



Fife Education Service  
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### **DUTY OF CANDOUR REPORT January 2024**

All health and social care services 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 Dalgety Bay Primary Nursery has operated the Duty of Candour during the time between January 2023 and January 2024. We hope you find this report useful.

### **Dalgety Bay Primary Nursery**

Dalgety Bay Primary Nursery is a children's day-care service in Dalgety Bay, Fife, for up to 56 children aged 3-5 at any one time. We provide day care to children from 9:00am to 3:00pm. We are a local authority nursery linked to Dalgety Bay Primary School. We aim to ensure that we care for children in a way which supports them to grow and develop.

#### **1. 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.

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

Where something has happened that triggers the Duty of Candour, our staff report this to the nursery manager (Colleen Thomas and Amanda Robertson), who have 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 for the people who use the service 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.

If you would like more information about our nursery, please contact the school office.