



## **Whiteness Early Years Duty of Candour report 2022/2023**

### ***A day-care of children service***

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 Whiteness Early Years has operated the duty of candour during the time between 1 April 2022 and 31 March 2023. We hope you find this report useful.

### **About Whiteness Early Years**

Whiteness Early Years is a children's day-care service in Shetland for up to 24 children aged 2-5 at any one time. We provide day care to children from 0815 to 1615 each week day, term time only. We are in partnership with the local authority, which means we are fully funded to provide 1140 hours of early learning and childcare per year. We aim to ensure that we care for children in a way which supports them to grow and develop.

### **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 applies. 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.

<b>Type of unexpected or unintended incident</b>	<b>Number of times this happened</b>
Someone has died	0
Someone has permanently lost 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 Whiteness Early Years follow the duty of candour procedure?**

If any of the above events were to happen, we would follow the correct procedure as outlined by the Care Inspectorate- such as informing the parents affected, apologising to them, and offering to meet with them. We would review what happened and what went wrong to try to learn for the future.

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

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

## **What has changed as a result?**

We will review and make any changes to our policies and procedures as a result of the duty of candour. We review the way in which we provide meals and snacks to children to ensure that allergies are known to all staff and that staff are confident about how they can avoid harm arising from them.

## **Other information**

This is the first year of the duty of candour being in operation and it has been a learning experience for our early years. 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:

Rachel Colclough

Head Teacher

Whiteness Primary School and Early Years

Whiteness

Shetland

ZE2 9LJ

01595 745380

<https://blogs.glowscotland.org.uk/sh/whitenessprimaryschool/>