

Heads of Ayr Nursery



Duty of Candour Report 01/04/2023 - 31/03/2024

Heads of Ayr Nursery is a daycare service for up to 57 children aged 2 – 5 years not yet attending primary school fulltime. We are in partnership with South Ayrshire council, providing funded hours of early learning and childcare.

It is a legal requirement in Scotland to have a duty of candour which means when things go wrong, mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve in the future.

An important part of this duty is that we provide an annual report about the duty of candour in our service, Heads of Ayr Nursery. This short report describes how our care service has operated the duty of candour during the time between 1st April 2023 and 31st March 2024. Types of 'unexpected or unintended incidents' are detailed below.

Name & address of service	Heads of Ayr Nursery Dunure Road KA7 4LD
Date of report	31.03.2024
How have we made sure all staff have an understanding of the duty of candour	Everyone completed Duty of candour training online.
Do we have a duty of candour policy	Yes

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

In the last year, there has been no incidents to which the duty of candour applied.

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 changed because of harm.	0
Someone's sensory, motor or intellectual function 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

Did the person responsible for the duty of candour follow the correct procedure. If not did this result in any under or over reporting of a duty of candour	N/A
What lesson did you learn	N/A
What learning and improvements have been put in place as a result	N/A
Did this result in a change/update to policy/procedures in the duty of candour	N/A
Could any improvements be made	N/A
How did you share lessons learned and who with	N/A
Could any further improvements be made	N/ A
What systems are in place to support staff provide an apology in a person centred way and how do you support staff to enable them to do this	Continuous professional development through Duty of Candour module on Turas, management support in meetings education and peer mentoring.