

Duty of Candour Policy

The ***Duty of Candour Procedures (Scotland) Regulations*** (2018)¹ underpins Stramash's commitment to openness and transparency which is vital to the provision of safe, effective and person-centred childcare.

Stramash, as an organisation, strives to reflect critically and evaluatively upon its practise as regularly as possible - this makes up a significant part of how we run our settings and how Stramash is evolving constantly to provide a strong and meaningful service to its users.

The organisational duty of candour legislation creates a legal duty which sets out how organisations should tell those affected that an unintended or unexpected incident appears to have caused harm or death, where organisations are required to apologise and to meaningfully involve service users in a review of what happened.

If there is a circumstance when things have gone or are going wrong in this way, Stramash, as an organisation, will strive to be as honest, open and communicative with the service users as possible in order to try and resolve any issues or concerns service users may have.

Stramash, as an organisation, will reach out to its user base to meet and discuss the wrongdoings, their impact and the actions Stramash would be taking to ensure that the situation is rectified. This will be done on as a multi-level as possible and where appropriate this will include the Stramash CEO, Senior Team Leaders, Team Leaders and Practitioners.

Annually, Stramash will produce a report on Duty of Candour, even if there have been no reports of Duty of Candour, as required by the Care Inspectorate.

¹ [Duty of Candour Procedure \(Scotland\) Regulations \(2018\) Scottish Government](#)