Tighnabruaich ELCC

Duty of Candour Annual 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 that:

* the people affected understand what has happened
* the people affected 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.

**1. About Tighnabruaich Early Learning and Childcare Centre**

This short report describes how Tighnabruaich ELCC has operated the duty of candour during the time between 1 January 2023 and 31 December 2023. We hope you find this report useful

Tighnabruaich ELCC is a children’s day care service in the Parish of Kilfinan for up to 29 children aged 2-5 years at any one time. We provide Early Learning and Childcare for children from between 9am -3pm. We are a local authority ELCC and 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 have been 0 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 |  |
| Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions |  |
| Someone’s treatment has increased because of harm |  |
| The structure of someone’s body has changed because of harm |  |
| Someone’s life expectancy has become shorter because of harm |  |
| Someone’s sensory, motor or intellectual functions has been impaired for 28 days or more |  |
| Someone experienced pain or psychological harm for 28 days or more |  |
| A person needed health treatment in order to prevent them dying |  |
| A person needing health treatment in order to prevent other injuries |  |

**3. To what extent did Tighnabruaich ELCC follow the duty of candour procedure?**

When any events listed above happen, we will follow the correct procedure.

Procedure is to:

* Inform the parents and/or carers affected
* Apologise to them
* Offer to meet with them
* Review what happened and what went wrong to try and learn for the future.

**4. Information about our policies and procedures**

Where something has happened that triggers the duty of candour, staff will follow correct procedures.

Staff procedures when duty of candour is triggered:

* Our staff report this to the ELCC 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 and the Local Authority
* 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.
* The local authority 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, the local authority have arrangements in place to provide welfare support as necessary.

**5. What has changed as a result? (The process of reflection and change which has resulted from a learning review)**

Example - We made a change to our policies and procedures as a result of the duty of candour. We have reviewed the way in which we provide meals and snacks to children to ensure that allergies are known to all staff and that staff are confident about how they can avoid harm arising from them.

**6. Other information**

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

If you would like more information about our ELCC, please contact us using these details: Tighnabruaich ELCC: 01700 811413.