

HARMONY CARE & SUPPORT SERVICE

**Duty of Candour Annual Report
April 2020 - April 2021**

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1) About the company - Harmony Employment Agency Limited

Harmony Employment Agency Limited is a limited company, established in Edinburgh in 2005. to provide social care staff to social care providers across Edinburgh and the Lothians, Fife, Central Scotland, the Borders, South Lanarkshire, North Lanarkshire and Glasgow. They provide staff either at short notice, on a longer term placement basis as well as responding to permanent recruitment needs of other providers.

In 2014, Harmony Employment Agency launched another part of its company, forming Harmony Care & Support Service, a registered combined Care at Home and Housing Support service.

This service is aimed at some of the most excluded and marginalised people in the city of Edinburgh and provides a wide range of care & support to people with complex and multiple needs. This includes those with physical health issues and disabilities, learning disabilities, autistic spectrum disorders, homelessness, mental health/mental illness, personality disorder, active addictions and a wide range of associated behaviour and social issues.

Harmony Care & Support Service is able to provide flexible, effective care and support, which always tries to work towards, and achieve, the important identified outcomes in someone's life.

Services range from 24/7 provision to shorter duration support that reflects the person's assessed needs, contracted by the Local Authority under Self-Directed Support.

2) About Duty of Candour

The provisions of the Health (Tobacco, Nicotine Etc. and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018 sets out the procedure that organisations providing health and social care services and social work services in Scotland are required by law to follow, when there has been an unintended or unexpected incident that results in death or harm (or additional treatment is required to prevent injury that would result in death or harm).

One of the main priorities in providing high quality services, within Harmony Care & Support Service, is supporting people to take risks while assisting them to take these risks as safely as possible. The principle of openness, honesty and fairness develop, enable and manage risk as well as ensuring that workers engage in delivering improved services.

If and when an unintended and/or unexpected incident occurs, it is essential that the person affected is given the dignity and respect of individual personalised discussion within the review process - as well as ensuring that priority is given to what matters most to the person affected.

Putting people front and centre of the company's response to unexpected incidents, resulting in death or harm, helps to promote a real and honest culture of learning within the organisation as well as a culture of safety where those affected feel able to communicate and participate openly within discussions.

Harmony Care & Support Service is committed to providing a genuinely personalised response when things go wrong as well as providing support and training for everyone involved, following on from a Duty of Candour incident

3) Incident Reporting

All Health and Social Care providers in Scotland must provide an annual Duty of Candour report for their services.

As a provider of Housing Support and Care at Home services in Scotland, a copy of this report is sent to our regulator (the Care Inspectorate) and is also published on our website.

During this reporting period no incidents have triggered the Duty of Candour procedure, as shown in the table below : -

Type of Unexpected or Unintended Incident	No of incidents
Someone has died	0
Someone has permanent less bodily, sensory, motor, psychological or intellectual functioning	0
Someone's treatment has increased because of harm	0
The structure of someone's body has changed because of harm	0
Someone's life expectancy has become shorter because of harm	0
Someone's sensory, motor, or intellectual functioning has been impaired for 28 days or more	0
Someone has experienced pain or psychological harm for 28 days or more	0
A person required health treatment in order to prevent them dying	0
A person required health treatment in order to prevent other injuries	0

SUMMARY OF DUTY OF CANDOUR REPORT April 2020 - April 2021	
Duty of Candour procedure	Harmony Care & Support Service has had no Duty of Candour incidents in the reporting period April 2020 – April 2021.
Procedure Followed	Not applicable in April 2020 - April 2021
Learning Outcomes	Not applicable in April 2020 - April 2021 .
Other Information	Not applicable in April 2020 - April 2021 .