

Annual Duty of Candour Report

Early Learning and Childcare Setting – Willow Den at Spartans	
Date	31.03.2023
<p>All health and social care services in Scotland have a duty of candour.</p> <p>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.</p> <p>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 01 April 2022 and 31 March 2023. We hope you find this report useful.</p>	
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	
<p>Where something has happened that triggers the duty of candour, our staff report this to the nursery manager who has responsibility for ensuring that the duty of candour procedure is followed. The nursery manager follows the nursery's 4 step checklist which sets out a clear procedure for this. The manager records the incident and reports as necessary to the Care Inspectorate. All new staff will receive training 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 provide details of support services to our staff if they have been affected by a duty of candour incident.</p>	
3. Training	
Our 3 Early Years Practitioners and Nursery Manager have completed the Duty of Candour Training	
If you would like more information about our nursery, please contact us using these details:	
Contact	Amy McGlinchey
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