



Rookies After School Care and Breakfast Club



DUTY OF CANDOUR REPORT APRIL 2022

This is the first report from Rookies After School Care and Breakfast Club regarding the duty of candour.

Overview

1. We are a branch of a wider organisation, Rookie Rockstars and our service is based in Home Church Scotland in Kirkintilloch.
 - 1.1. The importance of building and maintaining positive relationships with children and their parents/guardians and ensuring a safe, welcoming, enjoyable and comfortable environment, has been the driving force of our service. Consequently, the Scottish Government's approach to openness, honesty, trust, effective communication and learning, whenever duty of candour is evidenced, is very much welcomed by all who work at Rookies. It is especially important when things go awry or seriously wrong.
 - 1.2. In situations giving rise to duty of candour, it is crucial that for all people involved that we meet to ensure everyone understands what has happened and are given a transparent and honest account of the incident in question.
 - 1.3. Families/Carers involved, will be offered a full apology and an outline of the learning that has resulted from the incident. This will include all changes to improve our service and an assurance of how and when these will be implemented.
 - 1.4. Recognising that staff involved may require support and time to process what has happened is fully recognised.

Duty of Candour

- 2.0** It is clearly understood by staff that it is a requirement and a legal duty in Scotland, to state the duty of candour procedure for our organisation taking cognisance of the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018.
- 2.1** All staff have received training in Duty of Candour and all new staff will receive training during their induction.
- 2.2** Whenever duty of candour is triggered, the manager will be notified and a record of the incident/accident will be made. The manager must ensure that the Care Inspectorate is informed and correct procedures are followed. The CEO will also be informed of all duty of candour incidents.
- 2.3** A full investigation and review into the incident will be conducted by senior managers and all findings discussed and evaluated by staff. All involved will share in the learning review process and procedure for changes and improvements.
- 2.4** A meeting will be held to carry out all recommendations and requirements relating to the duty of candour. It is crucial that families are supported throughout the process outlined above.
- 2.5** Staff involved who experience anxiety or distress as a result of duty of candour, will be given support from managers in the first instance and further professional support from our colleagues at Rookie Minds which is another of branch of the Rookie Rockstars organisation.

- 2.6 A report will be written to provide an outline of what has happened and what positive changes will be made as a result.
- 2.7 Any child involved in the above will be offered support from our Rookie Minds Counselling staff.
- 2.8 Parents will also be offered support from Rookie Minds Counselling staff.

Notable Incidents or Accidents resulting in Duty of Candour

- 3.0 There have been no incidents or accidents resulting in Duty of Candour within our organisation during the period, 23.8.21 – 18.4.22.

In seeking to follow best practice in fulfilling our duty, we are thankful for the clear information provided by the Scottish Government and Care Inspectorate to aid our understanding of Duty of Candour.

Elaine Brackenridge

Manager

Rookies After School Care and Breakfast Club