



Hilltop Primary, LCSC and Nursery Class

Duty of Candour Report

March 2022–March 2023

Responsible Person Katrina Donnelly Head Teacher

## What is a 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 Hilltop Nursery has operated the duty of candour during the time between 31 March 2022 and 31 March 2023. We hope you find this report useful.

### 1. About Hilltop LCSC and Nursery Class

Hilltop Primary School & Nursery is a children’s day-care service in Airdrie for up to 32 children aged 3-5 at any one time with a Language and Communication Support centre (LCSC) linked Nursery taking up to 6-8 children. We provide day care to children from 8.45 to 2.45. We are a local authority nursery and funded to provide early learning and childcare. We aim to ensure that we care for children in a way which supports them to grow and develop to their full potential.

### 2. How many incidents happened to which the duty of candour applies within the LCSC and Nursery Class?

In the last year, there has been NO incidents to which the duty of candour applied.

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 dying	0
A person needing health treatment in order to prevent other injuries	0

### **3. To what extent did Hilltop LCSC and Nursery follow the duty of candour procedure?**

If or when any of the events listed above were to happen, we would follow the correct procedure. This means we inform the parents affected, apologise to them, and offer to meet with them. We would review what happened and what went wrong to try and learn for the future.

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

If something were to happen that triggers the duty of candour, our staff would report this to the nursery manager who has 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 staff who are new to the setting will receive training and information about duty of candour during in-service training days. We carry out a yearly review and training with all staff on Duty of Candour procedures and policies. We know that serious mistakes can be distressing for staff as well as 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.

### **5. What has changed because of any incidents?**

N/A

### **6. Other information**

This is the fourth year of the duty of candour being in operation and our second year to publish our report. This has been a learning experience for our nursery and 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.

If you would like more information about our nursery, please contact us using these details.

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