



Duty of Candour Report (Annual Report)

Responsible Person	Step Up Housing Support
Service Aims and Objectives	<p>Step Up’s mission is to create opportunities and supports so that people are able to fulfil their aspirations and successfully manage the transition to independent living.</p> <p>Enhancing people’s quality of life by providing support in their own home and in the community that will improve skills and knowledge, allowing individuals to live a safe and happy life.</p> <p>Step Up aim to enhance people’s quality of life by providing support that will improve and enhance their life chances, their living environment, and their wellbeing.</p> <p>Our aim is to provide advice, care and support for people who are at risk of social, economic and educational disadvantage.</p> <p>We aim to reduce their barriers to employment and reduce their experience of social exclusion and poverty by supporting them to living independently with dignity, respect and empowerment for themselves and within the community.</p> <p>Step Up aims to support people to manage the transition to independence whilst empowering them to make positive choices about their own lives through these objectives:</p> <ul style="list-style-type: none"> • Promoting Personal Support Needs • Promoting Inclusion • Supporting a quality and nurtured environment • Developing people to be effective contributors
Financial Year	2023/2024



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
- Advice and Guidance from Management
- Induction- updated to incorporate

Person's reporting Duty of Candour:

- Executive Managing Director's
- Head of Service

Reportable Incidents:

None

Nature of Reportable Incidents:

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Number of times the relevant person has been contacted:

Policy in Operation:

Duty of Candour Policy, implemented April 2018.

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:

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

Month & Year Report Completed	April 2024
Report Completed by & designation	Pamela Vass Head of Service