Duty of Candour Annual 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 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 our care service has operated the duty of candour during the time between 1 April 2018 and 31 March
2019. We hope you find this report useful.

Glasgow Association for Mental Health (GAMH)

GAMH is an independent charity registered in Scotland. GAMH exists to promote the mental health and wellbeing of people and their communities; providing more than 2000 hours of community based support every week to people in Glasgow.

GAMH services are preventative and purposeful in nature and designed to increase the factors known to protect and promote good mental health. GAMH recognises the need to maintain and develop strong community partnerships with all stakeholders and the importance of having a focus and commitment to the wider mental health and recovery networks. GAMH works with partner agencies across Scotland and beyond providing innovative and effective service options and opportunities for people with lived experience of mental health and their carers.

Name of Address of Service:	Glasgow Association for Mental Health St Andrews by the Green 33 Turnbull St G1 5PR
Date Of Report:	31st March 2023
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?	The organisation encourages candour, openness and honesty at all levels and supports organisational and personal learning. GAMH policy and procedures support a culture of openness and honesty amongst all staff and volunteers. Staff are trained to ensure that they fully understand the systems which are in place for reporting notifiable safety incidents and informing relevant person(s) in a timely manner when such an incident has occurred.

How have you done this?	All staff at all levels within GAMH will adhere to the Duty of Candour Policy and procedure and as a minimum all staff have completed the Duty of Candour E-Learning Module. This module also forms part of our induction training across GAMH	
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes	

How many times have you/your service implemented the duty of candour Procedure this financial year?

Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying conditions)	**Number of times this happened (Between 1st April 2022 to the 31st March 2023)**
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A persons 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 functions was impaired for 28 days or more	0
A person 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 as listed above	0
TOTAL	0

Did the responsible person for duty of Candour appropriately follow the procedure? **If not, did this result in ay under or over reporting of duty of candour?**	0

What lessons did you learn?	0
What Learnings & Improvements have been put in place as a result	0
Did this result in a change/update to your Duty of Candour Policy/Procedure?	0
How did you share lessons learned and who with?	0
Could any further improvements be made?	0
What systems do you have in place to support staff to provide an apology in a person centred way and how do you support staff to enable them to do this?	All GAMH Staff are required to undertake. Mandatory training which includes; Safeguarding, SMHFA, SSSC Practice Codes, H&S, and Equalities and Human Rights. GAMH have invested in Sage and Thyme Training which all staff complete as standard giving them the strategies needed to respond to people in a compassionate and person-centred way. Our supervision and appraisal procedures highlight any support/training required to carry out roles effectively.
What support do you have available for people involved in invoking the procedure and those who might be affected?	Service users, their families and carers will be provided with support in a manner to meet their needs. This may involve an independent advocate or an interpreter. Information enabling to other relevant support groups will be given as soon as possible and as appropriate. GAMH are committed to ensuring that staff feel supported through the Duty of Candour process and staff will be provided with support from their line manager and/or direct supervisor. Staff are also encouraged to seek support from their relevant professional body and to seek advice from their trade union representative. Additional, confidential support is available to staff from staff counselling service.

Please note anything else that you feel may be applicable to report.	Glasgow Association for Mental Health can report that there have been no incidents from the 1st of April 2022 to the 31st of March 2023 of which the duty of candour applies.