



Duty of Candour Annual NIL Report (Service Wide)

InverCare Services Ltd

Reporting period: 01 April – 31 March

Service type: Care at Home / Supported Living Services (Scotland)

Date published: 30 April

Responsible person: Registered Manager

1. Introduction

All organisations providing care services in Scotland must comply with the organisational Duty of Candour under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018. InverCare Services Ltd is committed to promoting a culture of openness, honesty, and continuous improvement in line with Care Inspectorate expectations and the Health and Social Care Standards.

2. Statement of NIL Return

During the reporting period from 01 April 2025 to 31 March 2026, InverCare Services Ltd recorded zero incidents that met the threshold for activating the Duty of Candour procedure.

3. Maintaining Compliance and Readiness

Although no incidents triggered the duty during this period, InverCare Services has maintained robust systems to ensure compliance. These include a Duty of Candour policy reviewed annually, clear incident reporting procedures, and management oversight to identify potential triggers.

4. Staff Training and Awareness

All staff receive training on Duty of Candour requirements as part of induction and ongoing learning. This includes identifying reportable incidents, communicating with individuals and families, and providing person-centred support.

5. Support for Individuals and Staff

InverCare Services ensures that should an incident occur, individuals and their families are supported with clear communication, access to advocacy, and emotional support. Staff are supported through supervision, debriefing, and wellbeing resources.

6. Governance and Quality Assurance

Duty of Candour forms part of our wider governance framework, linked to incident management, complaints handling, adult support and protection, and quality assurance processes. Regular audits and reviews ensure continued compliance and improvement.

7. Statement of Commitment

InverCare Services Ltd remains committed to upholding the principles of Duty of Candour by ensuring transparency, accountability, and continuous learning to deliver safe, effective, and compassionate care.

Signed: __Konor Douglas_____

Registered Manager

Date: 30 April