

Struthers Early Years Centre Duty of Candour Report 2024-2025

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 Braehead Early Years Centre has operated the duty of candour during the time between 1 April 2024 and 31 March 2025. We hope you find this report useful.

1. About the Service

Struthers Early Years Centre
Castle Stuart Walk
Troon
KA10 7LH

Centre Manager: Martin Gilmour
Depute Manager: Pauline Galloway

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 has applied. These are where the 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 has 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

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

When we realise the events listed above have happened, we will follow the correct procedure. This means we will inform the parents/carers/person affected, apologise to them, and offer to meet with them. We will review what has happened and what went wrong to try and learn for the future.

4. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff will report this to the service manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager will record the incident and report 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 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/carers or children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

5. What changes as a result?

As a result of a duty of candour incident we will review our practice and if necessary make a change to our policies and procedures to reflect this.

Martin Gilmour

Centre Manager

Pauline Galloway

Depute Manager