



DUTY OF CANDOUR School Session 2023-24



The Duty of Candour underpins the Scottish Government's commitment to openness and learning which is vital to the provision of the safe, effective and person-centred health and social care.

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 Glengowan Nursery Class has operated the Duty of Candour during session 2023-2024.

We hope you find this report useful.

1. About Glengowan Nursery Class

Glengowan Nursery Class is a children's early years' provision in Larkhall for up to 48 children aged 3-5 at any one time.

We currently provide 1140 hours to all our ante pre-school and pre-school children.

Our vision for the Nursery is to provide an environment that caters for the needs of individual children, nurturing their development and enabling them to play a positive role in the wider community.

We aim to enable our children to become motivated learners who are confident in their own ability to achieve.

In addition, we actively encourage our children to display initiative and be considerate towards others.

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

In the last year, there have been no incidents to which the Duty of Candour applied.



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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 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

3. To what extent does Glengowan Nursery Class follow the duty of candour procedure?

If we realise the events listed above have happened, we follow the correct procedure. This means we inform the parents affected, apologise to them, and offer to meet with them. We would review what happened and what went wrong to try and learn for the future.

4. Information about our policies and procedures

Where something has 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 Nursery Manager records the incident and reports as necessary to the Care Inspectorate.



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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.

Previously, all new staff learned about the Duty of Candour at their induction. This is now undertaken during the August staff in-service days.

We know that 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 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.



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5. What has changed as a result?

All staff are aware of the Duty of Candour and can identify the procedures they have to undertake should an incident occur.

6. Other information

The Duty of Candour process ensures that people who use care services, have the right to know when things go badly, as well as when they go well.

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness, we have placed it 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: -

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