



DUTY OF CANDOUR ANNUAL REPORT

1st April 2024 – 31ST March 2025

Responsible Officer	Frances Robertson	Nurse/AHP Director & Chief Operating Officer
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DUTY OF CANDOUR REPORT

All health and social care services in Scotland have an organisational duty of candour. This is a legal requirement which means that when certain types of incidents happen, the people affected understand what has happened, receive an apology, and the organisation(s) learns how to improve for the future.

An important part of this duty is that we provide an annual report about the organisational duty of candour in our services. This report describes how NHS Western Isles has operated the organisational duty of candour during the time between 1st April 2024 and 31st March 2025. We hope you find this report informative.

ABOUT NHS WESTERN ISLES

NHS Western Isles (otherwise known as Western Isles Health Board) is the organisation responsible for providing healthcare to the population of the Western Isles, which is made up of approximately 26,500 people. We employ 1066 (883.69 WTE staff).

Who we are and what we do...

As a Health Board, our mission statement is to be 'the best at what we do' and our overall purpose is:

'to protect, promote and improve the health and wellbeing of the Western Isles population and to ensure the reliability and delivery of sustainable and safe healthcare and services'.

NHS Western Isles works alongside mainland Health Boards and other local organisations, including the local authority and third sector (voluntary) organisations, to provide a wide range of healthcare services to the local population. Where possible, services are provided locally, in the Western Isles, but for specific procedures and more specialist services, we work with mainland partners to provide services in other areas.

There are three hospitals in NHS Western Isles. The largest is the Western Isles Hospital located in Stornoway which has 48 staffed adult inpatient beds and 16 contingencies, 4 High Dependency Unit beds and 3 Paediatric beds. In addition, there are 5 Acute Psychiatric beds, 6 Maternity beds and 16 covid surge capacity beds.

Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital) is located in Benbecula. The hospital has 16- 20 beds which includes 1 palliative care room, 1 resus room and 1 will be a place of safety room. Many of the Consultants from the Western Isles Hospital, and some from mainland Health Boards, visit the Uist and Barra Hospital to provide outpatient services.

St Brendan's Hospital, with 3 inpatient beds, is located in Castlebay on the Isle of Barra and is in a shared building with a local authority care home facility.

TRAINING

Members of staff responsible for inputting adverse events onto Datix/InPhase and for reviewing these records receive training on the use of the Datix/InPhase reporting system. Clinicians are also encouraged to complete the Duty of Candour TURAS e-learning training module.

HOW MANY INCIDENTS HAVE OCCURED WHERE THE DUTY OF CANDOUR HAS APPLIED

In the last year, there have been 2 incidents to which the organisational duty of candour applied. These are incidents that have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

Nature of unexpected or unintended incident where Duty of Candour applies	Number
A person died	2
A person suffered permanent lessening of bodily, sensory, motor, Physiologic or intellectual functions	
An increase in the person's treatment	
Changes to the structure of the person's body	
The shortening of the life expectancy of the person	
An impairment of the sensory, motor or intellectual functions of the person which has lasted, or is likely to last, for a continuous period of at least 28 days	
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	
The person requiring treatment by a registered health professional in order to prevent: The person dying.	
The person requiring treatment by a registered health professional in order to prevent: An injury to the person which, if left untreated, would lead to one or more of the outcomes mentioned above.	

A healthcare infection incident was acquired during treatment	
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NHS Western Isles identified these incidents through our adverse event management process although these can be highlighted through other routes such as a complaint.

WHAT HAS CHANGED AS A RESULT? /WHAT HAVE WE LEARNT?

For both Duty of Candour events an improvement plan was developed to ensure learning takes place and is shared. These improvement plans are tabled alongside the adverse event reports at the Learning Review Group meeting and the Clinical Governance Committee for scrutiny and assurance.

OTHER INFORMATION

Following on from last year's report we continue to make amendments to the information we record following adverse events and complaints. This enables us to record the evidence from the reporting stage to completion of the key steps in the duty of candour procedure.

We hope you find this report useful.