

Annual Reporting for Duty of Candour

Submission Date: Nov. 2022

Submitted By: Caryn Nicolson

Submitted To: Frontline Fife (FLF) Board of Trustees

1. Purpose of the Report:

This report is submitted to Frontline Fife Homelessness Services' (FLF) Board of Trustees for approval and once formally accepted, will be released via FLF's website for public access under the Health (Tobacco, Nicotine etc. & Care) (Scotland) Act 2016 and The Duty of Candour (Scotland) Regulations 2018.

2. About the Reporting Requirement:

As of April 2018, all organisations under the CI and SSSC are required to produce an annual report of their Duty of Candour (DOC) responsibilities even when no incidences occur within the reporting period.

3. Responsible Person(s):

This report has been drafted by FLF's Duty of Candour Responsible Person, Caryn Nicolson.

4. Reporting Period:

April 2021 to March 2022

5. Reporting of Incidences within the Year:

During the reporting year, there were no incidences reported which triggered the Duty of Candour process to be invoked. Of those reported under safeguarding, Table One below gives a summary of the number of incidences which occurred by reportable category.

Table One: Reporting of safeguarding incidences relating to clients within our care while present.

NB For all other client incidences recorded see FLF's H&S 2021-22 annual report.

Type of unexpected or unintended incidents reported	Number of times occurred
Someone died <i>(NB It should be noted that some clients engaged with our services may die within their own tenancy/occupancy. Having consulted with the CI, we confirm that for deaths to be reported within this report, workers must be present. Therefore, it may be the case, that deaths may occur but not reported here.)</i>	The number of reported client deaths occurring while in our care while a worker is present was 0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual capacity	None Reported
Someone's treatment has increased because of harm	None Reported
Someone's life expectancy becomes shorter because of harm	None Reported
Someone's sensory, motor or intellectual function is impaired for 28days or more	None Reported
Someone experienced pain or psychological harm for 28 days or more	None Reported
A person needed health treatment in order to prevent them dying	1 reported
A person needed health treatment in order to prevent other injury	None Reported
Covid-19: Confirmed Client Positive Cases	10

6. Actions Taken within the Year:

Table Two below summarises the actions undertaken within this reporting period.

Table Two: Safeguarding Actions undertaken from April 1st, 2021 to March 31st, 2022

Safeguarding Actions Undertaken	2021/ 2022
Covid-19 risk assessments and sector guidance reviewed in line with changes as directed by the SG. All protection measures for staff put in place and monitored regularly	•
Continued access to Infection Control awareness online access to IC guidance in place for staff	•
Client Covid-19 Hygiene measures (distribution of PPE and cleaning products, Protection Guidance- door step campaign across client groups)	•
Online Assist Training offered when made available. There is limited access to this training for all agencies in Fife.	•
ADP MAT Standards Audit and Service Improvement Actions are being taken forward, including activity to reduce the risk of drug deaths	
Trauma Awareness and Adult and Child Protection training /retraining continues to be undertaken across all service delivery.	•
Policy Activity Vulnerable Persons (VP)policy and training now scheduled for Q3 2022 Safeguarding policy (SG) planned review for Q3 2022	VP/SG Planned for delivery

What has changed as a result of practice?

- FLF is reviewing its assessing, notification and reporting of client risk and incidences with all staff.
- In light of the pandemic, there is renewed commitment to review client safety/safeguarding of vulnerable groups. In particular, a vaccination campaign for increasing client access and uptake is being planned for the forthcoming year.
- Staff wellbeing continues to be monitored closely. Organisational support and awareness of selfcare information has been made available. FLF has sought guidance on the management of Long Covid at work.

7. Concluding Statements/Recommendations:

Given a substantial proportion of FLF's clients would be considered as at increased risk of Covid infection, implementing prevention measures across staff members and clients continued to be a priority for FLF's management team in 2021-22.

This year FLF was awarded a Certificate of Recognition and Distinction from Fife Partnership which acknowledged its commitment to supporting clients and the public throughout the pandemic.

Client risks will continue to be a focus for the forthcoming year.

For information about this report contact Caryn Nicolson, CEO of Frontline Fife Homelessness Services (e) caryn.nicolson@frontlinefife.co.uk