



# Ayr Housing Aid Centre

## DUTY OF CANDOUR REPORT

1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019



The Duty of Candour Regulations impose a specific and detailed duty of candour on all providers where any harm to a Service User from their care or treatment is above a certain harm-threshold. The duty of candour is a legal requirement and Care Quality Commission (CQC) will be able to take enforcement action when it finds breaches. 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.

It is essential regulated independent health and social care services publish an Annual Duty of Candour Report on their website or make other suitable arrangements to communicate the duty of candour report to people who use their services, carers, and people who may wish to use their services.

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 Ayr Housing Aid Centre has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

## **1. About Ayr Housing Aid Centre**

Ayr Housing Aid Centre is a local registered charity, operating in South Ayrshire. We were established in 1987 following a conference on homelessness hosted by Shelter.

Our primary aims and objectives are to provide Free Independent Housing Information, Advice, Advocacy, Representation and Engagement Services to those who are homeless, and/or in housing need.

The Centre provides a range of Services within South Ayrshire and a Prison Housing Advice Service covering East and South Ayrshire.

## **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.

Type of unexpected or unintended incident	Number of time 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

### **3. To what extent did Ayr Housing Aid Centre follow the Duty of Candour Procedure?**

Nothing to report.

### **4. Information about our Policies and Procedures**

Nothing to report.

**5. What has changed as a result?**

Nothing to report.

**6. Other information**

Nothing to report.