



**Duty of Candour Report**

**September 2018 – December 2019**

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 in the future.

An important part of this duty is that we provide an annual report about the duty of candour in our service, **Kingswells Nursery**. This short report describes how our care service has operated the duty of candour during the time between **1<sup>st</sup> September 2018 and 31<sup>st</sup> December 2019**.

**How many incidents happened to which the duty of candour applies?**

Since 1<sup>st</sup> September 2018 there have been no incidents to which the duty of candour applied. Incidents which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition would require duty of candour to be applied.

<b>Type of unexpected or unintended incident</b>	<b>Number of times this happened</b>
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 changed 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 needed health treatment in order to prevent other injuries	0

**1. To what extent did Kingswells Nursery follow the duty of candour procedure?**

Kingswells Nursery staff and members of the Senior Leadership Team have all completed Duty of Candour Training. Although we have not yet needed to apply the principles of this training we are prepared to follow the correct procedures as needed. This means we would inform the parents affected, apologise to them, and offer to meet with them. We would review what happened and what went wrong to try and learn for the future.

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

If something happens that triggers the duty of candour, our staff report this to the Senior Leadership Team who has responsibility for ensuring that the duty of candour procedure is followed. A member of the Senior Leadership Team records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, a learning review will

take place. 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 available 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.

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

We continually review our practice and setting and make adjustments in line with recommendations and changes to policies as appropriate.

### **4. 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:

[kingswells@aberdeencity.gov.uk](mailto:kingswells@aberdeencity.gov.uk) or by phoning 01224 740262