

cairn

# Madelvic Square - Extra Care Housing

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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.



## MEETING THE CHALLENGES OF LOCKDOWN

At the outset of the Coronavirus lockdown our team recognised the importance of ensuring a safe environment and mitigating against the potential harm of prolonged periods of isolation for residents. With advice from Cairn's Health and Safety Manager, and considering the Scottish Government's guidance and rules around social distancing, the team introduced a range of measures to protect staff, residents and essential visitors from coronavirus. A programme of events was put together to ensure that the residents were not confined for significant periods to their flats. During a worrying time there has been much time for fun and laughter.

- Meals were delivered to resident's flat doors without contact
- Communal areas were initially closed
- Once government restrictions were partially eased roof terraces were reopened with strict protocols in place
- Games and jigsaws were provided
- Additional welfare checks were put in place
- A shopping service was provided for residents who were shielding
- A local primary school started writing to residents and sending drawings and paintings
- Residents were given regular lockdown updates by the Madelvic Square team
- Cairn published a website blog and distributed a tenants' newsletter
- The car park was transformed into a badminton court
- The garden has come alive thanks to the efforts of the gardening club earlier in the year
- Skittles in the corridors
- Art competitions
- Painting rainbows to show support for key workers

Further updates on Cairn's approach to the coronavirus situation, and our route map to suspend and reintroduce services, is available at [www.cairnha.com/coronavirus](http://www.cairnha.com/coronavirus).

Our residents and team have come together brilliantly over the last few months to face these restrictions on our lives. We are grateful to everyone for their patience, good humour and adherence to the measures that were put in place to keep everyone safe.



Type of unexpected or unintended incident	Number of times this happened
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

## LEARNING AND IMPROVING TOGETHER

We have a wonderful community at Madelvic Square. We are always interested to hear feedback and ideas about how we can continue to improve. Please get in touch. We're all ears.



## We have launched a new and improved My Cairn!

Log in to **MYCAIRN** from anywhere at anytime

Pay your rent, report a repair, and much more...

Go to [cairnha.com](http://cairnha.com) to sign up now



If you already have a My Cairn account, you will have to create a new one as this is a brand new system

# cairn

Great homes.  
Great services.  
Great people.

### OUR HEAD OFFICE:

Bellevue House,  
22 Hopetoun Street,  
Edinburgh, EH7 4GH

### DEVELOPMENT:

Madelvic Square  
Granton  
Edinburgh  
EH5 1GZ

### OUR WEBSITE:

[www.cairnha.com](http://www.cairnha.com)

### OUR PHONE NUMBER:

0800 990 3405

### OUR EMAIL:

[enquiries@cairnha.com](mailto:enquiries@cairnha.com)

Part of the

**cairn**  
HOUSING GROUP

This newsletter is available on CD, in braille, in large print and in community languages.

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