



## **Maidens Early Years Centre**

### **Duty of Candour Report 2019/20**

#### **1. About Maidens Early Years Centre**

Maidens Early Years Centre is a local authority nursery for up to 32 children aged 2-5 at any one time. We provide early years education and wrap around care from 8.30am-4.00pm. We aim to provide high quality learning experiences in both indoor and outdoor learning environments which meet the needs of our service users to ensure all children reach their potential.

#### **2. In the last year, there have been no incidents to which duty of candour applied.**

<b>Type of unexpected or unintended incident</b>	<b>Number of times this happened</b>
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 Maidens Nursery follow the duty of candour procedure?**

N/A as there were no such incidences.

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

If something was to happen that would trigger the duty of candour, staff would report to a member of the Senior Leadership Team, specifically Mrs Foakes (Principal Teacher) or Mrs Campbell (Head Teacher) who have responsibility for ensuring that the duty of candour procedure is followed. One of these managers would then record the incident and report as necessary to the Care Inspectorate. Following any incident, we would set up and carry out a learning review to ensure everyone involved has the opportunity to review what happened, to reflect on how the incident was managed and identify necessary changes that would improve the service.

All new staff learn about the duty of candour at their induction and are encouraged to read the relevant literature within the Duty of Candour file. We appreciate that serious mistakes can be distressing for staff as well as people who use our service and the local authority have occupational welfare support in place for our staff if they have been adversely affected by a duty of candour incident.

Where parents or children are affected by the duty of candour, we have arrangements in place via the local authority including the use of external agencies to provide support as necessary.

#### **5. Staff Training**

All Early Years Practitioners have had in-house training and Mrs Foakes has completed the online module provided by South Ayrshire Council regarding Duty of Candour.

## **6. Other Information**

This is the first year of duty of candour being in operation and staff have benefitted from being more aware of how to deal with such incidences in an appropriate and compassionate way. Staff also acknowledge that service users and their families are entitled to know the truth when things do not go according to plan as well as when successes are shared. They are also committed to ensuring that all those involved with our service are treated with care and respect and are prepared to apologise if anything does go wrong regardless of the severity of the mistake/incident. Staff are always transparent when reporting to parents/carers regarding minor accidents/incidents and relevant recording formats are used for such occurrences, these documents are shared with parents/carers signed and dated by the relevant staff member and parent/carer.

As required, we will submit this report to the Care Inspectorate but in the spirit of openness we have placed on our website and shared it with parents/carers too.