Duty of Candour 2025 – 2026

All health and social care services in Scotland have a Duty of Candour. This is a legal and professional requirement for health and social care providers and professionals to be completely open, honest, and transparent with the people we support and their families when something goes wrong or mistakes happen with care or treatment. The people affected then understand what has happened, receive an apology, and the organisation learns how to improve for the future.

This is in line with our own core values which are:

- Be open and honest.
- Recognise individual worth.
- Build relationships through trust.
- Act on the basis of individuals' aspirations and needs.
- Be accountable for our actions.

An important part of this duty is providing an annual report about Duty of Candour in our services.

This short report describes how our organisation has operated Duty of Candour during the time between 1 April 2025 and 31 March 2026.

1. About Sense Scotland

Sense Scotland is a registered Scottish charity (number SCO22097), formally constituted in 1985, which grew quickly from its beginnings as a small group of families pressing for services for their children who were affected by deafblindness, many because of maternal rubella.

We work with children, young people and adults who have communication support needs arising from a range of disabilities, including, but not limited to, deafblindness; autism; cerebral palsy; sensory impairment; learning or physical disability, often against a backdrop of complex health needs.

Sense Scotland has a Duty of Candour Policy.

All staff undertake an induction session on Sense Scotland's values, and discuss them at support check-ins and other training. These values hold Sense Scotland to a higher standard than those set out in Duty of Candour legislation.

To support best practice, all managers in Sense Scotland are aware of the Duty of Candour guidance, and must undertake Duty of Candour training.

2. Incident Report

During the reporting period there have been no Duty of Candour incidents.

Type of unexpected or unintended incident	**Number of times this happened**
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological or intellectual function	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 function has been impaired for 28 days or more	0
Someone has experienced pain or psychological harm for 28 days or more	0
A person needed health treatment to prevent them dying	0
A person needed health treatment to prevent other injuries	0
Total	**0**

3. Information About our Policies and Processes

Where something has happened that triggers Duty of Candour, our staff report this to their Line Manager and to the Registered Manager, who has the responsibility for ensuring the Duty of Candour procedure is followed; the staff member records the incident, and this is reviewed by the Manager and the Health & Safety Manager.

Duty of Candour reporting is aligned to our internal accident/incident reporting procedure; where an incident occurs, a health professional is contacted to identify whether it is a Duty of Candour incident. If it is, the Manager must then report this to the Care Inspectorate, and, internally, the Manager, Health & Safety Manager and staff must set up a learning review. This allows everyone involved to review what happened and identify any changes for the future.

Registered Managers and Heads of Operations are responsible for ensuring learning from incidents is cascaded to improve practice.

We have support from Human Resources in place for staff who have been affected by a Duty of Candour incident. We also have an external confidential employee counselling service which is available to all staff.

Where people using services are affected by Duty of Candour, we have arrangements in place to provide support, as necessary.

Our Annual Duty of Candour Report is presented to the Audit & Risk Committee of the Board of Trustees.

4. Other Information

As required, we have submitted this report to the Care Inspectorate.

As part of our core values to be open and honest, we have placed it on our website.

If you would like more information, please contact:

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