

# **Antonine Primary and Nursery Class**

## **Duty of Candour Policy**



## Rationale

Duty of Candour underpins the Scottish Government's commitment to openness and learning which is vital to the provision of safe, effective and person-centred health and social care. The overall purpose of the new duty is to ensure that organisations are open, honest and supportive when there is an unexpected or unintended incident resulting in death or harm. All staff have completed training relating to the Duty of Candour.

### Procedure for Duty of Candour

- In the event of an incident requiring the Duty of Candour procedure to be activated, staff will firstly inform and seek support from:
  - A member of the Senior Management Team
  - Falkirk Council
  - Care Inspectorate
- All staff will be supported by the Senior Management Team throughout the procedure and offered counselling if required.
- The Key Steps in the Duty of Candour Procedure include:
  - Notifying the person and/or their family that an unintended or unexpected incident has occurred that has resulted in harm and that the Duty of Candour Procedure will be activated.
  - Making an apology at this stage for what has happened.
  - Reporting through Falkirk Council systems and procedures which will involve carrying out a review of the incident and ensuring that the person and/or their family are included in a way that meets their needs.
  - Arranging to meet with the person concerned/and or their family to explain what has gone wrong and actions that will be taken.
  - Providing a written account to the person and/or their family should they wish this.
  - Asking how the person wants information to be provided to them and advising them how you're going to store their information.
  - Outlining support available for those affected including the person and/or their family as well as staff involved.
  - Recording, reporting and monitoring of the incident to ensure that lessons are learned and shared.
- All staff are familiar with the Procedure for Duty of Candour and will respond with the **4Rs**:
  - Reflect:** Stop and think about the situation.
  - Regret:** Give a sincere and meaningful apology.
  - Reason:** Explain why something has happened or not happened. If the reason is unknown, staff will explain that they will find out.
  - Remedy:** Explain what actions will be taken to ensure that this won't happen again, and what has been learned from the incident.