



About us

Sight Scotland Veterans provides free support to ex-servicemen and women affected by sight loss in Scotland, regardless of the cause. Sight Scotland Veterans was founded in 1915, and was established to support servicemen who were blinded in World War One. Our centres at Linburn in West Lothian and Hawkhead in Paisley support veterans to gain new skills and take part in social activities. Along with the support provided in our centres, outreach staff work with veterans throughout Scotland and are based locally.

We operate with an open and honest culture at all levels, and are committed to being transparent with our service users, and with their families and carers. To ensure this, we have systems in place for reporting notifiable safety incidents, so that we can inform the relevant person(s) and regulatory bodies in a timely manner when a serious incident occurs.

Duty of Candour

Sight Scotland Veterans, as a provider of health and social care services, are required to adhere to duty of candour. This means that when something goes wrong and we make a mistake, we will inform the person(s) affected, provide an apology, learn from the incident, and implement measures to ensure it does not happen again.

Our Duty of Candour Policy and Procedure outlines how we report and respond to an incident should it occur. These guidelines are reviewed annually, or on an ad-hoc basis when a change is identified as required before the review date.

Support is available from the beginning for all involved, including staff members, volunteers, and those directly affected by the incident, and will continue throughout the duty of candour process.

In addition, as part of our adherence, we produce an annual report to provide a summary of incidents that triggered a duty of candour response within our services. The following report describes the duty of candour incidents that have occurred with our services between 1 April 2022 and 31 March 2023.

Report

During the period of 01/04/2022 – 31/03/2023 no incidents occurred that triggered a duty of candour response across Sight Scotland Veterans' services.

Type of unexpected or unintended incident	Number of times this happened
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor, or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

Follow-up

We will continue to review our Duty of Candour Policy and Procedure, at least annually, to ensure that the processes in place are fit for purpose and up to date.

Further information

If you would like further information about this report, please contact compliance@sightscotland.org.uk