

Duty of Candour Report

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 short report describes how Charleston Nursery has operated the duty of candour during the time between **1st of January 2019 and 31st of January 2020**. We hope you find this report useful.

About Charleston Nursery;

Charleston Nursery offer 3 hours and 10 minutes sessions for children aged between 3 and 5 years. We provide a range of activities to support children's development in their early years.

How many incidents applied where Duty of Candour applies;

In the year **2019/20** there have been no incidents within Charleston Nursery where Duty of Candour applied. See details below.

Type of unexpected or unintended Incident	Number of times this happened
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changes because of harm	0
Someone's life expectancy becomes shorter because of harm	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0

Type of unexpected or unintended incident	Number of times this happened
Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needed health treatment in order to prevent other injury	0

1. To what extent did Charleston Nursery follow the duty of candour procedure?

No action was required.

2. Information on policies and procedures

Where something happens that triggers the duty of candour, our staff would report this to the Head Teacher/Nursery Manager who has responsibility for ensuring that the duty of candour procedure is followed. In the absence of the Nursery Manager the Senior Early Years Practitioner would ensure that the duty of candour procedure is followed. The manager records the incident and reports as necessary to Care Inspectorate. 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 duty of candour at their induction. We will endeavour to refresh staff training annually to ensure duty of candour requirements and met and procedures followed. We know that serious mistakes can be distressing for staff as well as people who use care and their families. Occupational welfare support will be offered for our staff if they have been affected by duty of candour.

Where parents or children are affected by a duty of candour, we will offer pastoral support as necessary using a GIRFEC approach.

3. What has changed as a result?

No changes were required during this period.

4. Other Information

This is the first year of duty of candour being in operation and it continues to be a learning experience for our staff. It has helped us to remember that people who use care have the right to know when things go badly, as well as when they go well.

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness, we have a copy available in the setting for parents to view.

If you would like more information, please contact the Nursery Manager:

Anna Cartlidge Head Teacher/Nursery Manager

Charleston School

Charleston Road

Cove Ab12 3FH

01224 249349

charleston@aberdeencity.gov.uk