

## **Madelvic Square – Extra Care Housing Duty of Candour Report 2019/20**

Openness and honesty should be central to the actions of those providing care to others. It should be at the heart of every relationship between those providing, receiving and/or experiencing treatment and care. Trust and effective communication can be difficult to maintain and easy to lose when things have gone wrong.

The focus of the duty of candour legislation is to ensure that organisations tell those affected that an unintended or unexpected incident has occurred; apologise; involve them in meetings about the incident; review what happened with a view to identifying areas for improvement; and learn (taking into account of the views of the relevant persons). Organisations must ensure that support is in place for their tenants and employees and for others who may also be affected by unintended or unexpected incidents.

Organisations must set out in an annual report the way that the duty of candour procedure has been followed for all the cases that they have identified.

In the last year, there has been no incident to which the duty of candour applied within Madelvic Square. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

<b>Type of unexpected or unintended incident</b>	<b>Number of times this happened</b>
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0
Someone 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	0