**ALLOWAY EARLY YEARS CENTRE**

**POLICY ON DUTY OF CANDOUR**

RATIONALE

*“Openness and honesty should be central to the actions of those providing care to others. It should be at the heart of every relationship between those providing, receiving and/ or experiencing treatment and care”*

(Scottish Government, 2018)

*“I receive an apology if things go wrong with my care and support or my human rights are respected, and the organisation takes responsibility for its actions”.*

(Health and Social Care Standards, 2018)

AIM

* To ensure all staff take specific steps to carry out their duty of candour when an unintended or unexpected incident occurs that has resulted in harm.

OBJECTIVES

* To ensure all staff are familiar with the Duty of Candour procedures and Depute Manager / Depute Head / Head Teacher initiate them in a timeous fashion.
* To ensure appropriate means of communication are met.
* To ensure apologies are always given to those affected by the incident.
* To learn from and improve practice in response to any incidents.

IMPLEMENTATION

* Parents/ carers are notified when an unintended/ unexpected incident has occurred and resulted in harm and the Duty of Candour has been activated.
* Staff will report to Management as soon as possible.
* Staff will apologise to those affected with support from the relevant senior member of staff. **This is not an admission of negligence or breach of a statutory duty.**
* Face to face meetings will be offered to those concerned to explain what went wrong and what actions will be implemented.
* All incidents will be reviewed, including those involved in a manner appropriate to their needs.
* These reviews will be undertaken by someone not involved in the incident.
* A written account of the unintended/ unexpected incident will always be offered.
* The people involved should always be asked how they would like information shared with them and told how this information will be stored.
* Information will be provided on what supports are available to those affected including the child, the family and the staff.
* Evaluation of lessons learned from unintended/ unexpected incident and implement changes.
* Care Inspectorate to be informed via the eForm system.
* Timescale for reporting back, in line with good practice, should be within 10 working days of the procedure’s start day. Should, for any reason, the timescale change, it should be discussed with those involved and procedure should be concluded within a long-stop of four months of the date of the incident.
* All triggers for the Duty of Candour must be included with the Care Inspectorate Annual Return.

REVIEW

This policy will be reviewed annually or as required in light of experience or any new national/local initiatives or guidelines.

Updated Sept 25 – L. Miller