



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 our care service has operated the duty of candour during the time between 1 April 2024 and 31 March 2025.

Dunrossness Nursery is an Early Learning and Childcare (ELC) setting in Shetland. We provide 1140 hours of ELC for the 31 children registered with us.

At Dunrossness Nursery, we are committed to upholding the highest standards of care, transparency, and accountability in supporting the growth and development of all children in our setting. Our ethos—Ready, Respectful, Safe, and Included—guides our approach to nurturing each child's learning journey while fostering an inclusive setting. Our approach aligns with the SHANARRI well-being indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included), ensuring that every child receives the support they need to thrive.

We provide a stimulating and nurturing environment where children can explore, learn, and develop across all areas of their learning. We promote cognitive, social, emotional, and physical development through play-based learning, tailored to each child's individual needs.

We celebrate diversity and ensure that every child, regardless of background or ability, feels included and valued. Our staff are trained in inclusive practices and work closely with families and external professionals to provide appropriate support where needed. We make necessary adaptations to our environment and learning experiences to ensure accessibility for all children, promoting equal opportunities for success and enjoyment.

1. 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.

2. Information about our policies and procedures

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

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.

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

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