**Allanton Nursery Class**

**Duty of Candour Policy**

**Introduction**

This policy outlines how Allanton Nursery Class meets the obligations introduced by the Health (Tobacco, Nicotine etc.) and Care (Scotland) Act 2016 and Duty of Candour Procedure (Scotland) Regulations 2018.

**What is Duty of Candour?**

The duty of candour is about what happens if there is an unintended or unexpected incident within an organisation that results in death, severe harm, or other serious consequences specified in the act. The focus of the duty of candour legislation is to ensure that early years settings take specific steps when a serious adverse event happens.

They will need to let the people affected know, offer to meet with them, and apologise. This is an important part of being open with people who experience care, and also learning from things that go wrong. Settings must, by law, produce a short annual report showing their learning from any incidents that year, publish it and notify Care Inspectorate that it has been published.

**When is Duty of Candour activated?**

Early Years Settings must activate the duty of candour procedure as soon as reasonably possible after becoming aware that an individual has been subject to an unintended or unexpected incident occurred in the provision of the nursery care, and in the reasonable opinion of a registered health professional has resulted in or could result in:

• death of the person

• a permanent lessening of bodily, sensory, motor, physiologic or intellectual functions

• an increase in the person’s treatment

• changes to the structure of the person’s body

• the shortening of the life expectance of the person

• an impairment of the sensory, motor or intellectual functions of the person which has lasted, or is likely to last, for a continuous period of at least 28 days

• the person experiencing pain or psychological harm which has been, or is likely to be, experienced by the person continuous for a period of at least 28 days

• the person requiring treatment by a registered health professional in order to prevent the death of the person.

Or any injury to the person which, if left untreated, would lead to one or more of the outcomes mentioned above.

It is important to note that where the duty of candour procedure start date is later than one month after the date on which the incident occurred, an explanation of the reason for this has to be provided to the relevant person.

**Systems and Procedures at Allanton Nursery Class**

If the Nursery staff believe that an incident has occurred which may trigger the duty of candour, they will report it to the Head Teacher or designated staff member in their absence immediately, or as soon as they realise it may be such an incident, who will inform the Central Early Years Team and their Education and Families Manager. The Head Teacher shall be responsible for managing the duty of candour from that point.

They will:

Obtain a viewpoint from a registered health professional as to the incident and its relationship to the harm that was caused. The Head Teacher should ensure this viewpoint covers the following questions:

• What was the incident?

• What was the outcome?

• What illnesses and underlying conditions did/does the person have?

• Does it appear that this incident resulted in or could result in the death or harm, caused?

• Does the natural course of the person’s illness or underlying condition directly relate to the death or harm described?

If the registered professional’s view is that the incident appears to have resulted in, or could result in the harm caused, the Head Teacher will:

1. Record the date this view is given as the procedure start date

2. Notify the parents/carers of the child as soon as reasonably practical, and ideally within 10 working days of the procedure date.

The notification should include:

• An account of the incident and all the facts the school is aware of

• An explanation of the actions that the school will take as part of the duty of candour procedure

• An apology for the incident

• An invitation to meet the person or their parents/carers if they want to ask any questions.

3. Meet with the parents/carers of the child to discuss the incident. Provide a note of the meeting which should include when and where the meeting took place, a record of the apology, and any timescales that were agreed.

4. Co-operate fully with a review of the circumstances which led to the incident, led by a North Lanarkshire Council Officer, within three months of the procedure start date. A written report of this review will be sent to the parents/carers of the child.

5. Inform Care Inspectorate about the report and actions from this.

An annual report will be written at the end of March which includes information about the number of nature of incidents to which duty of candour applies (ensuring anonymity).

**Duty of Candour Procedure**

In the event of an unintended or an unexpected incident that results in harm or injury that lasts more than 28 days or death to any child at our setting, Allanton Nursery Class will follow our Duty of Candour Policy.

We will acknowledge when something goes wrong within our setting.

As soon after the incident, we will speak to the family members affected by the incident.

* We will be honest and be open about the incident. We will give us much detail as possible about the incident.
* All Candour incidents will be monitored, recorded, and reported to the relevant organisations immediately after the family members have been informed. This will be done as soon as all evidence is gathered and within 24 hours.
* We will act straight away to reduce the risk of the incident happening again. A risk assessment will be carried out and recorded.
* We will complete ‘Action Plans’ to highlight what we intend to do to reduce the risk. The family will receive the action plans so they can see what action the nursery is taking, and we are taking it seriously.
* We will meet with family members to reassure them. The meeting will take place at Nursery. The Head Teacher will attend the meeting and speak with the family. There may also be other third parties at the meeting who has been caring for the harmed / injured person.
* We will ensure that staff feel supported and confident while reporting Duty of Candour incidents. Staff will undergo training. The nursery will also ensure to direct staff to supports available for when the Duty of Candour has been used.
* We will continue to support the family of the harmed person if needed.
* We will work closely with all relevant parties to ensure the incident can never happen again.
* We will provide further training to staff to ensure the incident cannot happen again.
* We will provide the Care Inspectorate with an annual report for our Duty of Candour.

*This policy is reviewed annually.*

*In addition, NHS Scotland in partnership with the Care Inspectorate, Healthcare Improvement Scotland, Scottish Government and Scottish Social Services Council have developed an e-learning module for relevant health and social care staff which will support organisations with implementation. This module is now available on TURAS Learn.*

*Please click here to visit* [**TURAS LEARN**](https://learn.nes.nhs.scot/) *and use the 'Register' link to create an account. Once you have done this, you can access the Duty of Candour module at* [**this link**](https://learn.nes.nhs.scot/2654/elearning-nmahp/duty-of-candour)*. You must be logged into TURAS LEARN in order to see the module.*

**Supporting Documents**

Regulations and Guidance: <https://www.gov.scot/policies/healthcare-standards/duty-of-candour/>

Guidance letter: [Director of Healthcare Quality and Improvement.dot (careinspectorate.com)](https://www.careinspectorate.com/images/Duty_of_Candour_Guidance_Letter.pdf)

Duty of Candour Reporting and Monitoring Group[: DoC\_M\_\_R\_GROUP\_FINAL\_REPORT.pdf (careinspectorate.com)](https://www.careinspectorate.com/images/Professionals/DoC_M__R_GROUP_FINAL_REPORT.pdf)

Care Inspectorate: [Duty of Candour (careinspectorate.com)](https://www.careinspectorate.com/index.php/duty-of-candour)