**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 Loanhead Nursery has operated the duty of candour during the time between March 2020 and April 2021. We hope you find this report useful.

**1. Loanhead Nursery**

Loanhead Nursery is a children’s day-care service in Loanhead for up to 40 children aged 3-5 at any one time. We provide day care to children from 8.15 am to 3.10pm. We are a local authority nursery funded for 1140 hours to provide early learning and Childcare. 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 has been **0**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

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| --- | --- |
| **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 |
| A person needing health treatment in  order to prevent other injuries | 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 |
| A person needed health treatment in  order to prevent them dying | 0 |
| A person needing health treatment in  order to prevent other injuries | 0 |

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

When we realised the events listed above had happened, we followed the correct

procedure. This means we informed the parents affected, apologised to them, and

offered to meet with them. We reviewed what happened and what went wrong to try and

learn for the future.

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

Where 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 arising from them.

**6. Other information**

As required, we have submitted this report to the Care Inspectorate but in the spirit of

openness we have placed in on our website and shared it with our parents too.

If you would like more information about our nursery, please contact us using these details: [D.Donnelly@mgf.net](mailto:D.Donnelly@mgf.net )or [j.yorkston@mgfl.net](mailto:j.yorkston@mgfl.net)