



Hilltop Nursery Class

Annual Duty of Candour Report

Published for financial year ending 31st March 2024



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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 described how Hilltop Nursery Class has operated the duty of candour during the time between 1 April 2023 and 31 March 2024. We hope you find this report useful.

About Hilltop Nursery Class

Hilltop Nursery Class is a children's early learning and childcare day service situated in the Petersburn Airdrie for up to 32 children aged 3-5 at any one time with a Language and Communication Support Centre (LCSC) Nursery taking up to 6-8 children. We are a North Lanarkshire Council establishment, providing 1140 hours of 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.

How many incidents happened to which the duty of candour applies?

In the last year to 31 March 2024, there have been no incidents to which the duty of candour applied.

Information about our policies and procedures

Where something has happened which triggers the duty of candour, our staff report this to the Head Teacher, who has the responsibility for ensuring that the duty of candour procedure is followed. The Head Teacher records the incident and reports, as necessary, to the Care Inspectorate. When an incident has happened, the Head Teacher and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

The Lead Practitioners inform new staff of the duty of candour at their induction. We know that serious mistakes can be distressing for staff, as well as our children and their families. Our staff can access support from the Employee Counselling Service if they have been affected by a duty of candour incident. Support and advice for employees is also available on MyNL.

Where children or families have been affected by the duty of candour, we have arrangements in place to provide welfare support, as necessary.

Other Information

This is the fifth year of duty of candour being in operation. 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 telephone us on (01236) 632240 or email us on enquiries-at-hilltop@northlan.org.uk