



Colgrain Primary School Pre-5 Unit

Duty of Candour Report

January 2024 – December 2024

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 Colgrain Primary School Pre-5 Unit has operated the duty of candour during the time between 1st January 2024 and 31st December 2024.

1. About Colgrain Primary School Pre-5 Unit

Colgrain Primary School Pre-5 Unit is an Early Learning and Childcare service in Helensburgh, Argyll and Bute. We are a local authority provider. During session 2023-2024 we had provision for up to 40 children aged 3-5 years old at any one time. From August 2024 – present we have space for 56 children aged 3 – 5, alongside positive start placements for up to 10 2 year olds. We provide morning, afternoon or all day placements for children and families. We pride ourselves in providing quality education in a nurturing, stimulating environment which is safe and secure. We aim to ensure the best start for all children in our care. Your child will be supported to learn through play and other experiences, following the Early Level of Curriculum for Excellence and the Developmental Milestones appropriate to your child.

2. How many incident 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.

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 Colgrain Primary School Pre-5 Unit 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, provide an apology and offer to meet with them. Following any occurrence like this, there would also be a period of review within the staff team in order to determine the exact circumstances around what happened in order to learn from it.

4. Information about our policies and procedures

At Colgrain Primary School Pre-5 Unit, we have procedures in place to ensure that where something happens 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. The incident is also reported to the Local Authority. Within our policy, it states that when an incident has happened, the manager and staff conduct a review. This allows everyone involved to reflect upon the incident and identify changes required. All staff will be provided with an annual training refresher on the duty of candour procedure.

The occurrence of a duty of candour incident can be distressing for staff as well as users of the service. For staff, we have an Employee Counselling Service provided by Helping Hand. Where parents or children are affected by the duty of candour, we are able to access partner agencies who can provide the required support.

5. What has changed as a result?

Staff awareness of the duty of candour procedure has been heightened as a precursor to prepare for of any future incidents within the service.

6. Other information

In line with the duty of candour, Colgrain Primary School Pre-5 Unit has confirmed the requirement for service users to be kept abreast of information regarding the service, positive or negative in nature.

As required, this report has been submitted to the Care Inspectorate and in line with our value of openness, we have shared a copy on our website and made it available to parents on our noticeboard. Service users can request a paper copy if they wish.

If you would like more information about our nursery, please contact us using these details:

Colgrain Primary School and Pre-5 Unit
Redgauntlet Road,
Helensburgh,
G84 7TZ
Tel: 01436 673557
enquiries-colgrain@argyll-bute.gov.uk

