



About us

Sight Scotland is one of Scotland's oldest charities and have been dedicated to meeting the challenges of visual impairment for over two centuries. Our mission is to support, campaign and research for people affected by visual impairment. Sight Scotland provides a range of services including learning at the Royal Blind School and education outreach services; community support including adult rehabilitation services and family support; specialist residential care for young adults with visual impairment and complex needs and transcription services through the Scottish Braille Press.

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 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 2024 and 31 March 2025.

Report

During the period of 01/04/2024 – 31/03/2025 the following incidents occurred that triggered a duty of candour response across Sight Scotland services.

Type of unexpected or unintended incident	Number of occurrences
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	5
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	5

Our Duty of Candour Policy and Procedure was strictly adhered to in response to the incidents, and was reported to all relevant parties, including the Care Inspectorate.

Follow-up

In relation to the incidents that occurred which required a duty of candour response, the following actions were taken.

- Timely and thorough investigations were conducted internally and by external third parties.
- Reporting mechanisms have been strengthened to ensure ease and robustness.
- Preventative actions were implemented based on lessons learned from each incident.

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