

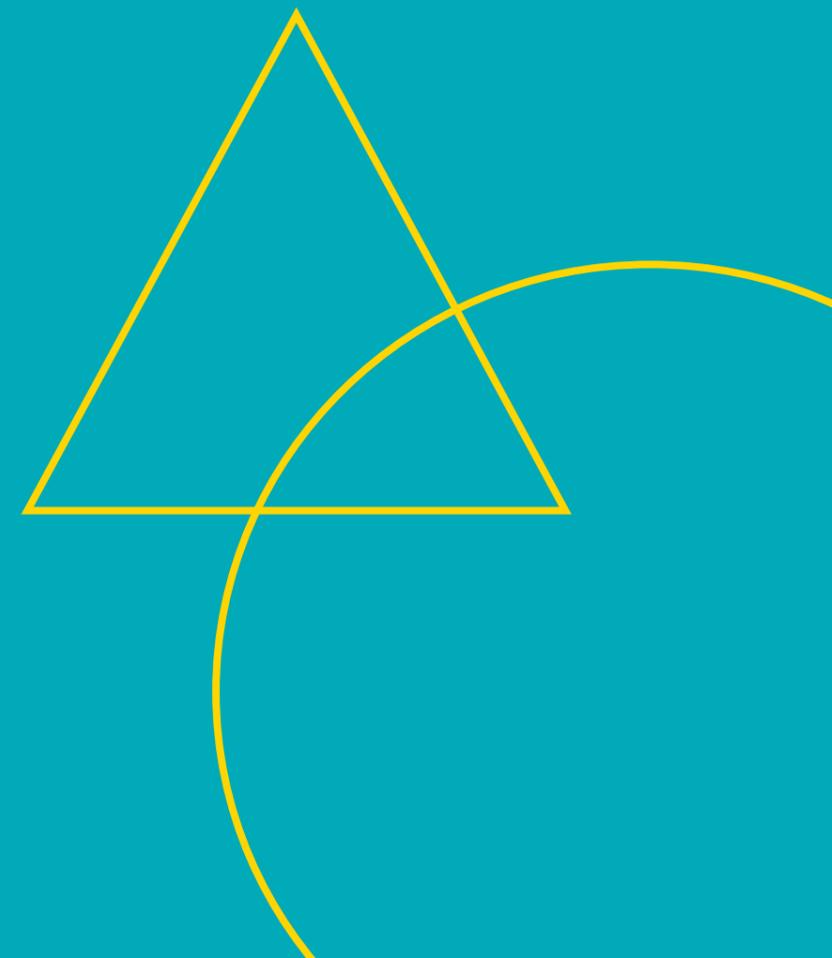


Duty of Candour

**Annual Report
2019-2020**

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Introduction

Duty of Candour came into effect on 1 April 2018 as part two of the Health (Tobacco, Nicotine, etc. and Care) (Scotland) Act 2016 and 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 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 is our second Duty of Candour Annual Report and describes how Kibble Education and Care Centre has operated Duty of Candour between 1 April 2019 and 31 March 2020. Kibble hope you find this report useful, however if you have any further question about organisational Duty of Candour please contact quality@kibble.org.

About Kibble

Kibble Education and Care Centre (Kibble) supports at risk children and young people (aged 5-26) across the UK. Many of the young people we care for have experienced significant trauma in their lives and Kibble offers dedicated care and support to help them move forward. This includes residential, secure and community support, as well as dedicated schools and wellbeing services.

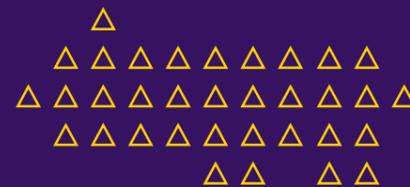
We provide a safe, stable environment that is both nurturing and therapeutic. With a robust support network and wide range of integrated services, we offer young people opportunities and encourage them to believe in themselves, feel a sense of belonging, and realise their own self-worth.

As a charity and a leading social enterprise, we've been helping young people for over 160 years. Although we have changed since inception our priority remains the same, to support the young people who need our help most. As we move forward, and we develop our services, we do so with the vision of being able to further enhance our already high standards and increase existing provision, ultimately giving us the capacity to support more young people.

This report covers all the care activities undertaken by Kibble Education and Care Centre and includes:

- Residential Care
- Secure Care
 - Primary, Secondary and Tertiary Education
 - Intensive Fostering Services
 - Adult Placement Services
 - Early Years
 - Community Housing
 - Housing Support
 - Day Placement and Outreach Services

Kibble helps to build positive futures for children and young people with complex social, emotional, behavioural and educational needs. The services that each young person uses will vary depending on their age and needs. Our Specialist Intervention Service provides psychological support and therapeutic input for all young people at Kibble, and we are currently rolling out a programme of Therapeutic Trauma-Informed Care across our services.



Our Mission, Vision and Values

Mission

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

Vision

Transforming lives, families and communities.

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 the young people of 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 outset, 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, and agricultural and dairy work.

This focus on providing disadvantaged young people with the skills, experience and training to successfully embark on independent life is an ethos that has endured under several different leaderships through 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 provides a place of safety, structure and stability, opening new possibilities for young people to enjoy being part of their community and prepare them for a happy and fulfilled adult life.



Duty of Candour Incidents

Between 1 April 2019 and 31 March 2020, 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 internal Critical Incident Reviews and Business Continuity process. Covering the period for this report, we carried out two Critical Incident Reviews and enacted our Business Continuity procedure on 15 occasions. 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, 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 was 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 needing 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 updated and improved.



Internal Controls

Policies and Procedures

Kibble Education and Care Centre has produced a "Duty of Candour" policy which is available for all staff to view 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.

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.

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

If you would like more information about this report, please contact:

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