



## **Duty of Candour Annual Report**

### **2026**

All health and social care services in Scotland have a Duty of Candour. This is a legal requirement which ensures openness, transparency and candour throughout the health and social care systems about matters of concern. It means that when things go wrong and mistakes occur, the people affected are informed and understand what has happened. Organisations have a duty to tell those affected that an unintended or unexpected incident has taken place; apologise; involve them in meetings about the incident; review what happened with a view to identifying areas for improvement and learn (taking account of the views of relevant persons).

Organisations must ensure that support is in place for their employees and for others who may also be affected by unintended or unexpected incidents. An important part of this duty is that we provide an annual report about the Duty of Candour in New Start Highland's Housing Support Service.

New Start Highland's Duty of Candour Policy was implemented in June 2018. All new housing support staff learn about the Duty of Candour at their induction and are required to undertake the e-learning module through Turas. Staff also have access to online examples of Duty of Candour incidents to assist their understanding of what constitutes an incident. It is acknowledged that serious mistakes can be distressing for staff as well as people who receive support and their families. Support is in place for our staff if they have been affected by a Duty of Candour incident.

In the event of a Duty of Candour incident taking place this will be recorded and reported to the Deputy Chief Executive who will ensure that all procedures and reporting requirements are followed. This includes contacting the individual or people concerned, providing an apology, undertaking meetings and reviewing the incident in order that we can learn from it and ensure safer practices are implemented.

Information Leaflets about Duty of Candour are available for service users and staff. Where parents or children are affected by the Duty of Candour, additional, appropriate support will be made available as appropriate.

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

In the last year, we are pleased to report there have been no incidents to which the Duty of Candour applied.

2. *Information about our policies and procedures*

Where something has happened that triggers the Duty of Candour, our staff report this to the Deputy Chief Executive who has responsibility for ensuring that the Duty of Candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate. When an incident has occurred, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

Review period 1 year

Mairi Macaulay  
Deputy Chief Executive

4 February 2026

If you would like more information about our Housing Support service, please contact us using these details:

[www.newstarhighland.org](http://www.newstarhighland.org)

Tel: 01463 715615