

Duty of Candour Report (Annual Report 2019 - 2020)

<p>Responsible Person</p>	<p>Step Up Housing Support</p>
<p>Service Aims and Objectives</p>	<p>MISSION Our mission is to enhance people's quality of life by providing meaningful, personalised support in their own home and in the community.</p> <p>AIMS Step Up aims to enhance people's wellbeing by providing opportunities to improve and enhance their life quality, their living environment and their personal relationships. In both our housing support and community care service, we aim to provide excellent advice, high quality care and dignified support to adults who may be at risk of becoming homeless, or who may have mental health issues or physical disabilities that could impact their ability to live independently. Through our housing support service, we aim to reduce our young people's barriers to employment and reduce their experience of social exclusion and poverty. We do this by supporting them to develop the skills required to live independently, by building relationships built upon mutual respect and by empowering the people that we support to participate fully in the wider community.</p> <p>OBJECTIVES</p> <p>Step Up aims to support people by empowering them to make positive choices about their own lives through these objectives:</p> <p>Promoting Personal Support Needs</p> <ul style="list-style-type: none"> • Meeting their personal support needs. • Identifying and meeting people's throughcare and aftercare needs. • Identifying and meeting people's community care needs. • Providing and participating in appropriate care planning, review and assessment whilst ensuring the person is central to these processes. • Promoting a holistic and integrated approach to their needs. • Managing risk and ensuring that procedures and arrangements are in place to assess risk and review and monitor people who may be a potential risk to themselves or others. <p>Promoting Inclusion</p> <ul style="list-style-type: none"> • Promoting people's involvement in every aspect of their life to ensure they fully participate and contribute to the development (and ongoing development) of their support plans. • Promote people's participation in their wider community and develop their social interaction. <p>Supporting a quality and nurturing environment</p> <ul style="list-style-type: none"> • Ensuring people are offered suitable housing options and appropriate levels of support to meet their individual needs when receiving housing support. • Ensuring that all people that we support are living in good quality environments. • Supporting development of their skills, confidence and self-esteem.

	<ul style="list-style-type: none"> Offering people financial support and guidance during their transition to adulthood and independence. <p>Developing people to be effective contributors</p> <ul style="list-style-type: none"> Developing life management and independent living skills. Supporting people to engage with their wider community despite perceived or actual challenges they face. Supporting people to be healthy and well in every aspect of their lives. Supporting people to achieve their educational, training or employment options where appropriate.
Financial Year	2019-2020

Duty of Candour:

The Duty of Candour Procedure (Scotland) Regulations 2018 places a responsibility on a service provider to take specific steps to carry out their duty of candour when a serious adverse event happens. Step Up have a duty to disclose to people using services, or family members where appropriate, when things have gone wrong and harm has arisen. They will need to let the people affected know, offer to meet with them, and apologise. This is an important part of being open with people who experience care, and also learning from things that go wrong. When adverse events occur during the provision of treatment or care, openness and transparency is fundamental in promoting a culture of learning and continuous improvement in health and social care settings.

Staff Training:

- Internal Training
- E-learning Training Course for senior staff.
- Advice and Guidance from Management
- Induction

Person's reporting Duty of Candour:

- Managing Directors
- Service Manager

Reportable Incidents: No reportable incidents.

Nature of Reportable Incidents:

N/A

Number of times the relevant person has been contacted:

N/A

Policy in Operation:

Duty of Candour Policy, implemented April 2018. Revised May 2019. Review May 2020.

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 set out the procedure that organisations providing health services, care services and social work services in Scotland are required by law to follow 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).

Support available to staff and people we support:

- Occupational Therapist
- Literature
- Counselling
- Relevant Insurance Cover

Changes to Organisational Policy:

No changes were required to organisational policy at review.

Views/Feedback from others that have been affected by an incident:

Not applicable.