

## **Foster Care Associates Scotland**

### **Duty of Candour Annual Report (1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2025)**

#### **Report Author: Amanda Lindsay Registered Manager**

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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 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 our organisation, FCA Scotland, has operated the organisational duty of candour during the time between 01 April 2024 and 31 March 2025.

In the last year, there have been no incidents to which the organisational duty of candour applied.

#### **Information About Our Policies and Procedures**

FCA Scotland has an established Duty of Candour Procedure, which has been shared with all staff. To support understanding and compliance, resources such as Duty of Candour fact sheets and an e-learning module have been made available and discussed within the staff team. All new employees are introduced to the organisational Duty of Candour as part of their induction, which includes completing the e-learning module and familiarising themselves with the Duty of Candour Procedure. We recognise that serious incidents can be distressing not only for those receiving care and their families but also for the staff involved. To support staff who may be affected by a Duty of Candour incident, FCA Scotland provides access to occupational welfare services and wellbeing support.

The FCA Scotland Management Team maintains oversight of significant events affecting looked after children, young people in Continuing Care or Adult Placement, and events involving foster carers and their birth families. These events are monitored daily and reported to the FCA Board on a monthly, quarterly and annual basis, as well as notified to the Care Inspectorate.

Duty of Candour is embedded within the FCA Scotland Monitoring and Notifiable Event Reporting Schedule, ensuring a clear mechanism for identifying, triggering, and reporting any Duty of Candour incidents.

All Duty of Candour incidents are recorded within FCA Scotland's Quality Assurance systems and reviewed by the Quality Assurance and Safeguarding Board. The Board reviews monthly reports and provides feedback to the Registered Manager on the quality of content and areas for improvement. These reports include both qualitative insights and numerical data, ensuring that details and learning from Duty of Candour incidents are captured and used to inform ongoing service development.

When an incident occurs that triggers the organisational Duty of Candour, staff report it directly to Amanda Lindsay, Registered Manager. The Registered Manager oversees a full review of the incident and ensures that the subsequent Annual Report to the Care Inspectorate identifies specific actions and learning to minimise the risk of recurrence. Progress against these actions is monitored in line with any required improvements.

#### **Support Available to staff/persons affected by Duty of Candour Incidents**

In the event of a Duty of Candour incident affecting staff, children, foster carers, and/or their birth families, FCA Scotland draws on the expertise of qualified therapists within our staff team to provide specialist, skilled support to those impacted. Alongside this, the Responsible Person and management team offer emotional and practical support to staff through established line management processes.

The Registered Manager recognises the importance of working in partnership with other services, including health providers and placing authorities, when responding to Duty of Candour incidents. Where appropriate, the Registered Manager consults with relevant professionals and organisations to ensure that children, young people, young adults, and fostering households receive the most suitable and effective support.

This Annual Report will be shared with staff and foster carers through FCA Scotland's website and internal Exchange system.



**Amanda Lindsay**  
**Registered Manager**  
**FCA Scotland**