



Children's Hospices Across Scotland

**Head Office** Canal Court, 42 Craiglockhart Avenue, Edinburgh EH14 1LT  
Tel: 0131 444 1900 Email: support@chas.org.uk Web: www.chas.org.uk

## Duty of Candour Annual Report 2019/20

### 1. About CHAS

CHAS runs two independent healthcare services (Rachel House in Kinross and Robin House in Balloch) and a registered care service (CHAS at Home, operating across Scotland). These services are registered with Healthcare Improvement Scotland and the Care Inspectorate respectively. Through these services, CHAS provides medical, nursing and social work support to babies, children and young people with life-shortening conditions, and their siblings and families. These conditions often result in extremely complex needs.

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that if 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 CHAS has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

### 2. How many incidents happened to which the duty of candour applied?

In the last year, there have been no incidents to which the duty of candour applied.

### 3. Information about our policies and procedures

We have a Duty of Candour and Being Open Policy which was updated in 2020 and reflects the Duty of Candour Procedure (Scotland) Regulations 2018.

**Keep the joy alive**



Rachel House Children's Hospice at Kinross . CHAS at Home Team . Robin House Children's Hospice at Balloch  
**Head Office and Registered Office:** Canal Court, 42 Craiglockhart Avenue, Edinburgh EH14 1LT

Children's Hospices Across Scotland (known as CHAS) is a Scottish charity, SC019724, regulated by the Scottish Charity Regulator (OSCR).  
CHAS is a company limited by guarantee and is registered in Scotland, SC136410. VAT Registration number 214 8303 34.



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Where something has happened that triggers the duty of candour, our staff report this to the clinical nurse manager who has responsibility for ensuring the duty of candour procedure is followed. The manager records the incident and reports as necessary to Healthcare Improvement Scotland if it relates to one of the hospices or the Care Inspectorate if it relates to CHAS at Home.

When an incident has happened the manager and staff set up a learning review. This allows everyone involved to review the circumstances which led or contributed to the event and identify changes for the future.

A verbal apology is given to the child or young person who has experienced significant harm, or the relevant person which is usually a parent. This is done as soon as possible but no later than two calendar days.

We have arrangements in place to provide welfare support, as necessary, to the child and family e.g. providing details of specialist independent sources of practical advice and support or emotional support/counselling. This might be from a health or social care professional, independent advocacy and support services, a family member, or a friend.

All new staff learn about the duty of candour at their induction. In addition, all staff have completed an online duty of candour e-learning module, which has been developed by regulators and NHS Education for Scotland. We have built this into our induction for new staff and monitor the completion rate centrally.

We know that serious mistakes can be distressing for staff as well as the people who use the care and their families. We have a wide range of support available for staff including: an independent and confidential employee support programme provided by an external organisation with face-to-face support where required; line management support; and external peer support for managers.

#### 4. Other information

We remain committed to supporting the duty of candour and providing the highest quality service. For further information, please contact [policyteam@chas.org.uk](mailto:policyteam@chas.org.uk) in the first instance who can help with your query.

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