



Touch Primary and Nursery  
A Community with Learning at its Heart

## **Touch Primary School Nursery Duty of Candour Report 2020-21**

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 in the future.

An important part of this duty is that we provide an annual report about the duty of candour. This short report describes how our care service has operated the duty of candour during the time between 1st April 2020 and 31st March 2021.

### **1. About Touch Primary School Nursery**

Touch Nursery is a purpose built nursery within Touch Primary School. As of March 2021 we have a total of 59 children from the age of 3 years across two nursery playrooms, with children attending for half days (am or pm). From April 2021 we will move from our temporary accommodation within Touch School to our newly refurbished provision in our normal nursery building, attached to the school. This will allow us to deliver the full 1140 entitlement to children. Children will have a term time, 9am – 3pm place in one of three playrooms.

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

In the last year, there has 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 changed 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 dying	0
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### **3. To what extent did Touch School Nursery follow the duty of candour procedure?**

We carefully assessed all notifications to the Care Inspectorate to check whether they triggered the Duty of Candour, following the Duty of Candour procedure.

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

Where something has happened that triggers the duty of candour, our staff report this to the Head Teacher and Senior Leadership Team who have responsibility for ensuring that the duty of candour procedure is followed. A member of the Senior Leadership Team records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, a learning review will take place. 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. Where staff members, parents or children are affected by the duty of candour, we will endeavour to support as necessary.

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

During the time covered by this report, the COVID-19 pandemic meant that Scotland has experienced two periods of lockdown. In the first lockdown from March to June 2020, the nursery closed with online and telephone support offered to all families. Child-care was offered via an area hub for the children of keyworkers and our most vulnerable children. In August 2020 we opened again for all children and welcomed our returning children back. In January 2021 Scotland entered lockdown again and this time we opened the nursery for a small group of children who were the children of key workers or identified as vulnerable. Throughout this time we have used the guidance from Scottish Government and the Health Protection Team to ensure that we are mitigating the risks posed by the COVID-19 pandemic. A comprehensive risk assessment has been underpinned by procedures and guidelines and these have been continually reviewed and revised in line with update Scottish Government guidance. These procedures and guidelines include: -

- Procedures for Staff to Reduce Risk of the Spread of Infection
- Cleaning Procedures (Covid-19)
- Drop off and Collection of Children Procedures (Covid-19)
- Covid-19 Suspected Case Guidance
- The Use of Personal Protective Equipment (PPE) Covid-19
- Covid-19 paragraph written into all relevant policies and procedures
- Blended Learning Guidance

## **6. Other information**

This is the third year of the duty of candour being in operation. Throughout the COVID-19 pandemic, it has supported us to ensure that we have policies and procedures in place to protect all our children. 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 and made a copy available for parents and partners on our website.

If you would like more information about our nursery, please contact us:

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