

Duty of Candour Annual Report 23/24

Name & address of service:	HealthLink360, Elphinstone Wing, Carberry, Musselburgh, EH21 8PW	
Date of report:	April 2024	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively? How have you done this?	Duty of Candour is covered as part of the senior management team's annual review process and guidance documentation is readily accessible to senior managers. Our Duty of Candour policy includes clear process guidance and is electronically available to all members of staff team and clear reporting lines are in place to ensure timely response and follow up. Our Significant Event Analysis process complements awareness raising for responding to any significant events which arise.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April 23 - March 24)
A person died	None
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	None
A person's treatment increased	None
The structure of a person's body changed	None
A person's life expectancy shortened	None
A person's sensory, motor or intellectual functions was impaired for 28 days or more	None
A person experienced pain or psychological harm for 28 days or more	None
A person needed health treatment in order to prevent them dying	None
A person needing health treatment in order to prevent other injuries as listed above	None
Total	None

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	N/A
What lessons did you learn?	N/A
What learning & improvements have been put in place as a result?	N/A
Did this result in a change / update to your duty of candour policy / procedure?	N/A
How did you share lessons learned and who with?	N/A
Could any further improvements be made?	N/A
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	Medical staff are supported by an experienced clinical lead who is in turn supported by our clinical governance trustee as well as other members of our trustee board who are experienced medical practitioners. Our administrative team including the Managing Director can be called on as required.
What support do you have available for people involved in invoking the procedure and those who might be affected?	Those invoking the procedure (patients, their relatives, or staff) can be supported by senior staff (clinical and non-clinical) as well as our psychological team if needed.
Please note anything else that you feel may be applicable to report.	<p>The nature of our work is to provide health assessments, psychological support and pre-travel vaccinations. Whilst, on assessment, we do not identify our medical procedures as high risk, out of caution our staff receive regular refresher training in CPR and the emergency treatment of anaphylaxis.</p> <p>For transparency we note that during the course of the 2023-24 year:</p> <ul style="list-style-type: none"> • One complaint was received and handled in accordance with our complaint-handling process. The matter was satisfactorily concluded in-house and is now considered closed. • We formally notified Healthcare Improvement Scotland regarding a mistaken vaccine dose that had been administered. Whilst the incident was unlikely to lead to harm and so did not require the “duty of candour” to be invoked, relevant communication and follow up steps from our duty of candour policy were followed. • After a short break in the vaccine cold chain, we undertook careful assessment of vaccine efficacy, including contacting manufacturers for their advice on the efficacy of their vaccines in such circumstances. Following our confirmation of vaccine efficacy, we informed clients where they were receiving vaccines “off licence”.