



Education

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Tayvallich Early Learning and Childcare - Duty of Candour Report 2023-24

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 and receive an apology and 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 service. This short report describes how our care service has operated the Duty of Candour during the time between 1 April 2023 and 31 March 2024. We hope you find this report useful.

1. 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.

2. Information about our policies and procedures

Where something has happened that triggers the Duty of Candour, our staff report this to the ELC manager Mrs Carter, who has responsibility for ensuring that the Duty of Candour procedure is followed. Mrs Carter 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 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 a Duty of Candour incident, we will make arrangements to provide welfare support as necessary.

If you would like more information about our ELC, please contact us using the above details.

Kindest regards

A handwritten signature in cursive script that reads "Lena Carter".

Lena Carter

Joint Head Teacher, Glassary and Tayvallich Primary Schools

