

## Scottish Borders Council

### Duty of Candour Report April 2020–March 2021 for Day Care of Children services

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.

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

In the period 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021, 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, 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
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 will report this to the nursery manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to Scottish Borders Council Health and Safety Dept. through the Lexi Portal.

Should an incident happen the manager and staff will 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 can access 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, we can make arrangements to provide welfare support as necessary.

## **6. Other information**

We have submitted this report to the Care Inspectorate. Work is on-going in Scottish Borders to finalise the structure for a corporate Duty of Candour Report. This report which related to Daycare of Children's services will feed in to that which will be published on the Council's website once complete. A training pathway for staff is also being finalised.

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