



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 services. This short report describes how Pied Piper Nursery has operated the duty of candour during the time between 1 April 2020 and 31 March 2021. We hope you find this report useful.

1. About Pied Piper Nursery

Pied Piper Nursery is a private childcare service in Glasgow for up to 65 children aged 0-5 years at any one time that works in partnership with Glasgow City Council. We aim to ensure that we care for children in a way which supports them to grow and develop.

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

In the last year, there has been no incident/s to which the duty of candour applied.

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

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

Type of unexpected or unintended incident - Number of times this happened

- 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 did Pied Piper Nursery follow the duty of candour procedure?

Not Applicable.

But if the incidents listed above had happened, we would follow the stated procedures. This means that we would 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

If something were to happen 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 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 the duty of candour at their induction. 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.

5. What has changed as a result?

Not Applicable.

6. Other information

The second year of the duty of candour being in operation has coincided with the COVID-19 pandemic and it has continued to be a learning experience for all our nursery colleagues. We fully respect the principle 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 would submit a report to the Care Inspectorate but in spirit of openness we placed it on our online channels and share it with our parents too.

