

## Duty of Candour Report - MCL Medics

01 Jan 2022 – 31 December 2022

As a provider of health and social care services in Scotland, MCL Medics has a legal Duty of Candour. This means that if an unintended or unexpected event should occur that we must:

- Make sure that those involved understand what has happened and receive an apology from our organisation.
- Learn as an organisation how we improve for the future.

These points are defined in the Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016 and The Duty of Candour (Scotland) Regulations 2018.

This report outlines the type and number of unexpected or unintended incidents that have occurred in relation to our occupational health services in the period 01 January 2022 to 31<sup>st</sup> December 2022.

Name & address of service:	MCL Medics, 14 Albert street, Aberdeen, AB25 1XQ	
Date of report:	02.02.2023	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?  How have you done this?	Fully automated Compliments, Concerns and Complaints System to reflect our procedure. Any clinical concerns or complaints that should also invoke our Duty of Candour procedure will be identified and actioned by the appropriate line manager.  Regular one to one sessions for clinical staff with Director of Nursing for nursing staff and Medical Director for doctors in place to discuss clinical cases with opportunity to invoke Duty of Candour should it be identified as necessary.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

How many times have you/your service implemented the duty of candour procedure this year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (01 Jan 2022-31 Dec 2022)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	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>



14 Albert Street, Aberdeen, AB25 1XQ

t: 01224 938083 e: [info@mcl-medics.com](mailto:info@mcl-medics.com) w: [www.mcl-medics.com](http://www.mcl-medics.com)

VAT Registered No: 757688562 Company No: 3858827

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	<p>Duty of Candour utilised appropriately. Referenced against Accident log and complaints and no evidence of any other incident that should have been reported via Duty of Candour Procedure.</p>
<p>What lessons did you learn?</p>	<p>N/A</p>
<p>What learning &amp; improvements have been put in place as a result?</p>	<p>Plan to more widely circulate Duty of Candour Procedure through clinical learning sessions for team members to draw their attention to this in 2023. This is in addition to the Compliments, Concerns and Complaints training that has been added in 2022.</p>
<p>Did this result in a change / update to your duty of candour policy / procedure?</p>	<p>N/A</p>
<p>How did you share lessons learned and who with?</p>	<p>N/A</p>
<p>Could any further improvements be made?</p>	<p>Plan for 2023 to enhance Significant Event Analysis(SEA) and events invoking Duty of Candour would be expected to be evaluated by a SEA for an opportunity for any shared learning identified to be shared with the wider clinical team.</p>
<p>What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?</p>	<p>Individuals staff members will be supported by their line manager and any written apology required will have managerial review and also link with our Compliments, Concerns and Complaints Procedure.</p>
<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>Support led through line manager and escalated to Director of Service if necessary. MCL Medics provision of psychological support should it be required for an affected staff member. We also have access to referral to an independent OH service for MCL Staff members via HR referral should it be required.</p>
<p>Please note anything else that you feel may be applicable to report.</p>	<p>N/A</p>