

About Our Organisation (Real Life Options England)

Real Life Options are a registered charity with over 27 years' experience supporting people of all ages across England with learning disabilities, complex health needs, autism, significant physical needs, acquired brain injury, dementia and mental health issues. In England, Real Life Options employ 630 staff and works with 24 different local authorities in England, providing 20,000 hours of care each week.

We have considerable experience in developing person-centred support for people in their own homes, multiple occupancy houses and care homes. Our values of respect, honesty, responsibility and excellence underpin our approach as an organisation and help us work towards our vision of enabling every person to achieve their potential in their communities and further afield— whether they are someone we support, a member of staff or a volunteer.

All Health and social care services in England have a duty of candour. This 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 our care service has operated in the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

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

In the last year, there have been **1 incident** to which the duty of candour applied.

TYPE OF UNEXPECTED OR UNINTENDED INCIDENT	NUMBER OF TIMES THIS HAPPENED
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiological or intellectual functions	0
Someone's treatment has increased because of harm	1
The structure of someone's body changed because of harm	0

TYPE OF UNEXPECTED OR UNINTENDED INCIDENT	NUMBER OF TIMES THIS HAPPENED
Someone's life expectancy has become shorter because of harm	0
Someone's sensory, motor or intellectual functions were impaired for 28 days or more	0
Someone experienced pain or psychological harm for 28 days or more	0
Someone needed health treatment in order to prevent them dying as a result of harm	0
Someone needed health treatment in order to prevent other injuries resulting from harm	0

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to their line manager and senior manager who have the responsibility for ensuring that the duty of candour procedure is followed. The line manager records the incident and reports as necessary to the Care Quality Commission. 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.

Real Life Options has a Duty of Candour Policy. All new staff learn about duty of candour at their induction. It is followed up through team meetings and supervisions.

We know that serious incidents can be distressing for staff as well as people who use care and their families. We have occupational welfare support and counselling in place for our staff if they have been effected by a duty of candour incident. We also hold hot and cold debrief sessions after incidents.

Where parents or children are affected by duty of candour, we have arrangements in place to provide and consider welfare support provision as necessary.

When an incident triggers Duty Of Candour, Real Life Options is aware of our duty to comply with the following when incidences do happen:

- Inform the people affected and apologise
- Meet with senior staff to reflect on events and identify where systems went wrong and what we could do better
- Share relevant information with staff

- Ensure policy and procedures are reviewed regularly and that the relevant policy is reviewed in the event of a Duty of Candour being triggered.

If you would like more information about our services, please contact us using 01977 781800.



David Sargent
Chief Executive Officer
Real Life Options Group

1st July 2020