



Sanderson's Wynd Nursery - 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 short report describes how our care service has operated the duty of candour during the time between 1 April 2019 and 31st March 2020. We hope you find this report useful.

1. How any 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.

1. Information about our policies and procedures

When something has happened that triggers the duty of candour, our staff report this to the nursery Manager who has responsibility of ensuring that the duty of candour procedure is followed. The Manager records the incident and reports as necessary to the Care Inspectorate. 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.

Going forward all new staff will learn about the duty of candour as part of their induction. We know that serious mistakes can be distressing for staff as well as the people who use our daycare service 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.

If you would like more information about Sanderson's Wynd Nursery, please contact us on [Tel:01875610275](tel:01875610275) or alternatively email us at admin@sandersonswynd.elcschool.org.uk.

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