives are affected by the duty of candour, we will arrange for them to have access to welfare support too.

1. **WHAT HAS CHANGED AS A RESULT?**

We have made changes to our policies and procedures as a result of the duty of candour. We also ensure that family and carers are in receipt of relevant policies and procedures and family members and carers are given regular feedback on service users whilst at the day centre and/or when receiving any alternative support from the FDCS team.

1. **OTHER INFORMATION**

The duty of candour policy helps everyone at FDCS remember and appreciate that people who use our support services have the right to know when things go badly, in addition to when they go well.

As required, we have submitted this report to the care inspectorate, placed a duty of candour statement on our website and shared the report with service users. And also to relatives or carers where deemed appropriate.

This concludes the Fife Day Care Services Duty of Candour report for 2023.