

Glenlyon Nursery Duty of Candour Report 2019-2020

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 Glenlyon Nursery has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

1. About Glenlyon Nursery

Glenlyon Nursery is a children's daycare service in Perth and Kinross for up to 8 children aged 0-5 at any one time. We provide day care to children from 09:15 – 15:00, Monday-Friday. We are a local authority nursery which means that we are funded to provide early learning and childcare, currently this is linked to our school timetable of provision – i.e. term time only. We aim to ensure that we care for children in a way which supports them to grow and develop.

2. 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 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	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 needed health treatment in order to prevent other injuries	0

3. To what extent did Glenlyon Nursery follow the duty of candour procedure?

We have not had any incidents to which the duty of candour applied.

4. Information about our policies and procedures

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

We have not had any incidents to which the duty of candour applied.

6. Other information

The duty of candour process remains one that we are engaging with closely and remains a learning experience for our nursery. 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 placed it on our website and shared it with our parents too.

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

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