

## Duty of Candour Report

MSS is a charity which runs 6 family learning centres which are regulated by the Care Inspectorate:

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 that organisations learn how to improve for the future. An important part of this duty is that we provide an annual report about the duty of candour in our services.

This report describes how Midlothian Sure Start has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

### 1. About Midlothian Sure Start

Midlothian Sure Start is a registered children's day-care service in Midlothian. It operates 6 Family Learning Centres offering care to children from 0-12

We are in partnership with the local authority to provide funded Early Learning and Childcare for 2 year-olds and some 3 year olds. Our ambition is to "build best beginnings".

### 2. How many incidents happened to which the duty of candour applies?

In the last year, there has been no incidents to which the duty of candour applied.

### 3. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the centre manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager takes immediate action to reduce risk of harm to the individual, records the incident and reports as necessary to the Care Inspectorate. The Manager also ensures that those involved in the incident receive appropriate support throughout the process

When an incident has happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. In addition to line management support and supervision, we have an employee assistance programme in place for our staff if they have been affected by a duty of candour incident. Where parents or children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

Cheryl Brown  
**Chief Executive**  
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