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DUTY OF CANDOR ANNUAL REPORT 2019-2020

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 Rising Stars Crownpoint Road has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

Rising Stars Crownpoint Road

Rising Stars Crownpoint Road Nursery is a children's day care service in Glasgow for up to 50 children aged 0-5 at any one time. We provide day care to children from 8am to 6pm 50 weeks per year. We are in partnership with Glasgow City Council which means that although we are an independent nursery, we are funded to provide some hours of early learning and childcare. We aim to ensure that we care for children in a way which supports them to grow and develop.

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

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

These are where types of incidents have happened which are unintended or unexpected and do not relate directly to the natural course of someone's illness or underlying condition.

Types of unexpected or unintended incidents
Someone has died
Someone has permanently less bodily, sensory, physiologic or intellectual functions
Someone's treatment has increased because of harm
Someone's life expectancy becomes shorter because of harm
Someone's sensory, motor or intellectual functions is impaired for 28 days or more
Someone experienced pain or psychological harm for 28 days or more
A person needed health treatment in order to prevent them from dying
A person needing health treatment in order to prevent other injuries

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Information about our Policies and Procedures

Where something has happened that triggers the Duty of Candor, our staff report this to the Nursery Manager who has responsibility for ensuring that the Duty of Candor 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.

All new staff learn about Duty of Candor at their induction. We know that serious mistakes can be distressing for staff as well as the people who use care and their families. We have an Employee Counselling Service in place for our staff if they have been affected by a Duty of Candor incident.

Where parents or children are affected by the Duty of Candor, we will have arrangements in place to provide welfare support as necessary.

What would change as a result of an incident?

We would review our Policies and Procedures and amend if required.

We have now submitted this report to the Care Inspectorate but in accordance with our Policy a copy of this report can also be viewed on our website and within the nursery.

If you would like to know more about Duty of Candor please do not hesitate to contact us either by e-mail risingstar@jbg.org.uk or in writing to Rising Stars, Ladywell Business Centre, 94 Duke Street, Glasgow G4 0UW