



CROSSHOUSE PRIMARY SCHOOL AND ELC

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 service. This report describes how our care service has operated the duty of candour during the time between 1st April 2022 and 31st March 2023.

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

Our procedures where something has happened that triggers the duty of candour are as follows:

- 1. Staff report the incident to the Head of Establishment who has responsibility for ensuring that the duty of candour procedure is followed.**
- 2. The manager records the incident and reports as necessary to the Care Inspectorate, following any guidance issued by that body.**
- 3. Where appropriate, contact will be made to relevant families and/or service users.**
- 4. Following the incident, the manager and staff will schedule 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 upon joining our service. We know that serious mistakes can be distressing for staff as well as people who use care and their families. Occupational welfare support is accessible to our staff if they have been affected by a duty of candour incident.

If you would like more information about our nursery in relation to this or other policies, please contact the ELC by telephone or email. Thank you.

Crosshouse Primary ELC

Tel. 01355 245300

Email: gw14crosshousesenur@glow.sch.uk