

**DUTY OF CANDOUR
REPORT 2018 – 2019**





INTRODUCTION

The new Duty of Candour Procedure (Scotland) Regulations 2018 came into effect on 1 April 2018. It affects all health, social work and care services except childminders. It means that services must take specific steps to carry out their duty of candour when a serious adverse event happens. 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.

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, 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 how the duty of candour is implemented in our services. This report describes how Kibble Education and Care Centre has operated duty of candour between 1 April 2018 and 31 March 2019.

Kibble Education and Care Centre hopes you find this report useful, however if you have any further questions on organisational duty of candour please contact quality@kibble.org

ABOUT KIBBLE

Kibble Education and Care Centre has been located in the same area of Paisley since 1859. The core care activities are based on The Main Campus with seven satellite sites. Education services include primary, secondary and tertiary provision. These services are based at a number of sites including: Main Campus, Safe Centre, Garnock Lodge Primary, KibbleWorks and The Experience. Kibble Education and Care centre is part of the Kibble Group which is governed by the Miss Elizabeth Kibble Trust.

Many of the young people who Kibble Education and Care Centre supports have experienced significant trauma in their lives. Through its range of integrated services, the charity helps young people (aged 5 to 26) with complex social, emotional, behavioural and educational needs to move forward and lead sustained, healthy and fulfilled lives.

OUR VISION, MISSION AND VALUES

VISION

Transforming lives, families and communities.

MISSION

Empowering lives and fulfilling potential through care, education and opportunity.

VALUES



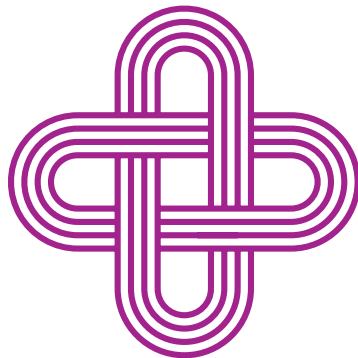
respect

Building relationships on integrity, compassion and trust.
Accountable and responsible use of resources.



ambition

Courage to keep improving and innovating.
Creating positive opportunities from everyday experiences.



belonging

Inspired by our shared purpose, proud to be included.
Making a positive difference and creating lasting connections.

OUR HISTORY

Elizabeth Kibble, a member of a Paisley family that made its wealth in the textile industry, left a legacy of practical care and support for young people in Paisley in the mid nineteenth century.

She left a bequest in 1840 that sought to:

“...found and endow in Paisley an institution for the purpose of reclaiming youthful offenders against the laws...”

From the beginning, Kibble Education and Care Centre placed a strong emphasis on equipping the young people it looked after to lead purposeful and independent lives after they left the school. Our earliest records show that young boys were trained and found positions in trades such as tailoring, shoemaking, agricultural and dairy work.

We continue to focus on supporting those who need Kibble's help the most and equipping them with the skills, experience and training to successfully embark on independent life. This ethos has endured more than a century of radical social change and various incarnations of the education model.

Changes in the education system have seen Kibble Education and Care Centre function as a reformatory school, an approved school and a List D school until its current model of an education and care centre was created in 1996 after a re-organisation of local authority boundaries and funding. Kibble Education and Care Centre has transformed itself into a social enterprise, providing services to local authorities through a number of registered and regulated care and education services.

Today Kibble is a specialist provider of services supporting at risk children and young people across the UK. Its uniquely integrated array of services includes: Residential Care, Primary, Secondary and Tertiary Education, Intensive Fostering Services, Adult Placement Services, Day Placement and Outreach Services, Secure Care, Community Housing, Housing Support and Specialist Intervention Services.

As a charity and a leading social enterprise, Kibble has been helping young people for 160 years. It provides a place of safety, structure and stability, encouraging young people to believe in themselves, feel a sense of belonging, and realise their own self-worth. Kibble supports young people to make the most of life and fulfil their potential.



DUTY OF CANDOUR INCIDENTS

Between 1 April 2018 and 31 March 2019, there were zero incidents where the duty of candour applied. These are unintended or unexpected incidents that result in death or harm as defined in the Act, and do not relate directly to the natural course of someone's illness or underlying condition.

Kibble Education and Care Centre identified zero incidents through our Critical Incident Review process and Business Continuity Review process. Over the time period for this report we carried out five Critical Incident Reviews and enacted our business continuity procedures eight times. These events include a wider range of outcomes than those defined in the duty of candour legislation as we also include adverse events that did not result in significant harm but had the potential to cause significant harm.

Kibble Education and Care Centre identifies through the debrief process if there are factors that may have caused or contributed to the event, which helps to identify duty of candour incidents.

Type of Unexpected or Unintended Incident (not related to the natural course of someone's illness or underlying condition)	Number of Times This Happened
The death of the person	0
Permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions were impaired for 28 days or more	0
A person 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 needed health treatment in order to prevent other injuries as listed above	0
TOTAL	0

CONTINUOUS IMPROVEMENT

As Kibble Education and Care Centre has not had any incidents where duty of candour applied there has been no direct lessons to be learned. However, as per internal procedure, the Critical Incident Reviews and business continuity debriefs have led to internal processes being reviewed and improved.

INTERNAL CONTROLS

Policies and Procedures

Kibble Education and Care Centre has produced a “Duty of Candour” policy which has been made available to all staff via the intranet. The policy (document number: IMS-QUA-007) is currently sitting at revision 1.00 and was approved on 29 July 2018. This policy is reviewed and updated in line with the internal document control procedures.

In addition, two leaflets have been printed and circulated to all staff and stakeholders:

- Organisational Duty Of Candour In Scotland: What Happens When Things Go Wrong
- Organisational Duty Of Candour In Scotland: What It Means For You

Additional copies of the leaflets are available at each of the reception areas on Main Campus.

Learning and Development

Kibble Education and Care Centre has adopted the Duty of Candour e-learning module, produced in partnership between NHS Education for Scotland, The Scottish Social Services Council, The Care Inspectorate and Healthcare Improvement Scotland. The training module takes about an hour to complete and this has been offered to all managers and care staff within the organisation. Over the past year, 227 staff have completed this training.

REPORTING PROCEDURES

As part of an update to The Care Inspectorate’s E-Forms reporting system Kibble Education and Care Centre must confirm, for each notification, if duty of candour was triggered. The internal procedures around notifications have been updated to include these requirements.

ADDITIONAL INFORMATION

This is the first year of the duty of candour being in operation and it has been a year of learning and refining for Kibble Education and Care Centre’s existing processes to include the duty of candour outcomes.

As required, we have produced this report and placed it on our website. If you would like more information about this report, please contact:

Quality Improvement Manager
Kibble Education and Care Centre
Goudie Street
Paisley
PA3 2LG

Email: quality@kibble.org
Tel: (0141) 889 0044





Kibble Education and Care Centre
Goudie Street Paisley PA3 2LG
t: 0141 889 0044
w: www.kibble.org
🐦 @KibbleCharity

Kibble Education and Care Centre Scottish Charity No. SC026917
Registered in Scotland No. 158220