All health and social care services in Scotland have a duty of candour, a legal requirement that ensures that when things go wrong and mistakes are made, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

This includes an annual report about the duty of candour in our services. This short report provides information of how our care service has operated their duty of candour during the time between 1 April 2021 and 31 March 2022.

**Fraserburgh North Nursery Duty of Candour Report 2021/22**

1. **How many incidents happened to which the duty of candour applied?**

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

|  |  |
| --- | --- |
| **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 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 |

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

Where something happens that triggers the duty of candour, staff report to the nursery manager who then has responsibility of ensuring the duty of candour procedure is followed. Incidents are recorded and reports made to the Care Inspectorate. It is then the manager’s role to provide a learning review for all staff to ensure that everyone understands what happened and identify changes of improvement for the future.

All staff are made aware of our duty of candour during their induction. But serious mistakes can also be distressing for staff as well as the children and families involved in the incident. Therefore, occupational welfare supports are in place for staff if they are affected by a duty of candour incident.

Where parents or children are affected by the duty of candour, arrangements are in place to provide welfare support as necessary.

If you would like more information, please contact us on:

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If you require this report in another language, please contact Aberdeenshire EAL Service to provide a translation.