

VIEWPOINT HOUSING ASSOCIATION

DUTY OF CANDOUR

ANNUAL REPORT 2019/20

ABOUT VIEWPOINT

At Viewpoint Housing Association, we create joy in later years by managing a range of supported housing and care services for older people in Edinburgh, the Lothians and Fife.

We are registered with the Scottish Housing Regulator (SHR) as a Registered Social Landlord and as a charity with the Office of the Scottish Charities Regulator (OSCR). Our services are regulated by the Care Inspectorate.

We were founded in 1947 in response to the post World War housing shortage, when women had very few housing rights and help and support was required in challenging times. Miss Jane Cunningham, the daughter of a local minister, bought a flat in Rutland Square and let out part of her own apartment to give homeless women a safe place to sleep. It proved so successful that a committee was formed to help manage her growing range of properties.

The first committee was formed of eight like-minded women and was called the Viewpoint Housing Society. As its original tenants aged, the need for a variety of housing types, designed to meet the requirements of older people became more and more apparent. Viewpoint soon began offering everything from sheltered housing to 24-hour care and introduced amenity and general needs housing for people below retirement age.

Viewpoint is run by a voluntary board of highly dedicated, motivated individuals who want to make a difference – and share their unique breadth of experience, skills and expertise.

This team oversees Viewpoint's strategic direction and makes sure we work in the best interests of all our customers. It includes tenants and professionals with experience from across a range of areas.

Our day to day operations are led by our Chief Executive, supported by our Executive and Leadership teams.

OUR VISION AND VALUES

Our vision is Creating Joy in Later Years

Our values epitomise the 'way we do things' at Viewpoint

Inspire with positive smiles and words

Say - yes I can and I will

Celebrate age, experience and wisdom

Do according to our customers' wishes and ambitions

Treat people (everyone is a VIP) as we would a 'loved one'

Work hard, have fun and laugh

Stay courageous, creative and ahead of the game

Work with those that share our values

DUTY OF CANDOUR

The organisational duty of candour provisions of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 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).

This duty underpins the Scottish Government's commitment to openness and learning which is vital to the provision of safe, effective and person-centred health and social care.

Enabling and managing risk is a central part of delivering high quality health, care and social work services. Candour promotes responsibility for developing safer systems, better engages staff in improving services and creates greater trust in people who use these services, either first hand or on behalf of someone else.

The focus of the duty of candour legislation is to ensure that organisations tell those affected that an unintended or unexpected incident has occurred; apologise; involve them in meetings about the incident, review what happened with a view to identifying areas for improvement; and learn (taking account of the view of relevant persons). Organisations must ensure that support is in place for their employees and others who may be affected by unintended or unexpected incidents.

Annually, organisations must set out in an annual report the way that the duty of candour procedure has been followed for all the cases that they have identified.

OUR APPROACH TO DUTY OF CANDOUR

Duty of Candour training is mandatory for all staff working in care home, care at home or housing support roles and is carried out via our e-learning system. Refresher training is required every 3 years. Viewpoint Housing Association also operates a comprehensive corporate induction process and the Duty of Candour is highlighted as part of this process.

Where something has happened that triggers the duty of candour, our staff report this to the Registered Manager of the relevant service who has responsibility for ensuring that the duty of candour procedure is followed. The Registered Manager records the incident and reports it as necessary to the Care Inspectorate.

We are aware that Duty of Candour incidents can be distressing for staff as well as for people who use our services. We have counselling support available for staff if they have been affected by a duty of candour incident through our Employee Assistance Programme. We also have disciplinary procedures in place to deal with any duty of candour incident which might arise due to staff misconduct.

DUTY OF CANDOUR INCIDENTS

During 2019/20, Viewpoint Housing Association recorded 2 Duty of Candour incidents, as set out in the table below.

How many times has Viewpoint 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 time this has happened (April 19 – March 20)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	1
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	1
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	2

Incident 1 (Care Home)

<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>	<p>Yes, although the incident did not strictly fall into the listed categories the Guidance was followed and the Organisational Duty of Candour Checklist as set out in the Organisational Duty of Candour Guidance was used to record the incident.</p> <p>The incident was reported to the Care Inspectorate.</p>
<p>What lessons did you learn?</p>	<p>We learned that we had a fault in the key pad entry/exit system.</p>
<p>What learning & improvements have been put in place as a result?</p>	<p>We replaced the key pad system and installed CCTV.</p>
<p>Did this result in a change / update to your duty of candour policy / procedure?</p>	<p>No</p>
<p>Could any further improvements be made?</p>	<p>no</p>
<p>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?</p>	<p>The apology is carried out by a senior staff member after an investigation has been conducted, and is delivered in a person-centred manner which is the preferred method by the individual.</p>
<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>Viewpoint Housing Association has an Employee Assistance Programme in place.</p>

Please note anything else that you feel may be applicable to report	N/A

Incident 2 (Housing Support)

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	Yes, the Guidance was followed and the Organisational Duty of Candour Checklist as set out in the Organisational Duty of Candour Guidance was used to record the incident. The incident was reported to the Care Inspectorate and the Scottish Housing Regulator.
What lessons did you learn?	That we had a fault in our telecare system.
What learning & improvements have been put in place as a result?	Temporary measures put in place to pick up faults of this nature immediately. Process instigated with electrical contractor to diagnose issue with system in order to rectify.
Did this result in a change / update to your duty of candour policy / procedure?	No
Could any further improvements be made?	No
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?	The apology is carried out by a senior staff member after an investigation has been conducted, and is delivered in a person-centred manner which is the preferred method by the individual.

What support do you have available for people involved in invoking the procedure and those who might be affected?	Viewpoint Housing Association has an Employee Assistance Programme in place.
Please note anything else that you feel may be applicable to report	N/A