

Greenbrae ELC

Duty of Candour Report

April 2024 – March 2025

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 service, **Greenbrae ELC**. This short report describes how our care service has operated the duty of candour during the time between **1 April 2024 and 31 March 2025**.

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

Since 1st April 2024 there have been no incidents to which the duty of candour applied. Incidents which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition would require duty of candour to be applied. See details below:

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently lost bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0
The structure of someone's body changed 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 needed health treatment in order to prevent other injuries	0

1. To what extent did Greenbrae ELC follow the duty of candour procedure?

Almost all Greenbrae ELC staff, including Trainees and Acting Head Teacher, have completed Duty of Candour training and are aware of the Duty of Candour policy and procedures. Those members of staff who have not carried out the training are currently in the process of completing the training and are aware of the Duty of Candour policy and procedures. Although we have not yet needed to apply the principles of this training, we are prepared to follow the correct procedures as needed. This means that we would inform the parents affected, apologise to them, and offer to meet with them. We would then review what had happened and what went wrong to try and learn for the future. No action was required in 2024/25.

2. Information about our Policies and Procedures

Where something happens that triggers the duty of candour, our staff would report this to the Acting Head Teacher (or if not available, another member of the Senior Leadership Team) who has responsibility for ensuring that the duty of candour procedure is followed. The member of the Senior Leadership Team would then record the incident and report as necessary to the Care Inspectorate. When an incident has happened, a learning review will take place. This allows everyone involved to review what has happened and to 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 for people who use care and for their families. We have occupational welfare support available 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. Our Duty of Candour policy is reviewed and updated every year, in line with the report, or when triggered by an incident or a change to National guidance.

3. What has changed as a result?

We continually review the policies and procedures within our setting, and make adjustments in line with recommendations and changes to local and national guidance. All staff are made aware of any changes to these policies and procedures.

4. Other information

As required, we have submitted this report to the Care Inspectorate and have placed on our website to share with our parents/carers too.

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

greenbrae.enquiries@ab-ed.org or by phoning 01224 704447.