



W- www.beithhive.co.uk

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Duty of Candour Policy

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 Beith Hive Childcare Limited learn how to improve for the future.

The Manager is responsible for devising an annual report of incidents (neglectful practice resulting in potential or actual harm to a child attending in Beith Hive Childcare Limited). Staff are responsible for recognising the incident as a result of neglectful practice and that this procedure is followed at all times.

This procedure should be followed when an accident has occurred as a result of neglectful practice by the Beith Hive Childcare Limited.

All staff must use the Beith Hive's incident/accident form to record what has happened detailing exactly what happened and every step taken by the staff and procedures followed (additional paper used should be signed, dated and numbered. This must be attached to the incident/accident form.

Staff must contact the carer immediately and discuss when they arrive to collect their child, an apology should be given straight away if neglectful practice was the reason why this incident happened. If the child has to have emergency treatment or the carer is coming early to collect them to take them for medical treatment, the carer must be offered another time to discuss the incident.

If the parent/carer is able to stay and discuss, they must be shown the incident/accident form and given a verbal apology for any wrongdoing by the Beith Hive. Carers must sign this form and a complaints form should be offered if the parent/carer is not happy with the explanation given to them or they feel it needs further investigation.

The manager should also write to the family and formally apologise for any wrong doing that resulted in the incident and given an action plan of what is being addressed to ensure this never happens again.

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The manager of the Beith Hive setting must also report the incident to the care Inspectorate using the e-forms page at www.careinspectorate.com

The manager must report to the Scottish Social Services Council (SSSC) when a staff member has behaved in a way that does not uphold the SSSC codes of conduct.

The manager must complete an annual Duty Report and provide parents/carers with this information through some form of communication. This must be made available on request by the Care Inspectorate at any time.

Needed...

Incident/accident policy and form

Duty of Candour report template

Complaints form and policy