Early learning unit

Duty of Candour annual report April 2019 to 2020

All Health and social care services in Scotland have a duty of candour. This is a legal requirement which means when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and we learn how to improve for the future.

An important part of this duty is we provide and annual report about the duty of candour in our service. This short report describes how our care service has operated the duty of candour during the time between 1 April 2019 and the 31st March 2020. We hope you find this report useful.

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.

1. **Information about our policies and procedures**

If something has happened that triggers the duty of candour, our staff report to management team how has responsibility for ensuring that the duty of candour procedure is followed. The management team records the incident and reports as necessary to the care inspectorate.

If an incident has happened, the manager and staff will have a meeting to discuss the incident this allows everyone involved to review what happened and identify any changes for the future.

All management have completed the on line duty of candour course. Staff have been made aware of the duty of candour at staff meetings.

We are aware a duty of candour can be stressful and distressing to all involved and would offer appropriate support to both staff and families where required.

If you would like further information about Duty of Candour, please contact the nursery management.