

**Duty of Candour Annual Report**  
**1<sup>st</sup> April 2023 - 31<sup>st</sup> March 2024**



All health and social care services in Scotland have a duty of candour. This is a legal requirement, which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future. An important part of this duty is that we provide an annual report about how the duty of candour is implemented in our services.

This report describes how Reach4Reality has operated the duty of candour during the time between 1 April 2023 and 31 March 2024.

It is worthwhile noting that Reach4Reality often plays only a small part in an individual young person's full journey of care. While impact or outcomes are not always fully known, where opportunities for learning and improvements are identified through our incident and evaluation procedures or following feedback from other social care services, these will be addressed.

**1. About Reach4Reality**

Reach4Reality is a support service registered with the Care Inspectorate working with young people and young adults with autism from across the Highlands involving them in short outdoor activity breaks tailored to their individual needs.

**2. How many incidents happened to which the Duty of Candour applies?**

Between 1 April 2023 and 31 March 2024, there were no incidents where the duty of candour applied.

<b>Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying condition)</b>	<b>Number of times this happened (between 1 April 2019 and 31 March 2020)</b>
A person died	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
<b>TOTAL</b>	<b>0</b>

**3. To what extent did Reach4Reality follow the duty of candour procedure?**

As there were no incidents to which the duty of candour applied, Reach4Reality did not need to implement its duty of candour procedures.

**4. Information about our policies and procedures**

Every incident or accident is reported through Incident and Accident reports and reviewed by the Project Coordinator in line with our Accident and Emergency Policy. Through this process Reach4Reality can identify incidents that activate the duty of candour procedure as outlined in our Duty of Candour Policy. This includes reviewing incidents and accidents to understand what happened and how care provision in the future can be improved. All three members of staff have completed the Duty of Candour e-learning module created by NHS Education Scotland/SSSC/Care Inspectorate/Scottish Government/Healthcare Improvement Scotland. Reach4Reality understands that adverse events can be distressing for staff as well as people who receive care. Support is available for all staff/volunteers through the line management structure and additional support will be made available as appropriate.

**5. What has changed as a result?**

Due to there being no events invoking duty of candour procedures, there have been no changes to our Duty of Candour policy as a result. This policy was reviewed in April 2024 as part of our annual review of policies and will be reviewed again in April 2025.

**6. Other information**

As required, Reach4Reality will submit this report to the Care Inspectorate and have also placed it on the Reach4Reality website.