

# Houldsworth House - Duty of Candour Report

*St George's School for Girls, Garscube Terrace, Edinburgh*

**Registered Service Provider - CS2006136083**

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 our care service has operated the duty of candour during the time between 1 April 2020 and 31 March 2021. We hope you find this report useful.

## **About Houldsworth House, St George's School – Values and Aims**

Address: 15 Ravelston Park, Edinburgh, EH4 3DX.

St George's School is a prominent all girls' day and boarding school set in tranquil parkland in a popular residential area of Edinburgh. Houldsworth House is the boarding house for 54 girls. The school's governing body, or Council, includes a member with particular responsibility for Boarding. Established in 1888 by the pioneers of women's education, the school is one of Scotland's largest all girls' schools and the only all-through independent, private school in Edinburgh for girls from 3 to 18 years. Boarding was established in 1912. Our 'YES SHE CAN' approach, embodied in the abundance of strong female role-models and the range of opportunity help inspire every girl to find the path that is right for her. Our academic curriculum is a unique mix of GCSEs at 16 followed by Highers and Advanced Highers in the Sixth Form. Rated 'Excellent' by Education Scotland and by the Care Inspectorate in the most recent school inspections, St George's consistently achieves outstanding results in both Scottish and English exam qualifications and offers excellent care and support to boarders.

Aims of the service:

Houldsworth House provides accommodation with high quality care and support to students of St George's School for Girls. We aim to:

- support boarders to achieve their own personal aspirations
- promote independence
- encourage social interaction and leisure pursuits, maximising the wider use of the school and community

- actively involve the girls in shaping their boarding experience through their Care Plans and Wellbeing Chats
- develop active partnerships with families and guardians

### **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 manager (The Head of St George's, Mrs Alex Hems) 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. 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 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. Our Employee Assistance Programme offers counselling support for members of staff if they have been affected by a duty of candour incident.

If parents or young people were affected by an incident that comes under the duty of candour, we have arrangements in place to provide welfare support as necessary.

If you would like more information about Houldsworth House, our boarding house, please contact us using these details:

Email: [admissions@stge.org.uk](mailto:admissions@stge.org.uk) on T 0131 311 8000

Mrs Alex Hems

January 2021