



SuperTroop Duty of Candour report, April 2018-2019

Excerpt from the Scottish Government guidance on Duty of Candour:

The organisational duty of candour procedure is a legal duty which sets out how organisations should tell those affected that an unintended or unexpected incident appears to have caused harm or death. They are required to apologise and to meaningfully involve them in a review of what happened.

When the review is complete, the organisation should agree any actions required to improve the quality of care, informed by the principles of learning and continuous improvement. They should tell the person who appears to have been harmed (or those acting on their behalf) what those actions are and when they will happen.

<https://www.gov.scot/policies/healthcare-standards/duty-of-candour/>

In the period covered by this report, SuperTroop delivered one residential holiday, which took place at Fettes College.

During this time Duty of Candour was discussed by the SuperTroop board of trustees and incorporated into our organisational policies, as follows.

SuperTroop is committed to the principles of openness and honesty. In the event of an incident which activates the Duty of Candour Procedures enshrined in the Duty of Candour guidance from the Scottish Government, SuperTroop commits to:

- *tell those affected that an unintended or unexpected incident has occurred;*
- *apologise;*
- *involve them in meetings about the incident;*
- *review what happened with a view to identifying areas for improvement;*
- *and learn from the incident, taking account of the views of relevant persons.*

We will use the Duty of Candour checklist to guide this process.

The Holiday Director reviewed all records from the 2018 SuperTroop holiday. No incidents relevant to duty of candour reporting took place.