



**SHELTERED HOUSING SERVICE  
DUTY OF CANDOUR  
ANNUAL REPORT  
APRIL 2021 – MARCH 2022**

## **1. FOREWORD**

The purpose of this document is to report on incidents that have triggered the Duty of Candour in our Care Inspectorate Registered Sheltered Housing Services.

## **2. LEGISLATION**

All health and social care services in Scotland have a duty of candour under the provisions of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 and the Duty of Candour Procedure (Scotland) Regulations 2018. The Act sets out the procedure that organisations providing health and social care services in Scotland are required by law to follow when there has been an unintended or unexpected incident that results in death or harm.

Link Housing's Sheltered Housing Service is registered with the Care Inspectorate to provide housing support services in accordance with the Public Services Reform (Scotland) Act 2010, Part 5. The Sheltered Housing Service is covered by the duty of candour as defined in the Act.

As a registered housing support provider, the service has a regulatory responsibility to follow Care Inspectorates guidance on notifiable incidents. The notifiable incidents procedure includes identifying any event that triggers the duty of candour under the Act.

This is the Sheltered Housing Services third annual report on the duty of candour covering the period April 2021 to March 2022.

## **3. LINK HOUSING SHELTERED HOUSING SERVICE**

Link Housing has 6 sheltered housing developments registered with Care Inspectorate to provide housing support services:

- Ben Lui Place, Cumbernauld
- Glen Lyon Court, Cumbernauld
- St Andrews Gardens, Airdrie
- Peel Court, Cambuslang
- Glenpark Gardens, Cambuslang
- Glenpark Road, Lochwinnoch

## **4. DUTY OF CANDOUR INCIDENTS**

No incidents were recorded by the Sheltered Housing Service between 1 April 2021 and 31 March 2022 that triggered the duty of Candour.

## **5. STAFF TRAINING AND LEARNING**

Staff working within the Sheltered Housing Service are registered with the Scottish Social Services Council on the part of the register for Housing Support Workers.

The teams training matrix identifies mandatory training for all staff members. This includes a Duty of Candour elearning module. This training forms part of the induction process for new staff and is refreshed by existing staff every 3 years.

## **6. CONCLUSION**

No incidents have been reported within the period of this report, April 1 2021 to March 31 2022, that triggered the duty of candour procedure.

If you would like further information regarding this report, please contact:

Elaine O'Hanlon  
Tenancy Sustainment and Support Manager  
Link Housing Association  
Watling House  
Callendar Business Park  
Falkirk  
FK1 1XR

Tel: 03451 400 100

[Elaine.ohanlon@linkhaltd.co.uk](mailto:Elaine.ohanlon@linkhaltd.co.uk)

