



DUTY OF CANDOUR **(Initiated April 2019)**



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 Lanark ELC has operated the Duty of Candour since the beginning of session 2019-2020. We hope you find this report useful.

1. About Lanark ELC

Lanark ELC is an Early Learning and Childcare provision for up to 32 children aged 3-5 at any one time. We deliver 1140 hours for all learners and ensure that we care for children in a way which supports them to grow and develop.

2. To what extent does Lanark ELC follow the Duty of Candour procedure?

We have a legal duty to tell those affected that an unintended or unexpected incident has occurred that appears to have caused harm or death.

We are required to apologise and include any affected stakeholders in any review.

When the review is complete, any actions should be agreed upon in order to improve our provision.

3. How many incidents happened to which the Duty of Candour applies?

In session 2019-2020, session 2020-2021, session 2021-22 and currently in 2022-23, there have been no incidents to which the Duty of Candour has been 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 |

4. Information about our policies and procedures

Where something has happened that triggers the Duty of Candour, our staff report this to the Head Teacher who has responsibility for ensuring that the duty of candour procedure is followed. The incident is recorded and reported as necessary to the Care Inspectorate. When an incident has happened, a learning review will take place informed by the principles of learning and continuous improvement. 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, learners and their families. We have arrangements in place to provide welfare support as necessary.

5. What has changed as a result?

All staff are aware of the Duty of Candour and are able to identify the procedures they have to undertake should an incident occur.

6. Other information

If you would like more information about our ELC, please contact us using these details:

Lanark Early Learning & Childcare

Lanark Primary School

Rhyber Avenue

Lanark

ML11 7 HQ

Telephone: 01555 662806

(updated August 2019)
(updated August 2020)
(updated August 2021)
(updated August 2022)