

SUPPORTED ACCOMMODATION – SHELTERED HOUSING GURNESS CIRCLE, LARCH COURT, BUCKIE, TRIPLE SCHEME ELGIN, FORRES and PORTGORDON.

All health and social care services in Scotland have a duty of candour. 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 Moray Council has operated their duty of candour during 1 April 2024 and 31 March 2025. We hope you find this report useful.

1. About sheltered housing accommodation in Moray

Sheltered housing is housing which offers low-level housing support via a warden service. It helps tenants to continue to live independently in their home. Sheltered housing is usually one or two bed properties, built either as part of a complex or located in groups. It is normally suited to older people, but may be available to younger households in need of support.

Moray Council's Housing Support Services are regulated by the Care Inspectorate, an independent body that is responsible for scrutiny and improvement for care and support services in Scotland. The aim of the Care Inspectorate is to ensure that:

- ☐ the people receive high quality care;
- ☐ the services promote and protect their rights; and
- ☐ ensure that services meet the legal requirements and published care standards.

We have schemes in the following locations:

- ☐ Buckie (Wallace Avenue)
- ☐ Elgin (Gurness Circle, Larch Court, Mossend Place, Muirfield Court and South College House)
- ☐ Forres (Leys Road)
- ☐ Lossiemouth (Marine Terrace)
- ☐ Portgordon (Crown Street, Crown Terrace and Craiganroan Corner)

All staff members are required to be registered with the Scottish Social Services Council (SSSC) and to conduct daily welfare checks for tenants to ensure their safety and well-being. Additionally, staff are responsible for providing an on-call emergency service during the hours of 23:00 to 08:00, seven days a week.

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

Over the past year, there have been no incidents subject to the duty of candour. This duty pertains to unintended or unexpected events that are not directly associated with the natural course of a tenants illness or underlying condition.

3. To what extent did Sheltered Housing follow the duty of candour procedure?

N/A

4. Information about our policies and procedures

Where something has happened that triggers the duty of candour, staff report this to the Supported Accommodation Manager, who has responsibility for ensuring that the duty of candour procedure is followed. The Supported Accommodation Manager records the incident and reports them as necessary to the Care Inspectorate and senior managers within the Council.

Where a person or a relatives are affected by the Duty of Candour, we will endeavour to ensure they are signposted to an advocacy service so they receive support, if they so wish

When an incident has happened, the manager and staff set up a de-brief meeting for staff. This allows everyone involved to review what happened and identify changes for the future. All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use our service and their families.

We have occupational welfare support in place for our staff if they have been affected by a duty of candour incident as well as an Employee Assistance Programme.

5. What has changed as a result?

N/A

6. Other information

If you would like more information about our service, please contact us using these details:

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