



New Monkland Nursery Class

Duty of Candour Report Jan 2020

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 New Monkland Nursery Class has operated the duty of candour during the time between January 2019 and January 2020. We hope you find this report useful.

About New Monkland Nursery Class

New Monkland Nursery is a non – denominational class located in the same building as the Primary school. Our Nursery facility is regulated by the Care Inspectorate who last inspected us in December 2017 and Her Majesty's Inspectors in Education inspected us in October 2018. We are currently a 30/20 nursery for children who are between 3 and 5 years of age, prior to starting Primary school. Our children come for 600 hours of funded nursery learning per year which is delivered by our experienced and dedicated staff team.

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. There have been no unintended or unexpected incidents where the level of seriousness has linked directly to the Duty of Candour legislation. As ever, should the need arise, we will openly admit the error and apologise to the individual and their parent or carer. We

endeavour to be truthful in all our dealings with you as service users and we will continue to do our best to mitigate any potential harm.

| 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 |

To what extent did New Monkland Nursery Class follow the duty of candour procedure?

New Monkland Nursery Class have now implemented the Duty of Candour policies and procedures which came into effect within our service from January 2019. The Headteacher and nursery teacher will now ensure that:

- Duty of Candour procedures are carried out as and when necessary,
- Our Duty of Candour Policy is reviewed and up to date,
- Training which is required by the regulation is undertaken by all staff,
- Training/ support and supervision is provided to any persons carrying out any part of the procedure as required by the regulations,
- We report annually on the Duty.

Information about our policies and procedures

Where something has happened that triggers the Duty of Candour, our staff report this to the Headteacher or Nursery Teacher who have responsibility for ensuring that the Duty of Candour procedure is followed. The Headteacher / Nursery Teacher will record the incident and report as necessary to both: Care Inspectorate & NLC Education and Families. If an incident has happened, the Headteacher and staff will set up a learning review to highlight any lessons that need to be learned. This will allow everyone involved to review what has happened and identify changes for the future.

All new staff will 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 our service and their families. We have Occupational Staff Welfare support in place through our HR Services for our staff if they have been affected by a Duty of Candour incident.

What has changed as a result?

We have updated and made changes to our policies and procedures as a result of the Duty of Candour and all staff members have completed the Duty of Candour Module online.

Other information

This will be the first year of the Duty of Candour being in operation and it has been a learning experience for New Monkland Nursery Class. It has helped us to remember that people who use our nursery service have the right to know when things go badly, as well as, when they go well.

In the spirit of openness, we have placed this report on our website and shared it with our families too.

If you would like more information about New Monkland Nursery Class, please contact us using the details below:

New Monkland Nursery

Raebog Road

Glenmavis

ML6 0NW

01236 794883

or email

ht@newmonkland.n-lanark.sch.uk