

## Duty of Candour Report 1<sup>st</sup> April 2022-31<sup>st</sup> March 2023

All health and social care services in Scotland have an obligation of Duty of Candour under The Duty of Candour (Scotland) Regulations 2018. This means that when things go wrong, and mistakes are made Sheephouse is legally required to allow the people involved to understand what has happened, make an apology and learn how to improve for the future.

As a result, Sheephouse are required to provide an annual report about the Duty of Candour within the service. This report describes how Sheephouse has operated the Duty of Candour during the period 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021.

### 1. About Sheephouse Nursery

Sheephouse Nursery operates a 43-place setting for children between the ages of 3 months and the entry into S1. Additionally, Sheephouse can provide cover for children during school holidays who have previously used the service until the entry to S3.

Sheephouse operates between the hours of 7am and 6pm and provides a breakfast club, and an out of school club and holiday club service for school aged children, as well as a nursery for children under 5 years old. Sheephouse is also a partner provider and provides funded Early Learning and Childcare sessions in partnership with West Lothian Council for children aged three and four years old and where applicable have the facilities to support funded placements for vulnerable two year olds. Sheephouse strives to promote a home from home environment which is safe, secure and stimulating. Each child is nurtured by a creative and passionate team to reach their full potential.

### 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.

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. Information about our policies and procedures?**

Our senior management team have completed the Duty of Candour e-learning module, and therefore are aware of the requirements under The Duty of Candour (Scotland) Regulations 2018. Currently, the Senior management team are working to add this to our induction for new team members.

When something happens that triggers a Duty of Candour, our team will report this to a senior member of staff, and this will be raised with the nursery manager and nursery director. The nursery manager or nursery director will record and investigate the incident and report to the Care Inspectorate. After completion of the investigation, the nursery manager will review the risk assessment and policies and procedures in order to implement any improvement required in a timely manner. In turn this allows staff to review and reflect upon what happened and identify and implement any changes required in the future.

The senior management team understand that serious mistakes can be distressing for the team and families involved and to that end we would support the entire team by putting appropriate measures in place to manage and support their well-being throughout the entire process where they have been affected by a Duty of Candour incident. Where children and families are affected by a Duty of Candour incident, the appropriate measures will be put in place to ensure their continuous well-being and integration within the setting.

More information on our policies and procedures can be accessed by contacting the nursery manager or nursery director on 01501770235 or via email [office@sheepnursery.co.uk](mailto:office@sheepnursery.co.uk)