



# Duty of Candour



## Duty of Candour Report

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 Moorfoot Nursery has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

### 1. About Moorfoot Nursery

Moorfoot Nursery is part of Moorfoot Primary School, situated in North Middleton. The nursery has capacity for 24 children.

Our location provides us with many opportunities to make links with our community and support our children to feel a sense of belonging not only within the nursery, but also within the wider world.

The team is motivated to learn, and constantly look at evaluating practice to improve the service. Over the course of the session the team reflected on and developed in the following areas;

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### 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 applied. 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



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Type of unexpected or unintended incident	Number of times this 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
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 Moorfoot Nursery follow the duty of candour procedure?

*When we realised the events listed above had happened, we followed the correct procedure. This means we informed the parents affected, apologised to them, and offered to meet with them. We reviewed what 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 report this to the Senior who has responsibility for ensuring that the duty of candour procedure is followed. The Senior records the incident and reports as necessary to the Head Teacher and the Care Inspectorate. When an incident has happened, the Senior/HT 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



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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.

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

*We made a change to our policies and procedures as a result of the duty of candour. We have reviewed 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.*

## **6. Other information**

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

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