

**Stramash Social Enterprises
Duty of Candour Report
April 2020 – April 2021**

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 Stramash Social Enterprises has operated the duty of candour during the time between 1st January 2020 and 31st December 2020

About Stramash Social Enterprises

Stramash Social Enterprises comprises four independent outdoor nurseries based in Elgin, Fort William, Oban and Tornagrain. All four nurseries are registered with their Local Authority to provide funded hours both term time only and throughout the year between 0830 and 1730 as well as private hours. Elgin, Fort William and Tornagrain have provision for up to 32 children aged between 2-5 years old and Oban has provision for 36 children aged 3-5 years old.

How many incidents have 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 incidents have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

EG - Elgin FW - Fort William OB - Oban TG - Tornagrain

Type of unexpected or unintended Incident	Number of times this has happened			
	EG	FW	OB	TG
Someone has died	0	0	0	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0	0	0	0
Someone's treatment has increased because of harm	0	0	0	0
The structure of someone's body changes because of harm	0	0	0	0
Someone's life expectancy becomes shorter because of harm	0	0	0	0
Someone's sensory, motor or intellectual functions is impaired for 28 days or more	0	0	0	0
Someone experienced pain or psychological harm for 28 days or more	0	0	0	0

A person needed health treatment in order to prevent them dying	0	0	0	0
A person needed health treatment in order to prevent other injury	0	0	0	0

To what extent did Stramash Social Enterprises follow the duty of candour procedure?

As a service, we continually monitor our practice. Although we have not been required to follow the duty of candour procedure in this reporting session, we have ensured that the appropriate measures are in place. We would inform the families affected by the incident, apologise to them and offer to meet with them. Following any occurrence like this, there would also be a period of review within the organisation in order to determine the exact circumstances around what happened in order to learn from it.

Information about our policies and procedures

Stramash Social Enterprises has a Duty of Candour policy in place which details procedures to follow where an incident happens that triggers the duty of candour. In the first instant the incident would be reported to the Team Leader followed by the Head of Nurseries who both have a responsibility for ensuring the duty of candour procedure is followed and reports submitted to both the Care Inspectorate and the Local Authority.

Following an incident an internal review is carried out by the Team Leader and Head of Nurseries. This allows everyone involved to review and reflect upon what happened and identify changes for the future. We understand serious mistakes can be distressing for both staff as well as children and their families who use the service therefore Stramash Social Enterprises will seek support for staff affected by a duty of candour incident and ensure children and their families are able to access appropriate support from partner agencies.

What has changed as a result?

No changes were required during this period.