

## 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 Shiskine Early Years Class has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

### **1. About Shiskine Early Years Class**

Corrie/ Kilmory/ Pirnmill/ Shiskine Early Years Class is an Early Years Class within the associated Primary School. The class provides a learning experience for preschool children. Early Years Class provides of a variety of activities and experiences designed to aid in the cognitive and social learning and development of preschoolers before they enter primary school.

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

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**

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

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 physiological 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

### **3. To what extent did Shiskine Early Years Class follow the duty of candour procedure?**

Corrie/ Kilmory/ Pirnmill/ Shiskine Early Years will follow the correct procedures. This would be informing parents affected, apologising and offering to meet with them. Further steps would be reviewing any incident, what went wrong and implementing any change to prevent future incidents.

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

Where something has happened that triggers the duty of candour, our staff report this to the Depute Head Teacher, who has responsibility for ensuring that the duty of candour procedure is followed. The DHT records the incident and reports as necessary to both the Head Teacher and The Care Inspectorate. When an incident has happened, the DHT and staff will set up a learning review. This allows everyone involved to review what happened and identifies 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 support in place through North Ayrshire Council 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 snacks to children to ensure that allergies/ intolerances are known to all staff and that staff are confident about how they can avoid harm arising from them.

## **6. Other information**

This is the first year of the duty of candour being in operation and it has been a learning experience for our Centre. 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 but in the spirit of openness we have also placed it on our website and shared it with our families too.

If you would like more information about our Shiskine Early Years Class please contact us using these details:

Shiskine Early Years Class

Shiskine Primary School

**Telephone: 01770 860207**