

ABERLOUR CHILD CARE TRUST – DUTY OF CANDOUR REPORT 2025-26

The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 was implemented on 1st April 2018 placing an organisational duty (Duty of Candour) on health, care, and social work services. 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 Aberlour Child Care Trust has operated the duty of candour during the time between 1 April 2025 and 31 March 2026.

Name and address of Organisation **Aberlour Child Care Trust**
Kintail House, Forthside Way, Stirling, FK8 1QZ

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 www.aberlour.org.uk

Date of report	16-04-2026	
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?	<p>All new managers learn about the duty of candour at their induction.</p> <p>Duty of candour procedures are included within the case management system resources on our Hub.</p> <p>Our incident forms prompt consideration of whether the incident invokes our organisational duty of candour.</p> <p>Our Health and Safety Steering Group has DOC as a standing item on agenda.</p>	
Do you have a Duty of Candour Policy or written duty of candour procedure?	Yes	No

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

In the reporting year, one incident occurred to which the duty of candour applied.

Type of unexpected or unintended incident where duty of candour applies	Number of times this has happened
A person dies	0
A person suffered permanent lessening of bodily, sensory, motor, physiological or intellectual functions	0
Harm which is not severe but results or could have resulted in	0
An increase in the person's treatment	0
Changes to the person's body	0
The shortening of the life expectancy of the person	0

An impairment of the sensory, motor, physiological or intellectual functions which lasted, or is likely to last for a continuous period of at least 28 days	0
The person experiencing pain or psychological harm which has been, or is likely to be, experienced by the person for a continuous period of at least 28 days	0
The person required treatment by a registered health professional in order to prevent	
The person dying	0
An injury to the person which if left untreated would lead to one or more of the outcomes mentioned above	1

Incident management and learning

Please note anything else that you feel may be applicable to report.

Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	The service and external manager did not immediately identify that the incident met duty of candour criteria. This was, however, picked up through our incident review process. This did not result in under or over reporting.
What lessons did you learn?	The service had already been candid with parents, and they accepted our retrospective acknowledgement that Duty of Candour applied and our apology.
What learning & improvements have been put in place as a result?	We provided input on Duty of Candour to a meeting of the organisation's Assistant Directors.
Did this result in a change / update to your duty of candour policy / procedure?	Our Accident, Incident and Near Miss policy has been strengthened with regards to roles and responsibilities for Duty of Candour
How did you share lessons learned and who with?	We informed our Senior Leadership Team and the Improvement, Audit and Risk Committee of our Board of Trustees
Could any further improvements be made?	N/A
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?	The instances are rare, however the Children and Families line management structure, alongside Quality Team support provides strong support in the event we need to provide an apology. Supervision and trauma support arrangements in place to provide welfare support as necessary.

<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>We know that serious mistakes can be distressing for staff as well as people who use care and their families. We have Employee Assistance support in place for our staff if they have been affected by a duty of candour incident.</p> <p>We use a trauma informed, relational approach to supporting children and families, which applies to those affected by duty of candour.</p>
<p>Please note anything else that you feel may be applicable to report.</p>	<p>N/A</p>

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