



Candour Report April 2019- March 2020

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 1st April 2019 and 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.

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, staff report this to Lorna Bradley Nursery manager or Vikki Swan Nursery depute who have responsibility for ensuring that the duty of candour procedure is followed. Management record the incident and reports 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 staff have successfully completed a duty of candour online module. All new staff learn about the duty of candour at their induction and will be expected to complete online module. We know that serious mistakes can be distressing for all staff as well as people who use care and their families.

Management will offer support for staff if they have been affected by a duty of candour incident. Where parents or children are affected by the duty of candour, management will support them. If you would like more information about our nursery, please contact Lorna or Vikki @ steppingstonesnursery2003@outlook.com or 01505 325 226.