



Duty of Candour Report – Maryhill Nursery

All health and social care services in Scotland have a duty of candour, as a childcare service this included Step by Step Nursery in Maryhill. 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 the company will learn how to improve in the future.

An important part of this duty is that the company provided an annual report about the duty of candour in our services. This short report describes how our service has operated the duty of candour from 1st April 2019 to 31st March 2020. We do hope you find this report useful.

1. Report for Step by Step Private Nursery – Maryhill 25 Sandfield Street, Glasgow G20 9TL
2. How many incidents happened in which the duty of candour applies?
In the last year, there have been no incidents to which the duty of candour applied.
3. Information about your policies and procedures
<p>Where something occurs 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 precisely. The manager records the incident and informs the senior management team that a duty of candour procedure is being carried out in their setting. The manager must also inform as necessary to Care Inspectorate Scotland. When an incident has happened, the manager and staff implement a learning review. This enables everyone involved to review what happened and identify changes for the future.</p> <p>All new staff will receive duty of candour training as part of their induction. We understand that mistakes can be distressing for staff as well as the people who use the service and their families. Staff have access to welfare support through Citation for our staff if they have been affected by a duty of candour incident.</p> <p>Where parents and children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.</p>
4. Other information
This is the first year of the duty of candour being in operation and it has been a learning experience for our setting. All our staff have been trained on duty of candour legislation and process. It has helped us to remember that the people who use our service have the right to know when things go wrong, as well as when they are going well.

As legally required, our operations manager has submitted this report to the Care Inspectorate but in the spirit of openness we have also published this report on our website and shared it with our families too.

If you require any further information about our nursery, please contact our manager Elizabeth Steenkamp on 0141 945 2030.

Is there a written Duty of Candour Policy and Procedure in place?

Yes

Date of Report

27th March 2020