



DEAFBLIND

• **SCOTLAND** •

Duty of Candour

Annual Report

April 2025- April 2026

Contents

Title	Page No
About Duty of Candour	3
About the Organisation	4 - 5
Incident Reporting	6
Our Procedures and Processes	7
Procedure Followed	7
Learning Outcomes	7
Other Information	7

About Duty of Candour (definition)

The organisational duty of candour provisions of the Health (Tobacco, Nicotine Etc. and Care) (Scotland) Act 2016 and The Duty of Candour Procedure (Scotland) Regulations 2018 set 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).

Enabling and managing risk is a central part of delivering high quality health and social care services. Candour promotes responsibility for developing safer systems, better engages staff in improving services and creates greater trust in people who use these services, either first hand or on behalf of someone else. Personalised discussions and communication, review processes that take account of what matters most to those affected and supportive responses following an unintended or unexpected incident all help to support and promote a culture of learning within the organisation. Putting people at the centre of organisational responses to unintended or unexpected incidents resulting in death or harm also helps create the conditions where people feel psychologically safe to contribute to such discussions.

Deafblind Scotland is committed to providing a truly personalised organisational response when things go wrong requires a commitment to the provision of support and training for everyone involved in meetings, reviews and actions arising from a duty of candour incident.

About the organisation history/background

Deafblind UK is the world's oldest sensory impairment charity (SC031167) working with and on behalf of those who have a severe dual sensory loss. Founded in 1928 as the National Deafblind Helpers' League by a small group of friends and relatives of deafblind people, it has grown to become the UK's leading authority on acquired deafblindness. Deafblind UK offered support on a very personal level to 1700 individuals nationwide, more than 250 identified as living in Scotland.

In the mid-eighties, a survey of Scottish members resulted in the decision to establish a base in Scotland. Sister Rosalie and Sister Celia worked tirelessly to find suitable accommodation to establish housing for deafblind people. Eventually Barrowfield was identified and renovated and opened in April 1989. The Scottish office was opened in a spare room within the housing complex in September 1989 with a Liaison Officer, working two days per week. Two further Liaison Officers joined in 1991, also working part-time and the team was born. It is worth noting that in those early days one of the workers, in order to improve efficiency, bought an electric typewriter from her own funds.

The first Scottish Advisory Group on Deafblindness (SAGoD) meeting was held in 1997. The notion of establishing a separate, self-governing Scottish organisation was proposed and Deafblind Scotland was launched in 2001 with a new board of directors, seven of whom were deafblind.

Deafblind members asked that we locate the office right next to a railway station and we bought our little office in Lenzie, right next to the railway station in 1994. Thereafter a Rehabilitation flat was opened in 1996 and the Usher Project office in 1997. It was our members dream to have a purpose built enabling venue where

Deafblind people could hold meetings, have opportunities for social interaction and access information, adapting skills development support and learn new communication methods. Following our successful capital appeal, our new Learning and Development Centre was opened by HRH Princess Anne in October 2017. The Centre is a place where the achievements of deafblind people are celebrated and where Deafblind people can gain the confidence and skills to enable them to take up their role as active citizens.

Deafblind Scotland has for many years campaigned for the right of deafblind people to receive communication and guiding support which would support access to individuals own communities, local services and information. In 1995 the Scottish Office funded a 3 year project to promote the provision of a guide/communicator service by Scottish local authorities and health boards. Deafblind Scotland's guide/communicator service was born. From humble beginnings serving 4 people in the Glasgow area, the service has now developed into one of the largest in Europe. Approximately 120 people with a severe dual sensory loss receive a service on a regular basis, some on a daily basis. Deafblind people across 32 local authorities receive this service.

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 published on our website. During this reporting period no incidents have triggered the Duty of Candour procedure.

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

Our Procedure and Processes

We have had no Duty of Candour incidents in the reporting period April 2025 - April 2026.

Procedure Followed

Not applicable

Learning Outcomes

Not applicable

Other Information

Annually we review our policy and procedures around Duty of Candour and have robust procedures to support our staff in dealing with a Duty of Candour incident. Staff are supported to complete on-line training in relation to Duty of Candour.
