

Thorpe Willoughby Childcare Centre



Duty of Candour Procedure

In the event of an unintended or an unexpected incident that results in harm or injury that lasts more than 28 days or death to any child at our setting, Thorpe Willoughby Childcare Centre will follow our Duty of Candour Policy.

We will acknowledge when something goes wrong within our setting.

As soon after the incident, we will speak to the family members affected by the incident.

- We will be honest and be open about the incident.

We will give as much detail as possible about the incident.

- All Candour incidents will be monitored, recorded and reported to the relevant organisations immediately after the family members have been informed.

This will be done as soon as all evidence is gathered and within 24 hours.

- We will take action straight away to reduce the risk of the incident happening again.

A risk assessment will be carried out and recorded.

- We will complete 'Action Plans' to highlight what we intend to do to reduce the risk.

The family will receive the action plans so they can see what action the setting is taking and we are taking it seriously.

- We will meet with family members to reassure them.

The meeting will take place at the setting and may include the Trustees.

The Management team will attend the meeting and speak with the family.

There may also be other third parties at the meeting who have been caring for the harmed / injured person.

- We will ensure that staff feel supported and confident while reporting Duty of Candour incidents.

Staff will undergo training and will be offered support by the setting.

The setting will also make other third parties available for staff to gain support from when the Duty of Candour has been used.

- We will continue to support the family of the harmed person as long as needed.
- We will work closely with all relevant third parties to ensure the incident can never happen again.
- We will provide further training to staff to ensure the incident cannot happen again.
- We will provide the Care Inspectorate with an annual report for our Duty of Candour.

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