

Duty of Candour Report - Null Report

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 are offered an explanation, receive an apology and that the organisation learns 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 Lifeways Community Care Inverness has operated the duty of candour during the time between 1st April 2025 and 31st March 2026. We hope you find this report useful.

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

In the last year, there have been 0 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 underlying condition.

How do we follow the duty of candour procedure?

Where something has happened that activates the duty of candour, our staff report this to their manager who has responsibility for ensuring that the correct procedure is followed. The Manager records the incident and reports as necessary to the Care Inspectorate, Local Authorities and Health Teams. When an incident has happened, the Manager and support functions (if appropriate) conduct a review to prevent or minimise a repeat of this in the future and share the learning on a local, area, regional and organisational level where needed. In the event of a harmful event, we will promptly activate our duty of candour, including access to counselling or other support services. We will also offer an apology for the harm caused and take steps to ensure that the relevant person is fully informed about the incident and its management.

Information about our policies and procedures:

Lifeways Group are committed to providing high-quality care to all people we support and our colleagues who support them, which includes ensuring their safety and wellbeing. As part of this commitment, we recognise the importance of being honest, transparent, and open in all interactions arising out of or in connection with the conduct of our undertaking.

Therefore, we have integrated Duty of Candour into our accident and incident policy, which requires all employees, including agency and temporary, to be truthful and forthcoming about any incidents that may have caused harm or potential harm to the people we support. This includes providing an honest and open explanation of what happened, the consequences of the incident, and what steps are being taken to manage the harm and prevent it from happening again. We do this through robust internal investigation processes and supporting any investigations made by interested regulatory and enforcement bodies. Our initial internal accident and incident reporting will capture all necessary detail required for the activation of the Duty. The Care Inspectorate is notified following every notifiable event by completion of e-forms and reporting is made to all relevant Local Authorities and Health Teams. Lifeways Group strive to continually improve with a common perception of risks and standards by learning lessons when things don't go to plan, always working towards a more resilient tomorrow.

We understand that being open and honest about incidents of harm is essential for building trust with the people we support, families and welfare, and for promoting a culture of learning and improvement across the Group. Therefore, we will maintain accurate and complete records of any harmful incidents, including details of harm caused, the steps taken to manage the harm, and any communications held.

All colleagues have access to an external 24-hour employee assistance programme, which offers professional counselling services 365 days of the year. Colleagues affected by unplanned events will also receive support from our operational Managers.

Our commitment to Duty of Candour is part of our broader commitment to health and safety, quality, and transparency. We believe that by upholding this policy, we can build stronger relationships with the people we support and promote a culture of excellence within the Lifeways Group.

Other information:

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have placed an organisational report on our website. This report has been shared with the people we support and their relatives.

If you would like more information about Lifeways community care Inverness, please contact us using these details:

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