

# Lothlorien Community (Rokpa Trust)

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## Duty of Candour Report 2019

### Duty of Candour

All health and social care services in Scotland have a duty of candour. It is a legal requirement to ensure that if something goes wrong and mistake 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 Lothlorien. This short report describes how our care service has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

### About Lothlorien

Lothlorien is a therapeutic community which provides the opportunity for people with mental health problems to develop their potential through living alongside people who are relatively well, in an atmosphere of friendship, acceptance and mutual support. Lothlorien is based on the therapeutic community model, which includes principles of collective responsibility and empowerment. Lothlorien, in common with all therapeutic communities, sees the community itself not just as the backdrop, but the primary therapeutic factor. Mutual support is stressed and the most important therapeutic factor is to develop the capacity to be supportive to others in the community in both emotional and practical ways.

### 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.

### Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the manager 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 happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All staff learn about the duty of candour at their induction so that they understand when it applies and how to trigger it. We know that serious mistakes can be distressing for staff and people who use care and their families. We have support available for all staff through our line management structure and external supervision.

As required, we have published this report on our website and will submit it to the Care Inspectorate via Annual Returns.