

**Kidzcare – DAYCARE OF CHILDREN SERVICE**  
**Duty of Candour Report - 1 April 2018 and 31 March 2019**

**Introduction**

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 Kidzcare has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

**1. About Kidzcare**

Kidzcare is a childcare provider in Edinburgh with 4 nurseries, 6 after school clubs and 5 breakfast clubs. We provide day care to children from 7.45am to 6.00pm. We are also in partnership with the local authority which means that although we are an independent nursery, we are funded to provide some hours of early learning and childcare.

**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, 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

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

Had any of the events listed above happened, we would have followed the correct procedure. This means we informed the parents affected, apologised to them, and offered to meet with them. We would have reviewed 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, our staff 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 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 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 have arrangements in place to provide welfare support as necessary.

**5. What has changed as a result?**

Not applicable