



Contrast Care

Duty of Candour Annual Report: 1st April 2023 – 31st March 2024

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 Contrast Care Ltd has operated the duty of candour during the time between 1st April 2023 and 31st March 2024. We hope you find this report useful. Contrast Care Ltd is a care at home company based in Highland providing care in individuals homes for 50 individuals. We provide care to ensure that their outcomes are met, therefore enabling them to remain living in their own homes for as long as possible.

- How many incidents happened to which the Duty of Candour applies?

In the last year, there have been no incidents to which the Duty of Candour has applied.

Type of unexpected or unintended incident	Number of times this happened
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
Someone has died:	0



- **To what extent did Home Contrast Care Ltd follow the Duty of Candour procedure?**

Contrast care Ltd has not required to use the procedure. If we did, then we would carry out a full review to understand what had happened, what went wrong and what we could have done better. We would ensure good written and verbal communication was offered throughout the process share the final report where required.

- **Information about our policies and procedures**

Where something has happened that triggers the Duty of Candour, our staff report this to the Registered Manager who has responsibility for ensuring that the Duty of Candour procedure is followed. The management records the incidents and reports them as necessary to the Care Inspectorate. When an incident has happened, the manager and staff would facilitate a reflect and review meeting. 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.

Staff have access to information on Duty of Candour policy and e learning model.

Contrast Care Ltd understands that adverse events can be distressing for staff as well as people who receive care. Support is available for all staff throughout the management structure.

Other information

We have not needed to implement the procedure. It has raised our awareness that people who use care services have the right to know when things go wrong, as well as when they go well.

As required, we would submit a report to the Care Inspectorate.

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

Contrast Care Ltd
3 Mid Street
Beaulieu
IV4 7DP

Angela Davidson, Registered Manager
e-mail: contrastcare@outlook.com
Mob No. 07388918983