

## Duty of Candour Annual Report

<p><b>Name of Service:</b></p> <p><b>Aspire Housing and Personal Development Services</b></p> <p><b>Aspire has 3 registered services:</b>  <b>Aspire West Care at Home Service</b>  <b>Aspire West Housing Support Service</b>  <b>Aspire Central Housing Support and Support Service</b></p>
<p><b>Number of Duty of Candour Incidents reported between April 2019 and April 2020</b></p> <p>In the past year there have been no incidents within any of Aspire's services where Duty of Candour would have applied.</p>
<p><b>Nature of Incidents:</b> Not Applicable</p>
<p><b>Information on Policies and Procedures</b></p> <p><b>(i) Procedure for identifying and reporting incidents:</b></p> <p>Aspire has a policy in relation to identifying and reporting Duty of Candour incidents. All accident and incidents are reported to the Service Manager who has the responsibility to report any incidents that trigger Duty of Candour. The Service Manager will follow the Duty of Candour procedure and keep a record of any incidents and will report to the Care Inspectorate. Aspire promote a culture of openness and honesty and recognise that sometimes things can go wrong however, it's how we address and respond to these incidents that is very important. When an incident occurs a review will be arranged with all involved and the person or representative to reflect on what has happened and identify what changes need to be made to prevent it reoccurring. Aspire has an Employee Assistance Programme which offers support to staff should they be involved in or affected by any incidents or accidents.</p> <p><b>(ii) Training support available to staff, and what support was given to anyone affected by duty of candour:</b></p> <p>Training is provided to all staff, from front line staff through to line managers and senior managers, through Aspire's training calendar. New staff learn about Duty of Candour during their Induction. Scenarios and past real life are used to help staff identify types of incidents which trigger Duty of Candour and the actions they are required to take. New staff must read the Duty of Candour policy and procedure during their induction meeting and prior to providing support.</p>
<p><b>Were there any changes made to the Policies and Procedures as a result of the incidents?</b></p> <p>As there have been no Duty of Candour incidents the policy has not yet been reviewed. It will be reviewed at least every 3 years or sooner if required. The Aspire Policy Development Group, which consist of Aspire staff from across the services, will review Duty of Candour, agree any required changes and submit the reviewed policy to the Senior Managers for approval.</p>
<p><b>Any other information</b></p>

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