

TXM Healthcare



Duty of Candour Report 2023/24 Scotland

Report Issue 04

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Introduction

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and organisations learn how to improve for the future.

In Scotland, care services and social work services have a legal obligation, under The Duty of Candour Procedure (Scotland) Regulation 2018, to produce a short annual report showing the learning from their duty of candour incidents in the reported period. The report must be published on the corporate website, and notification given to the Care Inspectorate.

This document complies with our obligations in Scotland.

This short report describes how our healthcare services have operated the duty of candour during the time between 1 April 2023 and 31 March 2024. The information contained in this report is also shared with the Scottish regulator (Care Inspectorate) Reg. Service No:

PREPARED FOR

TXM Healthcare Ltd

PREPARED BY

Ciaran Maynes - Registered Nurse Manager

Incident Metrics

This short report describes how our TXM healthcare services have operated the duty of candour during the time between 1st April 2023 and 31st March 2024. The information contained in this report is also shared with the Scottish regulator (Care Inspectorate) Reg.Service No

How many incidents happened to which the Duty of Candour applied?

In the last financial year ending 31 March 2024, there have been no incidents to which the duty of candour applied within our Care Inspectorate Registered Service.



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Policies, procedures, and our learning...

Our Duty of Candour Policy is in place and reviewed regularly and our incident report procedures account for our obligation to monitor and report Duty of Candour incidents.

All nursing staff are required to complete our e-learning module called "Duty of Care" and this includes Duty of Candour.

When an incident occurs where the Duty of Candour applies, our staff report this to our Service Lead Nurse and our Registered Nurse Manager for Scotland. Incidents are recorded internally on our incident reporting system and the Registered Nurse Manager completes the Care Inspectorate reporting e-form.

Our Governance peer group will review each incident and highlight learning from a particular incident for either a specific team member or the organisation as a whole. Any serious incident is also discussed within a team reflective practice session to ensure that the process is about learning and practice development.

We know that serious mistakes can be distressing for staff as well as service users and families. TXM supports employees who require further support via our Employee Assistance Programme especially if they have been effected by a duty of candour Incident.

Where a duty of candour incident arises from staff wrongdoing our disciplinary process is implemented.

For more information about this report, please contact our Registered Nurse Manager for Scotland Email: Governance@txmhealthcare.co.uk or by Telephone 01908 326 400.

Thank you

Thank you for taking the time to read this report. If you have any questions or would like to discuss our findings further, please don't hesitate to reach out to us.

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