



Riverbank Primary School and Nursery Class

R- Respect P-Play S-Safe N-Nurture C-Caring
♥ Many Hearts Make Our Family ♥



Riverbank Nursery Class Annual Duty of Candour Report 1st April 2024 – 31st March 2025

Care Inspectorate Registration Number – CS2003015369

Type of Care Service – Day Care of Children

Service Manager – Helen Paterson, Headteacher

Report written by – Helen Paterson, Headteacher

Service Provider – North Lanarkshire Council

Civic Centre, Windmillhill Street, Motherwell, ML1 1AB

Telephone – 01698 403200

Care Service – Riverbank Primary School and Nursery School

Paddock Street, Coatbridge, ML5 4PG

Telephone – 01236 794858

About Riverbank Nursery Class

Riverbank Nursery Class is a children's day-care service in Coatbridge, North Lanarkshire. It is situated within a purpose built nursery class attached to the main school building as part of the Community Hub, opened in August 2023. It is registered for no more than 56 children, aged 3-5 years old, at any one time and operates from 8am – 6pm, Monday to Friday. We operate three session times over the course of a day, 8.00am- 12.45pm, 1.15pm-6.00pm and 8.45am-2.45pm. The setting comprises of a large playroom and an outdoor area.

Introduction

Openness and honesty should be central to the actions of those providing care to others. It should be

at the heart of every relationship between those providing, receiving and/or experiencing treatment and care.

The duty of candour affects all health, social work and care services. It means that services must take specific steps to carry out their duty of candour when a serious adverse event happens. When things go wrong and mistakes happen, the people affected must understand what has happened and receive an apology. Organisations should also learn how to improve for the future.

Care and social work services must, by law, produce a short annual report showing the learning from their duty of candour incidents that year. This short report describes how Riverbank Nursery Class has operated the duty of candour during the time between 1st April 2023 and 31st March 2024.

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 types of incident that 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, physiological 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 dying	0
A person needing health treatment in order to prevent other injuries	0

To what extent do Riverbank Nursery Class follow the duty of candour procedure?

Where something happens to trigger the duty of candour, the following procedures have been developed and embedded within Riverbank Nursery Class, to ensure the duty of candour legal requirements are met:

- Staff immediately report the incident to the nursery manager (Helen Paterson, Headteacher) who has overall responsibility for ensuring the duty of candour procedures are followed.
- The incident is recorded and the manager will report to Care Inspectorate as necessary.

- Following an incident that triggers duty of candour the manager will meet with the staff team to complete a learning review. Everybody involved should reflect on what has happened and identify changes for the future.
- Where parents or children are affected by duty of candour, we will provide welfare support as necessary.
- We acknowledge that serious mistakes could be distressing for staff as well as the children and families that use our service. Debriefing sessions and welfare support will be available as necessary.

Systems and processes in place to support the above procedure

- All relevant information has been shared with the entire staff team and they have been encouraged to access the training during their staff development time.
- All first aid records, incident and accident logs include the question Does this trigger Duty of Candour? This helps to keep the requirement fresh in staff's minds.
- A clear Compliments, Concerns and Complaints procedure is in place with Duty of Candour detailed within it.
- Detailed risk assessments are in place to ensure everybody's safety is a priority within our setting.

With these systems in place we feel confident that the correct procedures would be followed should an adverse event trigger our Duty of Candour.

To conclude

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