

# Skool Is Out @ Barclay Viewforth Duty of Candour Report

Financial Year: 2019/20

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Date: 1<sup>st</sup> April 2020

Role: Skool Is Out @ Barclay Viewforth Childcare Manager

*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 Skool Is Out 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 Skool Is Out

Skool Is Out @ Barclay Viewforth operates a daycare service for children based in Edinburgh. We are registered to accommodate up-to 90 children per day at our Skool Is Out @ Barclay Viewforth provision.

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

In the last year, there has been one incident to which the duty of candour applied. Reportable incidents are where types of incident have happened which are unintended or unexpected.

Type of unexpected or unintended incident	Number of times this has happened
Someone experienced pain for 28 days or more	1

## 3. To what extent did Skool Is Out follow the Duty of Candour procedure?

We followed the necessary procedures by informing the parent/carer of the child in question and making the necessary apology. We also arranged to meet with the parent/carer to discuss any concerns they may have and to go over our review of the incident. We also notified the Care Inspectorate as per our procedures.

The parents/carer was satisfied that we had followed the appropriate procedures for the management of the incident as well as our subsequent follow-up.

## 4. Information about our policies and procedures

Where something has happened that triggers the Duty of Candour, our staff would report this to the Childcare Manager, who has responsibility for ensuring that the Duty of Candour procedure is followed. The Childcare Manager records the incident and reports as necessary to the Care Inspectorate. Upon the above incident occurring, the Childcare Manager and staff set up a learning review, allowing all staff involved to review what happened and identify learning outcomes and changes for the future. We established as part of the learning review that the fall and injury sustained by the child could not have been prevented, but that additional risk assessment of risky play areas would be undertaken as per the parent/carer request.

All employees have undertaken Duty of Candour training and information relating to the Duty of Candour is conveyed to all new employees as part of their induction. In any instance of a severe incident we will seek occupational welfare support to help any member of staff who has been affected by a Duty of Candour incident.

In any instance where parents/carers, children or other service users 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?**

As a result of the incident that occurred we have reviewed our procedures relating to the use of specific play equipment at the National Museum of Flight. While we have received reassurance that the equipment and surface of the play area had been suitably maintained and risk assessed we have taken on board parental concerns regarding the heightened risk of injury from falls owing to the specific surface underneath the play equipment.

#### **5. Other information**

As required, we have submitted this report to the Care Inspectorate but in accordance with our policies of transparency and openness, a copy of this report can also be viewed on our website.

If you would like more information about the Duty of Candour please do not hesitate to contact us, either by email to [info@skoolisout.com](mailto:info@skoolisout.com) or in writing to 11 Barclay Terrace, Edinburgh, EH10 4HP.