



ARK Housing Association Ltd

Duty of Candour Report for the year ending March 31st 2024

Duty of Candour is a legal requirement to ensure that if something goes wrong in health or social care services, and it falls within the definition set out in relevant legal requirements and guidance, the people affected are offered an explanation, an apology and an assurance that staff will learn from the error. The learning is shared with the people affected and throughout Scotland. This report describes how Ark Housing Association Ltd (Ark) has implemented Duty of Candour throughout the period April 2023 to March 2024.

About Ark

Ark provides care and support services to people who require assistance to live as valued and contributing members of their community. We offer care and support services to people wherever they live, either in the home they own or in rented or shared accommodation. We specialise in supporting people over the age of 16 who have mental health conditions, learning disabilities, and autism spectrum conditions. Ark has a Duty of Candour Procedure and associated staff guidance, which is shared with all relevant staff to help them understand the process of Duty of Candour, and how this could affect them.

Incident Reporting

All health and social care services in Scotland must provide an annual Duty of Candour report for their service. As a supported living provider, this information is sent to our regulator, the Care Inspectorate. During the 2023-2024 reporting period there were no incidents in Ark which triggered the Duty of Candour procedure:

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
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	0

harm for 28 days or more	
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries	0

Procedure

On the rare occasions where things go wrong with the delivery of our Care and Support services, and these are covered by our responsibilities under the organisational Duty of Candour, we ensure that the people affected are offered an explanation, an apology and an assurance that staff will learn from the error.

Our Policy and Process

When an incident occurs that necessitates the implementation of Duty of Candour, in accordance with our Procedure, the relevant staff member reports the incident to the manager who oversees the service we provide, and the manager identifies whether this is an incident to which the Duty of Candour might apply. The incident is recorded and the relevant staff member completes the Care Inspectorate reporting e-form. At this stage also the manager will ensure that Ark's Health and Safety Incident Reporting system is updated to indicate that the Duty of Candour Procedure has been considered in relation to this incident.

Any investigation carried out in accordance with the Duty of Candour highlights the organisational learning needed as a result of the incident, and any specific staff team learning necessary.

Our external confidential, employee counselling service is available to all staff at any time, and if an incident occurs to which the Duty of Candour may apply, it is emphasised to staff that this is available. When senior management meet with staff they provide support and emphasise that the Duty of Candour is about learning and improving, not blame.

New managers are provided with an overview of our organisational Procedure on Duty of Candour as part of their induction. During 2021 this procedure was reviewed and the roll out of the updated procedure included an e-learning module for completion by all managers.