

SUPPORTED ACCOMMODATION – HOSTELS CAMERON PARKBRAE, ST ANDREW'S

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 the duty of candour during the time between 1 April 2025 and 31 March 2026. We hope you find this report useful.

1. About the hostel accommodation in Moray

Moray Council, in line with all local authorities, has the legal duty to help homeless people – firstly by interviewing them and assessing their housing situation and, secondly by offering them temporary and/or permanent accommodation, as long as their circumstances warrant it. This is in line with the criteria laid down in Part II of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Homelessness etc (Scotland) Act 2003.

As part of the temporary accommodation, we provide low-level housing support in two different hostels.

Cameron Parkbrae located in Elgin, is a complex comprising 11 units of accommodation, including two three-bedroom family units, one unit adapted for disabled occupants, four one-bedroom flats, and four bedsits. The complex is staffed seven days a week by housing support workers, who provide low-level support. Where higher levels of support are necessary, referrals may be made to our Housing Support Team.

St Andrew's in Buckie is a block of individual self-contained flats on 3 floors made up of 1 disabled- adapted 2 bed property, 4 two bed flats, 8 one bed single flats and one caretaker's flat. It is staffed by 3 hostel caretakers working on a shift rotation and part-time basis offering low level support and caretaking the building and communal areas.

All staff are registered with SSSC and work alongside our service users to ensure that tenancy conditions are maintained in terms of rent payment, benefit application, managing/reducing/limiting any anti-social behaviour, keeping accommodation to an acceptable level of cleanliness, and daily living skills in order to move on to permanent accommodation equipped with the skills necessary to sustain a tenancy of their own.

2. 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. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

3. To what extent did The Hostels 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, our 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 incidents and reports them as necessary to the Care Inspectorate and senior managers in the Council. 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.

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.

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.

All new staff learn about the duty of candour at their induction.

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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