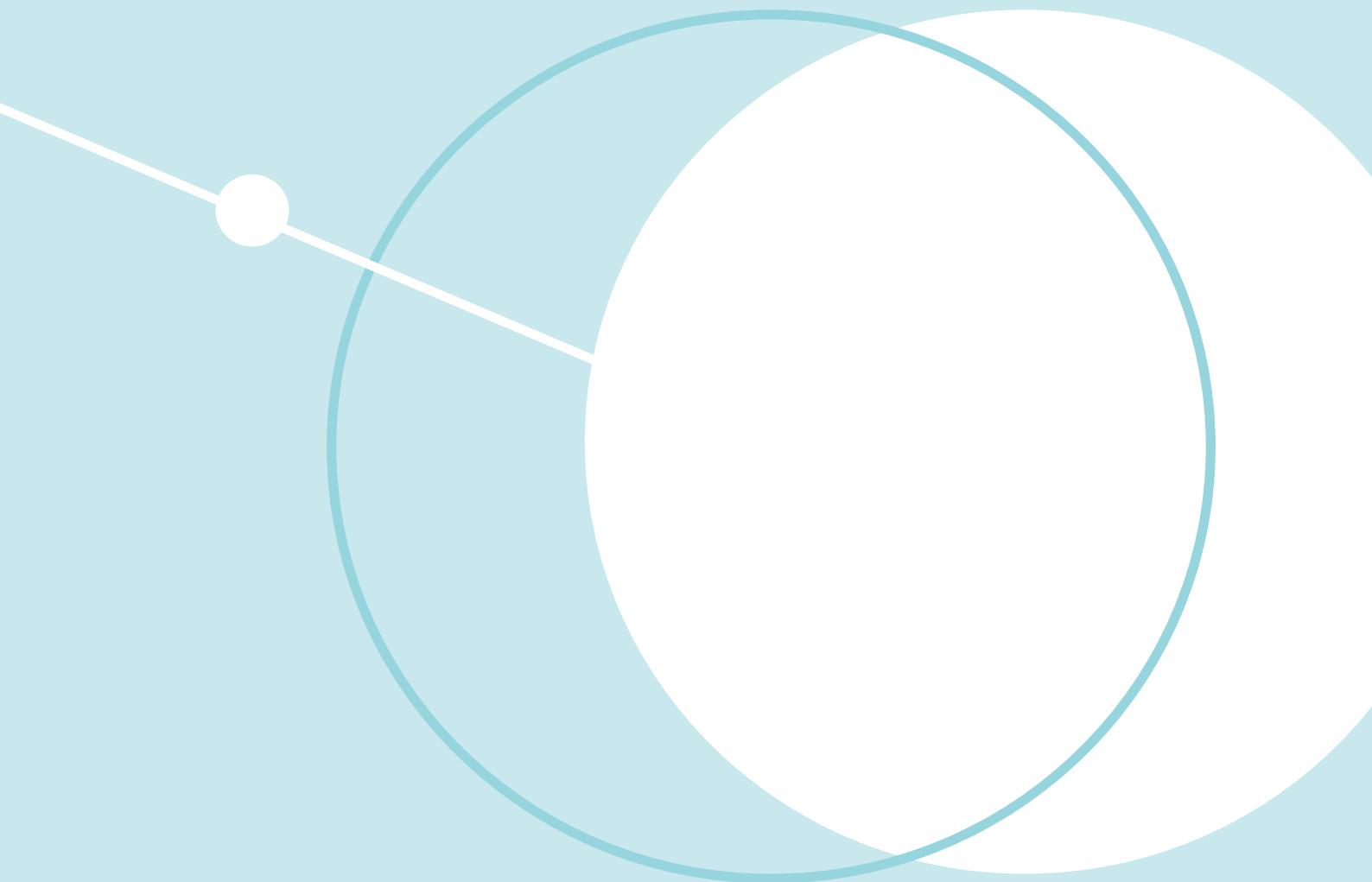


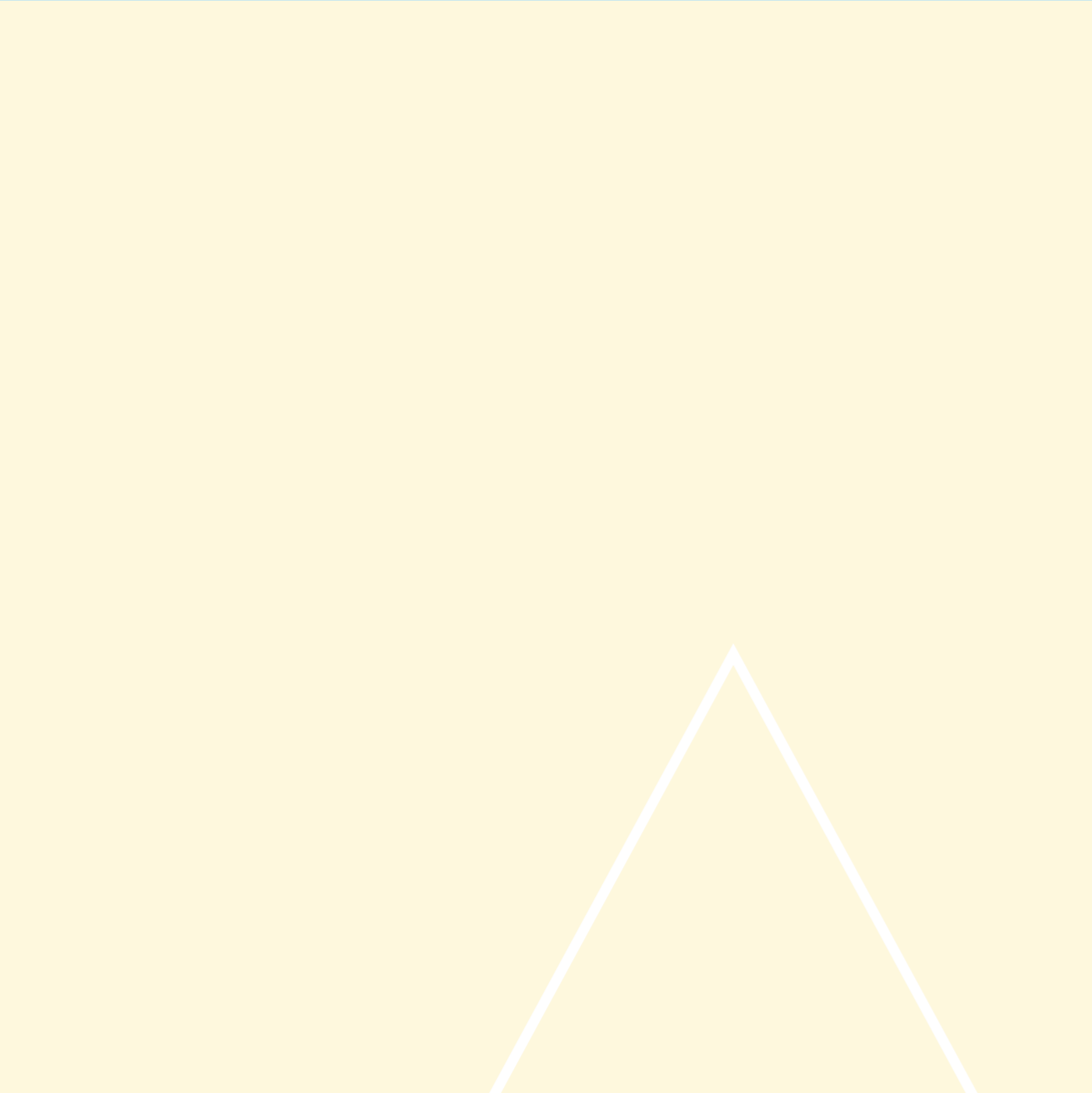


# Duty of Candour

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**Annual Report  
2020-2021**





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## Introduction

**Duty of candour came into effect on 1 April 2018 as part 2 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 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 is our second Duty of Candour report and describes how Kibble Education and Care Centre has operated duty of candour during the time between 1 April 2020 and 31 March 2021.

Kibble Education and Care Centre hope that you find this report useful, however if you have any further questions on organisational duty of candour please contact [steven.warner@kibble.org](mailto:steven.warner@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.**

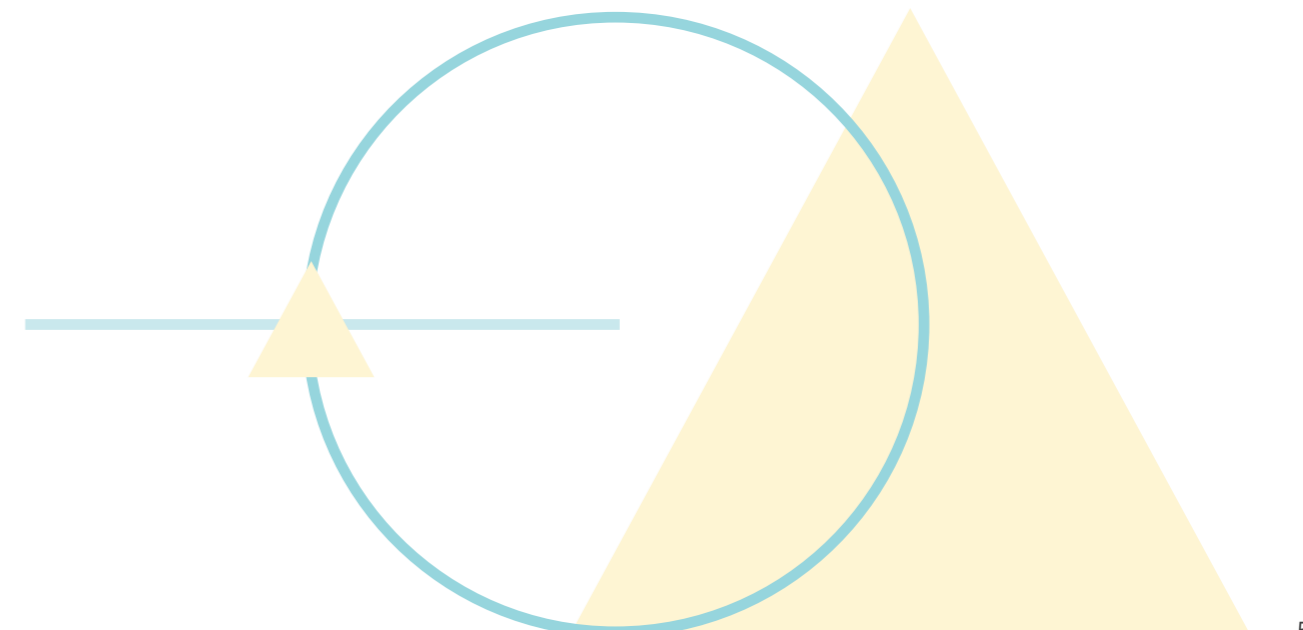
We provide a safe, stable environment that is both nurturing and therapeutic. With a robust support network and wide range of integrated services, we offer young people opportunities and encourage them to believe in themselves, feel a sense of belonging, and realise their own self-worth.

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 young people who need our help most. As we move forward, and 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
- Early Years
- Community Housing
- Housing Support
- Education Day Services

We help 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 Services team provides psychological support for all young people at Kibble, and we are currently rolling out a programme of trauma-informed practice across our services.





# Duty of Candour Incidents

Between 1 April 2020 and 31 March 2021, there were 0 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.

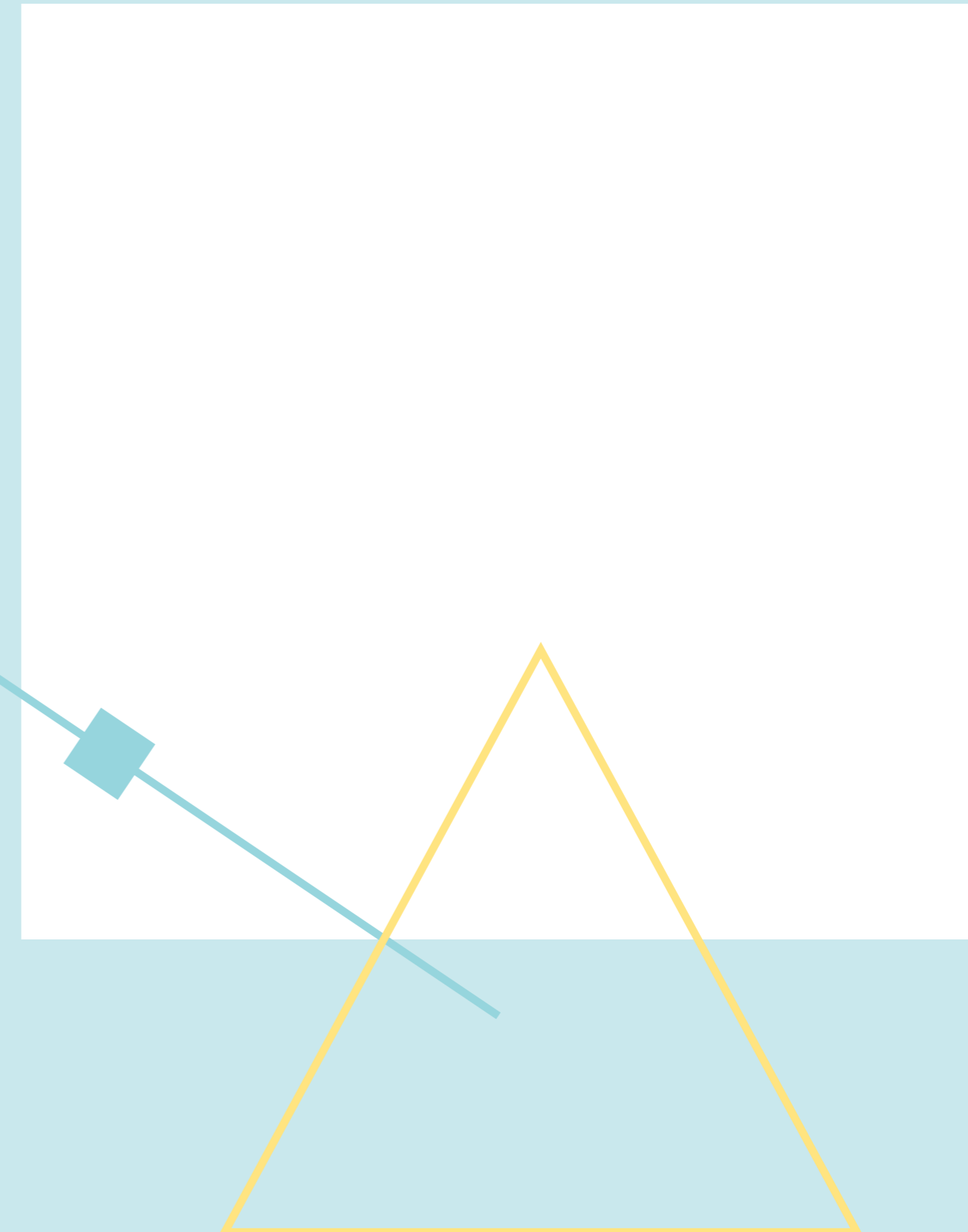
Kibble Education and Care Centre identified 0 incidents through our Critical Incident review process and Business Continuity review process. Over the time period for this report, we carried out 7 Critical Incident Reviews and enacted our Business Continuity procedures 12 times. These events include a 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 function	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
<b>TOTAL</b>	<b>0</b>

## 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 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 have 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

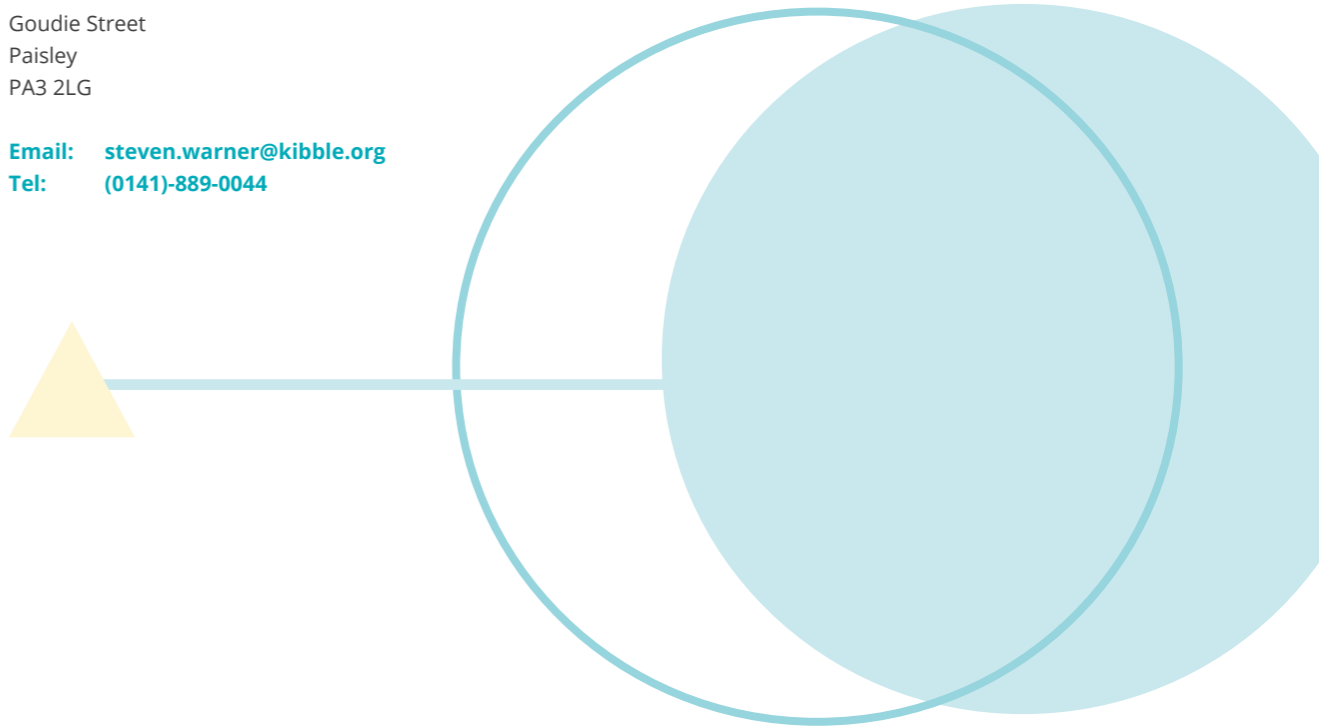
As part of an update to The Care Inspectorate’s E-Forms reporting system Kibble Education and Care Centre must confirm, for each notification, if Duty of Candour was triggered. The internal procedures around notifications have been updated to include these requirements.

## Additional Information

If you would like more information about this report, please contact us using the details below:

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