



## Croftmalloch Nursery

### A Daycare of Children Service

#### Duty of Candour Report (April 2019-March 2020)

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 Croftmalloch Nursery has operated the duty of candour during the time between 1 April 2019 and 31<sup>st</sup> March 2020.

#### **1. About Croftmalloch Nursery**

Croftmalloch Nursery is a children's daycare service in Whitburn for up to 40 children aged 2-5 at any one time. We provide day care to children from before school until early evening. We work in partnership with the local authority which means that we are funded to provide the allocated hours of early learning and child care to our families. We aim to ensure that we care for children in a way which supports them to grow and develop.

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

In the last year, there have been no incidents to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

<b>Type of unexpected or unintended incident</b>	<b>Number of times this happened</b>
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 shorted because of harm	0
Someone's sensory, motor or intellectual functions are impaired for 28 days or more	0
Someone experienced pain of psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them from dying	0
A person needed health treatment in order to prevent other injuries	0

#### **3. To what extent did Croftmalloch Nursery follow the duty of candour procedure?**

We had no events above and therefore did not require to follow the procedure.

#### **4. Information about our policies and procedures**

When something has happened that triggers the duty of candour, our staff report this to the nursery manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the 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 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. We have occupational welfare support 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.

#### **5. What has changed as a result?**

We made a change to our policies and procedures as a result of the duty of candour. We have reviewed the way in which we provide meals and snacks to children to ensure that allergies are known to all staff and that staff are confident about how they can avoid harm rising from them.

#### **6. Other information**

This is the first year of the duty of candour being in operation and it has been a learning experience for our nursery. 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 placed it on our school website and shared it with our parents too.

If you would like more information about our nursery, please contact us via our school office on: 01501 740506