

Duty of Candour

There is a legal requirement for all Health and Social Care services in Scotland to have a duty of candour which means that when mistakes happen and things go wrong, the affected people understand what has happened, receive an apology and organisations learn how to improve in future.

An annual report detailing all duty of candour incidences is an important part of this duty, therefore, please find to follow our report up to **3rd February 2022**:

- How many incidents have occurred with regards to the duty of candour?

In the last 12 months there have been no incidents to which the duty of candour applies

- Information regarding our duty of candour policies and procedures:

The nursery duty of candour policy and procedures is located in the Nursery Policies and Procedures folder which is available in the Manager Office, Parents Room and Staff Room. Should an incident trigger the duty of candour, our staff report this to the Nursery Manager who has the responsibility for ensuring the duty of candour procedure is followed. The Nursery Manager records the incident and, where necessary, reports to the Care Inspectorate. Following an incident, the Nursery Manager and staff set up a learning review which enables all involved to assess what happened and identify changes for the future. All new members of staff learn about the duty of candour during their induction process. As serious mistakes can be distressing for all involved, we have occupational welfare support in place for our staff if they have been affected by a duty of candour incident. If required, we have arrangements in place to provide welfare support for both parents/carers and children.

All policies and procedures are frequently reviewed and updated to ensure they are reflective.

**For further information, please contact our Nursery
Manager, Kirsty Kane**