

Crossroads Nursery
Duty of 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 and 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, Crossroads Nursery. This short report describes how our care service has operated the duty of candour during the time between 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, our staff report this to the Senior Management Team who have 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. When an incident has happened, the senior management team 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 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.

If you would like more information about the duty of candour in Crossroads Nursery please speak with a member of staff (see appendix 1).

Appendix 1

Incidents that trigger Duty of Candour

Type of unexpected or unintended incident	Number of times this happened
Someone has died	
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	
Someone's treatment has increased because of harm	
The structure of someone's body changed because of harm	
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	
Someone experienced pain or psychological harm for 28 days or more	
A person needed health treatment in order to prevent them dying	
A person needed health treatment in order to prevent other injuries	