



## **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 Almond Park Nursery has operated the duty of candour during the time between 1 April 2023 and 31 March 2024. We hope you find this report useful.

## **About Almond Park Nursery**

Almond Park Nursery is a children's daycare service in Musselburgh for up to 120 children aged 3 months-5 years 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 an independent 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 one incident to which the duty of candour applied.

## **How does Almond Park Nursery follow the duty of candour procedure?**

Should an event happen, we will follow the correct procedure. This means we will inform the parents affected, apologise to them, and offer to meet with them. We will review what happened and what went wrong to try and learn for the future.

## **Information about our policies and procedures**

If something were to happen that triggers the duty of candour, our staff will 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. 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.

## **What may change as a result?**

We may make a change to our policies and procedures as a result of the duty of candour. We may provide further training and support to our staff to ensure all staff are confident about how they can avoid harm to the children in our care.