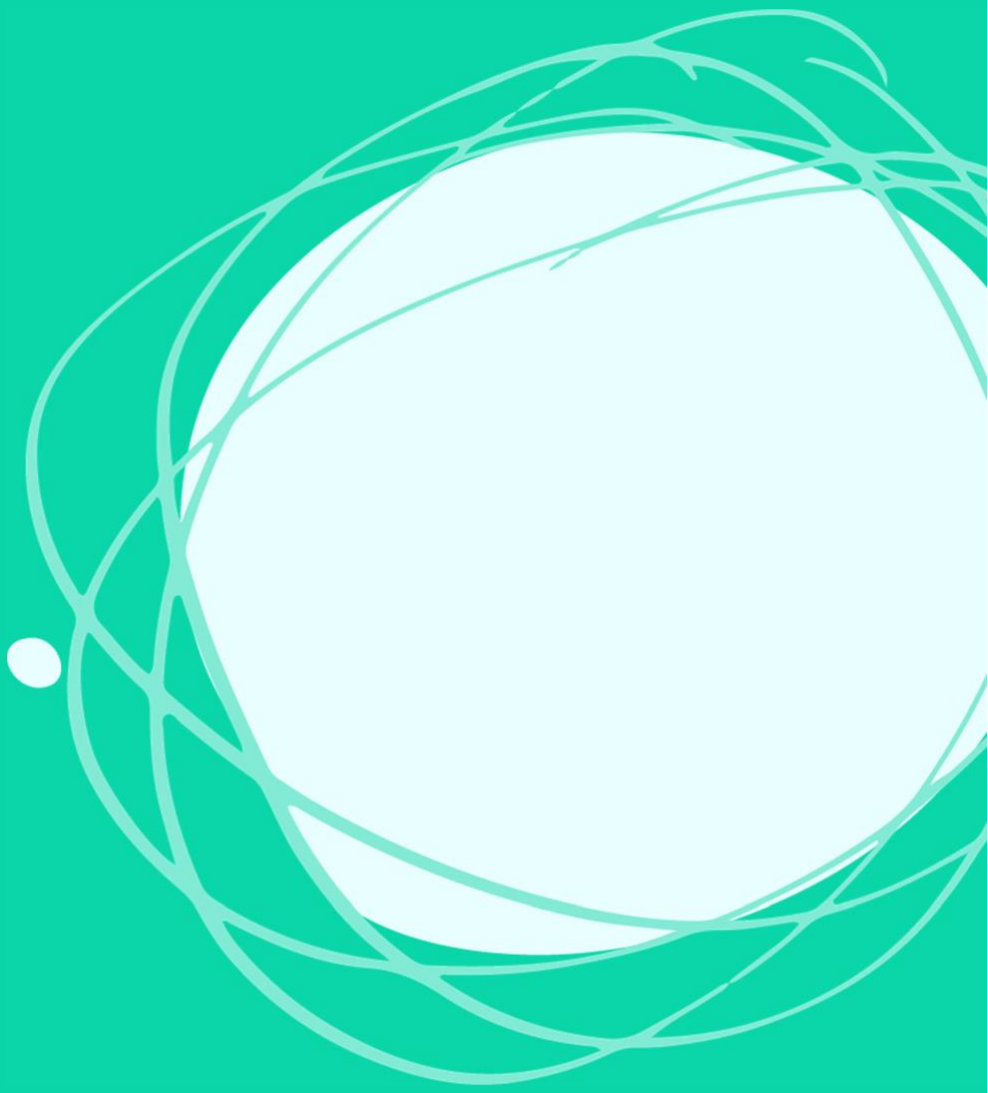
common thread



Duty Of Candour Report 2025/2026

Introduction

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, Common Thread has operated the organisational duty of candour during the time between 01 April 2025 and 31 March 2026.
In the last year, there have been no incidents to which the organisational duty of candour applied.

Organisational Culture & Training

Honesty, transparency and reflective learning are part of our organisation's Values & Behaviours and are central themes throughout our staff training which help to create an organisational culture that promotes openness and learning. We believe that staff need to feel safe to report duty of candour incidents so that lessons are learned to continuously improve our quality of care.

All new staff learn about the organisational duty of candour at their induction. In addition, the importance of reporting medication errors and the duty of candour are reinforced to all care staff as part of their Administration & Recording of Medication training that they undertake annually.

Service Managers and the Senior Management Team are required to complete specific Duty of Candour training.

Our Policies and Procedures

Common Thread's Duty of Candour policy was reviewed and updated on 5th June 2026 and is available on the staff intranet for all staff to access. This policy is reviewed and updated in line with the internal document control procedures.

Where something has happened that triggers the organisational duty of candour, our staff report this to the Head of Care. The Head of Care records the incident and reports as necessary to Social Work and the Care Inspectorate. All Duty of Candour notifications will be recorded and collated by the CEO.

In the event of an incident requiring duty of candour reporting, Common Thread would:

- Notify the person affected and their family (where appropriate)
- Notify the Care Inspectorate in line with notification procedures
- Provide an apology if appropriate
- Review the circumstances prior to the incident
- Arrange a meeting with the individual and their family, if appropriate
- Provide the individual with an account of the incident
- Provide information regarding next steps
- Offer support and guidance to the individual affected
- Prepare and publish an annual report on the Duty of Candour

Support following an incident

We know that serious mistakes can be distressing for staff as well as our young people and their families. We therefore have counselling services available to our staff should they wish to use them following an organisational duty of candour incident.

Where a relevant person (e.g. a young person in our care) is affected by the incident that activated the organisational duty of candour, we provide them with appropriate support including access to wellbeing services.

We hope you find this report useful.
If you have any questions or would like more information about Common Thread, please feel free to contact us at: post@commonthreadgroup.com.