



Scottish Veterans' Residences Duty of Candour Report for the period 1st April 2019 – 31st March 2020

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future. An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how our supported housing service has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

1. About Scottish Veterans' Residences.

Scottish Veterans' Residences provides supported housing for former members of the UK Armed Forces and Merchant Marine, who are in need. We are a registered Scottish Charity (SC012739) and a Registered Social Landlord. We operate three Registered Housing Support Services for up to 159 individuals in total. Our Residences are located in Edinburgh, Dundee and Glasgow. Our Residents can suffer from poor mental health, homelessness, alcohol dependency, the effects of advanced age, or, may be experiencing loneliness and isolation.

2. How many incidents happened to which the duty of candour applies?

In the last year, there have been no incidents to which the duty of candour applied.

3. Information about our policies and procedures

When something happens that triggers the duty of candour, our staff would report this to the Manager of the Residence in which the incident occurred. The Residence Manager has responsibility for ensuring that the duty of candour procedure is followed. The Manager records the incident and reports it to the Charity's Chief Executive and the Care Inspectorate. When an incident has happened, the Manager and Chief Executive set up a learning review. This allows everyone involved to review what happened and identify changes for the future. All new support staff learn about the duty of candour at their induction.

4. If you would like more information about our Charity, please contact us using these details:

Email: info@svronline.org
Phone: 0131 556 0091