



Heathfield
Early Years Centre

Duty of Candour

Principles:

SHANARRI – Safe, Respected

UNCRC Article – 6 “I have the right to survive and develop in the best way possible’

SSSC – 3.8 “Keep to my employers health and safety policies



Statement

The Duty of Candour underpins the Scottish Government’s commitment to openness and learning which is vital to the provision of the safe, effective and person-centred health and social care.

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future. An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how Heathfield Early Years Centre has operated the duty of candour.

Procedures

Where something has happened that triggers the duty of candour, our staff report this to the Head Teacher, Gaenor Hardy who has responsibility for ensuring that the duty of candour procedure is followed.

The Head Teacher records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the Head Teacher and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future. All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. We have occupational welfare support in place for our staff if they have been affected by a duty of candour incident. Where parents or children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

- Our yearly report is printed and displayed in the Early Years Centres

Reviewed June 24

Review August 25