

**Arnhall 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 thefuture.

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 Arnhall Nursery has operated the duty of candour during the time between 1 April 2020 and 31st March 2021. We hope you find this report useful.

1. **About Arnhall Nursery**

Arnhall Nursery sits on the outskirts of Dunblane on the rural Keir Estate that is registered to take 107 children from 3mth to 5yrs on a daily basis. The nursery provides day care from 7.30am to 6.30pm. We are in partnership with Stirling Council which means we are funded to provide 25. Hours of early learning and childcare to all 3 to 5-year olds. We aim to ensure that we care for children in a way which supports them to grow and develop.

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

In the last year, there has been no incidents to which duty of candour applied.

These are where types of incidents happened which are unintended or unexpected, and do not relate directly to the natural course of someone’s illness or underlying condition.

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| --- | --- |
| **Type of unexpected or 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 has changed because of harm | 0 |
| Someone’s life expectancy becomes shorter because of harm | 0 |
| Someone’s sensory, motor or intellectual functions are impaired for 28 days or more | 0 |

|  |  |
| --- | --- |
| **Type of unexpected or unintended incident** | **Number of times this has happened** |
| Someone experienced pain and 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 |

1. **To what extent did Arnhall Nursery follow the duty of candour procedure?**

N/A

1. **Information about our policies and procedures**

Where something had 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 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 in they have been affected by a duty of candour incident.

1. **What has changed as a result?**

N/A

1. **Other Information**

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have placed on our website and shared it with our parents too.

If you would like more information about our nursery, please contact us using these details: [arnhall@peartreenurseries.co.uk](mailto:arnhall@peartreenurseries.co.uk) or telephone: 01786 822391