



DUTY OF CANDOUR REPORT

Name of Organisation: Action in Mind **Reporting Period:** 1 April 2021 – 31st March 2022

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 Action in Mind has operated the duty of candour during the reporting period shown above.

We hope you find this report useful.

1. About Action in Mind

Action in Mind is a Stirling based mental health charity working together with people affected by poor mental health and mental illness living independently in their own homes. We provide a range of community-based services ranging from befriending, counselling, Hub Wellbeing Centre to rural outreach and the home support service.

We aim to ensure people receive an excellent quality of care and live happy, fulfilled lives.

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

In the last year, there have been **NIL 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 illness or underlying condition.

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

Type of unexpected or unintended incident	Number of times this happened
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0
Someone 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.	0

3. To what extent did Action in Mind follow the duty of candour procedure?

There was no unexplained or unintended incident to report in this period.

4. Information about our policies and procedures

Where something has happened that triggers the duty of candour, staff report this to their line-manager and/or the Executive Director who has responsibility for ensuring that the duty of candour procedure is followed.

The responsible person records the incident/s and reports them as necessary to the Care Inspectorate. When an incident has happened, the Executive Director will set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use our support services, their families and carers. We have provisions available in place for our staff if they have been affected by a duty of candour incident. Should any incident arise due to staff misconduct this will duly be dealt with through our disciplinary policy.

Where family and carers are affected by the duty of candour, we can offer direct support or signpost to other services.

5. What has changed as a result?

There were no unexplained or unintended incident to report in this period.

As a continuous learning organisation we review our policies and procedures on a regular basis to ensure that our services are fully complaint with regulatory bodies and meet the needs of our service users. Staff training priorities, those which are mandatory and those that relate to specific services, are reviewed on an annual basis.

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6. Other information

If you would like more information about our services and Action in Mind, please contact us using these details:

Tel: 01786 451203 (Office hours, Monday – Friday 9.00am – 5.00pm)

Email: info@actioninmind.org.uk

7.0 AUTHORISED SIGNATORY

Name: Desmond Friel

Signature: 

Position: Chairperson

Date: 15/04/2022

Action in Mind, 19 Dean Crescent, Riverside, Stirling FK8 1UR
T: 01786 451203 F: 01786 449185 Email: info@actioninmind.org.uk
Website: www.actioninmind.org.uk Follow us on: [Twitter@actioninmind](https://twitter.com/actioninmind)

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