



As no incidents have occurred during this reporting period, no actions were required to be taken in terms of Duty of Candour.

Where something has happened that triggers the duty of candour, our staff report this to the manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incidents and reports them as necessary to the Care Inspectorate.

All new staff learn about the duty of candour at their induction and undertake the Duty of Candour online Learning Module. During this reporting period 1 member of staff carried out the online module as a refresher.

We know that serious mistakes can be distressing for staff as well as people who use our ELC service and their families.

As required, we have confirmed completion of this report to the Care Inspectorate via e-forms, we have published the report on our website and shared it with our service users too.