



HEALTHY STEPS

ORGANIC NURSERY

Duty of Candour Report

4th January 2023 – 4th January 2024

Remember new report due 4th Jan 2025 and covers previous year i.e., Jan 2024-2025 (always in arrears)

Introduction

All Health & Social Care settings across Scotland must legally submit an annual Duty of Candour report. This report allows us to explain any mistakes or wrong doings that may have happened in the previous year. It also gives us the opportunity to apologise, to learn from our mistakes and to improve for the future.

This report describes how Healthy Steps Organic Nursery has operated the Duty of Candour from 4th January 2023 – 4th January 2025. We hope you find this report useful.

About Us

Healthy Steps Organic Nursery is located in the Cardonald/Hillington area of Glasgow and is registered for 33 children from ages 6 weeks to 5 years. The service operates from 8am – 6pm Monday to Friday.

Have any incidents happened to which the Duty of Candour applies?

These incidents can be unintended or unexpected and do not relate directly to the natural course of someone's illness or underlying condition.

There have been no incidents in the last year to which the Duty of Candour applied.

Type of unexpected or unintended incident	The number of times this happened?
Someone has died	0
Someone has permanent loss of bodily functions, 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	0



psychological harm for 28 days or more	
A person needed health treatment in order to prevent them dying	0
A person needed health treatment in order to prevent other injuries	0

Our Duty of Candour procedures

In the event of an incident happening that triggers the Duty of Candour, staff report this to Angela Kelly (Nursery manager) who has responsibility for ensuring that the Duty of Candour procedure is followed. Management log the incident and report to the Care Inspectorate. If an incident occurs, the manager and staff set up a learning review which allows everyone involved to reflect on what has happened and identify changes for the future.

All staff are trained on the Duty of Candour and new staff are briefed on The Duty of Candour during induction training.

We know that serious mistakes can be distressing for staff, service users and their families. Therefore, we have support in place for our staff should they be affected by a Duty of Candour incident. Arrangements are in place to support service users and their families if an incident were to occur. These arrangements include private face to face counselling sessions, private counselling sessions, information on additional helplines, support teams or other care providers.

If an incident were to occur, the family/carer would be notified straight away. Within 10 days of the incident, an apology would be made to the family involved and a report of the incident would be given. The family/carer will be kept up to date throughout the investigation and a written outcome containing an apology and including any improvement that will prevent the incident happening again the future.