



Duty of Candour NUL report

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 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 our service has operated the duty of candour during the time between 1 April 2024 and 31 March 2025. We hope you find this report useful.

1. 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 applied.

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our workers will report this to the Registered Manager for the service who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the manager will set up a learning review. This allows everyone involved to review what happened and identify any changes required for future practice.

All new workers learn about the duty of candour as part of their induction. We know that serious mistakes can be distressing for workers as well as people who use our service and their families. We have occupational welfare support in place for our workers, in the form of a telephone counselling service, if they have been affected by a duty of candour incident.

Where families or children are affected by the duty of candour, we will signpost them to suitable local agencies for additional welfare support.

3. Other information



As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have placed it on our website and shared it with our service users.

If you would like more information about our service, please contact us:

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