



# Duty of Candour Report

June 2025

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 service. This short report describes how Hazeldene Family Centre has operated the duty of candour during the time between November 22 and August 2023. We hope you find this report useful.

## 1. About Hazeldene Family Centre

Hazeldene Family Centre opened in 1997 and is a local authority Early Learning and Childcare Centre within East Renfrewshire. The centre is registered to provide Early Learning and Childcare for children aged 3-5 years, with places for 64 children attending at any one time. The Family Centre operates for 50 weeks per annum. A list of public holidays and in service days when the centre is closed is published on the family centre website.

Each child has a key worker who takes responsibility for recording the child's progress throughout their time in the family centre, but their learning and development is promoted and supported through a team approach including the Nursery Teacher; Child Development Officers and Early Years Play Workers. Relationships and interactions are at the heart of the work of Hazeldene Family Centre. Strong emphasis is placed on partnerships with parents, families and the wider community.

## 2. How many incidents happened to which the Duty of Candour applied?

In the last year there has been no incident 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.

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
Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them from dying	0
A person needing health treatment in order to prevent other injuries	0

## 3. To what extent did Hazeldene Family Centre follow the Duty of Candour procedure?

Hazeldene Family Centre implemented the Duty of Candour policies and procedures which came into effect within our service from 1<sup>st</sup> April 2018. The Head Teacher and Depute Head of Centre are responsible for ensuring:

- that the procedure is carried out
- that training which is required by the regulation is undertaken
- that training/support supervision is provided to any persons carrying out any part of the procedure as required by the regulations
- that an annual Duty of Candour report is prepared and published

In the last year there have been no incidents within Hazeldene Family Centre to which the Duty of Candour applied.

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

In the last year there have been no incidents within Hazeldene Family Centre to which the Duty of Candour applied.

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

Where something has happened which triggers the Duty of Candour, our staff would report this immediately to the Head Teacher or Depute Head of Centre who have responsibility for ensuring that the duty of candour procedure is followed. This includes contacting the parent/carer to let them know that an accident or mistake has happened and what occurred. The head teacher would apologise and let them know what will happen next.

The Head Teacher/Depute Head of Centre would record the incident and report to East Renfrewshire Council and The Care Inspectorate.

When an incident has happened, the Head Teacher and staff would set up a learning review to allow everyone involved to review what happened and identify changes for the future.

Information about the Duty of Candour is included in our Annual Staff Update in August. 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 support in place through our Human Resources services and employee counselling 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.

#### **6. Other Information**

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have also published it on our website and shared it with our families.

If you would like more information about Hazeldene Family Centre please contact us using these details:

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