Duty of Candour Report 2024

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 The Meadows Private Day Nursery Ltd has operated the duty of candour during the time between 1 April 2018 and 31 March 2024. We hope you find this report useful.

**About The Meadows Private Day Nursery Ltd**

The Meadows Private Day Nursery Ltd is a children’s day care service in Mossblown, South Ayrshire for up to 37 children aged 0-12 at any one time. We provide day care to children from before school to early evening. We are in partnership with the local authority which means that although we are a private nursery, we are funded to provide some hours of early learning and childcare. We aim to ensure that we care for children in a way which supports them to grow and develop.

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

In the last year, there has been no incidents to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone’s illness or underlying condition.

|  |  |
| --- | --- |
| TYPE OF UNEXPECTED/UNINTENDED INCIDENT | NUMBER OF TIMES THIS HAPPENED |
| 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 changes because of harm | 0 |
| Someone’s life expectancy becomes shorter 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 needing health treatment in order to prevent other injuries | 0 |
| A person’s welfare was affected by an act or omission | 0 |

**To what extent did The Meadows Private Day Nursery Ltd follow the duty of candour procedure?** Not applicable as no events occurred.

**Information about our policies and procedures**

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 manager records the incident and reports as necessary 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 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.

**What has changed as a result?**

Not applicable as no events occurred.

**Other information**

This is the third 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 closed group parents Facebook page too.