**Kingsmeadows Nursery (Peebles) Ltd**

**Duty of Candour Policy and Procedures**

The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 requires that we:

* have a duty to acknowledge when something has gone wrong and provide an honest explanation
* develop good relations, trust and partnership between people and those who care for them by being open, honest and transparent
* foster a culture of honesty and openness so staff feel confident that they will be safe and supported to report Duty of Candour incidents, so that lessons are learned and shared to improve and increase the safety of our care environment for everyone.

We must also provide an annual report, available for inspection by all stakeholders including the Care Inspectorate covering the following:

* number and nature of unintended or unexpected incidents which have resulted in death or harm
* assessment of the extent to which the Duty of Candour was carried out
* information about our policies and procedures to support implementation of the Duty of Candour provisions
* and changes to policies or procedures as a result of incidents reported

Duty of Candour Procedures - Key Steps

* notifying the person and / or their family / carer that an intended 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 local systems and following local 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 (ensuring the review is undertaken by an individual not involved in the incident)
* 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 the person wish this (they may not wish it but it should always be offered)
* asking how the person wants information to be provided to them and advising them how you are 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

Reviewed January 2022