

Lennoxtown Early Years Centre



Duty of Candour Report March 2019

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 Lennoxtown Early Years Centre has operated the Duty of Candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

1. About Lennoxtown Early Years Centre

Lennoxtown Early Years Centre is a Local Authority run children's daycare service joined to Lennoxtown Primary School. It is registered for 56 3-5 year olds, 15 2-3 year olds and 9 0-2 year olds at any one time. We provide day care to children between the hours of 8am and 6pm.

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

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

3. Information about our policies and procedures

When something has happened that triggers the Duty of Candour, staff report the incident to the HT/ DHoC who has responsibility for ensuring that the Duty of Candour procedure is followed. The HT/DHoC records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the HT/DHoC and staff set up a learning review post incident. This allows everyone involved to review what happened and identify any necessary changes for the future practice. All staff learn about the Duty of Candour at their induction and have a clear understanding of the process. We know that errors/incidents can be distressing for staff as well as the families who use our service. 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.

4. Other information

As required, we have submitted this report to the Care Inspectorate.