

## **Duty of Candour Policy**

### **Purpose**

The Duty of Candour Procedures (Scotland) Regulations 2018 underpins Torphins Playgroups commitment to openness and transparency, which is vital to the provision of safe, effective and person-centred health and social care. Honesty, trust and effective communication can be difficult to maintain and easy to lose when things have gone wrong. If this should happen, then we would like to have the opportunity to try and resolve any issues or concerns you may have. The organisational Duty of Candour procedure is a legal duty.

### **Procedure:**

- When an unintended or unexpected incident that results in harm or death occurs, we will be open and accountable.
- We will apologise, without delay, if there are any misunderstandings or if something goes wrong.
- Our Manager and Chairperson will meet and discuss this with you, as soon as possible, when we are aware that an event has happened, or harm has been confirmed.
- We will listen and respond positively to your complaints and discuss what actions will be taken to reduce the risk of this type of incident happening again to anyone else.
- We will provide an annual duty of candour report.
- All staff will be trained on our organisation's duty of candour procedure, so that they are able to:
  - Identify harm whether it is unintended or unexpected
  - Understand what has gone wrong
  - Know who to speak to, to discuss concerns/issues.

### **Duty of Candor Report**

The legislation requires care services and social work services to publish their own duty of candour reports. Even if there are no incidents to which the duty has applied during the reporting period, a short report is still required, and must contain information about staff training on the duty of candour. Torphins Playgroup will produce a report on meeting the duty of candour annually.

This report will include an assessment of how the duty was carried out and provide:

- A record of the number of unexpected incidents that have resulted in death or harm;
- The nature of the incident; and
- A review of any policy and procedures reviewed and any changes made as a result of the incidents reported.

The Duty of Candour sets out a range of things that need to happen when unexpected or unintended harm has occurred. You will find the online training resources information here:

[www.careinspectorate.com/index.php/duty-of-candour](http://www.careinspectorate.com/index.php/duty-of-candour)

[www.gov.scot/Resource/0053/00533470.pdf](http://www.gov.scot/Resource/0053/00533470.pdf)

### Monitoring of this Policy

It will be the responsibility of the Manager to ensure that all staff are aware of this policy and implement it consistently. This policy will be reviewed annually to ensure that it is relevant and up to date.

March 2025

# Duty of Candour Report

Torphins Playgroup is registered with the Care Inspectorate to provide a care service to a maximum of 18 children aged 2 - 5 years for those not yet attending primary school. We aim to provide high quality care and education to improve outcomes for all of our children and families in order that they meet their full potential.

In the last year (2024), there have been 0 incidents to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

## Duty of Candour Record

Type of unexpected or unintended incident	Number of times this happened
Someone has died.	0
Someone has permanently lost bodily, sensory, motor, physiologic or intellectual functions.	0
Someone's life expectancy becomes shorter because of harm.	0
A person needing health treatment in order to prevent other injuries.	0
A person needed health treatment in order to prevent them dying.	0

As no incidents have occurred during this reporting period, no actions were required to be taken in terms of Duty of Candour.

Where something has happened that triggers the duty of candour, our staff report this to the manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incidents and reports them as necessary to the Care Inspectorate.

We know that serious mistakes can be distressing for staff as well as people who use our ELC service and their families.

As required, we have confirmed completion of this report to the Care Inspectorate via e- forms, we have published the report on our website.