



# **Bridgewater Housing Association Ltd**

**Duty of Candour Annual Report April  
April 2020 – March 2021**

## 1. Introduction

As a housing support provider the Association has a legal requirement to comply with the organisational duty of candour provisions of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018.

Organisations providing health services, care services and social work services in Scotland are required by law to follow The Duty of Candour Procedure when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm). This legal requirement 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 service. This short report describes how our service has operated during the time between 1 April 2020 and 31 March 2021. The association must publish the report in a manner which is publically accessible and therefore will be available on our website. We will also notify the Care Inspectorate when this has been published.

## 2. About Our Organisation

Bridgewater HA is a registered charity, registered Property Factor, registered Society (Co-operative & Community Benefit Societies Act 2014), registered with the Scottish Housing Regulator and as a supported housing provider, registered with the Care Inspectorate.

Bridgewater celebrated 22 years in 2020, with a strong track record as a high performing social housing provider delivering good quality homes at affordable rents in Erskine. We own and managed 849 properties and provide a factoring service to over 2,500 owner occupiers. We also provide a Housing Support Service to sheltered housing and extra care tenants.

## 3. Incident reporting

During the reporting period 2020-2021, there has been 0 duty of candour incidents.

Type of Unexpected Unintended Incident	No of Incidents
Someone has died	0
Someone has permanently lost bodily, sensory, physiological or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body has changed because of harm	0
Someone's life expectancy has become shorter because of harm	0
Someone's motor, sensory or intellectual functions have been impaired for more than 28 days	0
Someone's treatment has increased because of harm	0

The structure of someone's body has changed because of harm	0
Someone's life expectancy has become shorter because of harm	0
Someone's motor, sensory or intellectual functions have been impaired for more than 28 days	0

#### **4. Our Policy and Process**

Due to the serious nature of incidents which activate the Duty of Candour, the Head of Housing and Customer Services Manager will generally implement the procedure. The Association will require to source a registered health professional, who must give their view on the incident and its relationship to the occurrence of death or harm and pre-existing illnesses or underlying conditions. The final decision about whether to activate the Duty of Candour procedure will be informed by the views of a health professional who has not been personally involved.

The Association will carry out a review of the circumstances which we consider led or contributed to an incident and will refer to appropriate best practice guidance and protocols in such circumstances.

All incidents will be recorded in accordance with our policies and procedures and notification will be made to the Care Inspectorate via the relevant e-form.

#### **5. Staff Training and Support**

The Association will ensure that all housing support staff receive appropriate training, including E-learning on the Duty of Candour procedure. This training will be included within the induction process for new staff.

The Association will provide any staff member involved in an incident with details of appropriate services or support which may be able to provide assistance or support, taking into account the circumstances relating to the incident and the employee's needs. This may take the form of debriefing, counselling or direct support.

#### **6. Learning**

As there are no incidents within this reporting period, we have identified no specific learning points however, we have ensured awareness will continue to be through team meetings.