



Hanover Street School Nursery

Annual Duty of Candour Report

(April 2019 – March 2020)

Care Inspectorate Registration Number: CS2003014434

Name of Manager: Mr Alan Markey

Report written by: Miss Gillian Forbes, Depute Head Teacher

Type of care service: Day Care of Children

Service Provider:

Aberdeen City Council
Marischal College
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Care Service:

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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 Hanover Street School Nursery has operated the duty of candour during the time between 1 April 2019 and 31 March 2020.

We hope you find this report useful.

1. About Hanover Street School Nursery

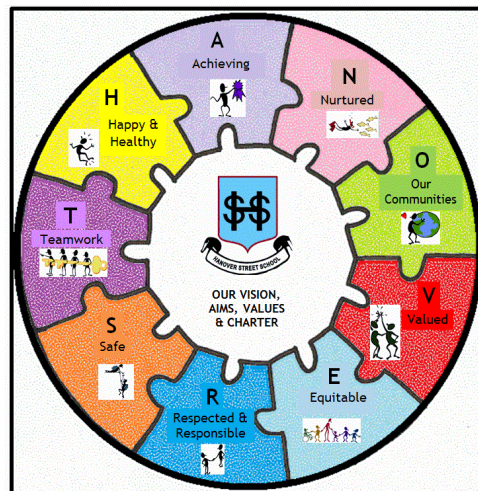
Hanover Street School Nursery is a children's day-care service in Aberdeen. It is situated within the main school building at first floor level. The setting comprises one morning and one afternoon class. It is registered for no more than 40 children, aged 3-5 years old, at any one time.

The setting is situated in a spacious, open plan room on the first floor of the building. Children have access to an outdoor area within the school playground.



Children attending the setting represent over 12 different cultures.

We aspire to be a fun, happy, engaging and ambitious nursery. Our vision and aims are fully detailed below:

Our School Vision and Charter




Our Early Learner Aims



Hanover Street School Early Learners' Aims


At Hanover Street School Nursery, to get it right for every child, we aim to:

- **use a child-centred approach** which enables the children's rights, voice and interests to be valued and realised;
- **build strong, positive, nurturing relationships with children and families**, staff, community and other partnership agencies;
- **respect and respond to children's individual needs and wellbeing**, creating a safe and inclusive environment, where children feel secure and develop resilience;
- **promote active learning and development through indoor and outdoor play**, where children's curiosity, independence, thinking and creativity is challenged and extended;
- **provide our best service through using open, reflective practices** which involve all of the nursery community, recognising and celebrating successes.




RIGHTS RESPECTING SCHOOLS
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BRONZE - RIGHTS COMMITTED

We aspire to be a
fun, happy, engaging and ambitious nursery,
full of warmth, smiles and laughter.



Committed to PLAY



www.playscotland.org

*Aims revised and agreed with parents, pupils and staff, March 2019. To be reviewed annually.

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.

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, physiological 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. To what extent did Hanover Street School Nursery follow the duty of candour procedure?

When Duty of Candour was introduced in April 2018, the Depute Head Teacher undertook online training on its purpose, procedure and other guidance. She supervised any incidents and advised as necessary.

If any events listed above had happened, we felt confident that the correct procedure could be followed. It was identified that to increase this confidence, the wider nursery team should know about this training, in order to build capacity and consistency.

4. Information about our policies and procedures

At Hanover Street School Nursery, our open ethos meant that if/when something negative happened (small incidents, as well as any serious adverse events detailed above), we informed the parents affected, apologised to them, and offered to meet with them. We reviewed what happened and what went wrong to try and learn for the future. However, there was no formal policy to ensure consistency of approach.

5. What has changed as a result?

With the implementation of Duty of Candour, we created the policy detailed below. This is now part of our annual policy update calendar, with regular review.

In November 2019, a “Compliments, Concerns and Complaints Policy” was drafted. Consultation with the nursery team, wider school staff and pupil groups took place. The policy can be accessed here:

<https://hanover.aberdeen.sch.uk/wp-content/uploads/2020/01/Compliments-Concerns-Complaints-Procedure-November-2019-Review-August-2020.pdf>

In February 2020, the nursery team undertook the online module training provided by NHS: <https://learn.nes.nhs.scot/>

The learning outcomes were as follows:

- explain the Duty of Candour provisions within the Act, and how and when this affects your practice;
- identify incidents of unexpected or unintended harm, and explain how the Duty of Candour procedure should be applied;
- describe the effective elements of making an apology to, and/or meeting with, the people affected by the incident;
- outline monitoring and reporting requirements;
- identify what lessons could be learned and shared by you and your organisation to support improvements in the quality of care;
- explain how you can support implementation of the Duty of Candour;
- explain where to go for further sources of support.

Summary of Procedures:

Where something has happened that triggers the duty of candour:

- our staff report this to the nursery manager (Gillian Forbes, Depute Head Teacher) 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 debriefing sessions and/or support and supervision meetings 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.

Further changes:

We have also altered our first aid/incident record sheets, adding a column asking staff whether or not this triggers a) the duty of candour and/or b) a different Care Inspectorate notification. This was done in order to keep the requirements fresh in staff's minds.

6. Other information

This is now the second year of the duty of candour being in operation and it has been a learning experience for our nursery. It has helped us to remember that people who use care have the right to know when things go badly, as well as when they go well.

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have placed it on our website and shared it with our parents too.

If you would like more information about our nursery, please contact us using these details: hanover@aberdeencity.gov.uk