

Dunnottar Nursery **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 our care service has operated the duty of candour during the time between 1 April 2019 and 31 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

If something happens which triggers the duty of candour, our staff report this to the Senior Leadership Team who will ensure that the duty of candour procedure is followed. The manager of the setting (Dunnottar School's Senior Leadership Team) records the incident and reports as necessary to Care Inspectorate. If an incident were to happen, the manager and staff would set up a learning review. This would allow 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 can put support in place for staff if they were to be affected by a duty of candour incident.

If parents or children were to be affected by the duty of candour, we can provide support as necessary. If you would like more information about our nursery, please contact us using these details: 01569 690508 (Nursery number) or 01569 690505 (Dunnottar School number).