

St George's Nursery - Duty of Candour Report

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

Registered Service Provider - CS2003016180

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 St George's Nursery – Values and Aims

St George's School for Girls exists to promote and provide educational excellence for young children, ensuring that they have the best possible start to their educational journey.

St George's Nursery provides nursery care and education for a maximum of 56 children aged 3 to preschool age at any one time. Children can start our nursery aged 2, from the term of their third birthday, and we welcome boys to the pre-school stage. We provide term-time nursery care and education for children from 7.45am to 6pm, which includes wrap around care facilities. We provide a holiday club service for families during school holiday periods (except Christmas).

In our nursery, we focus on children learning through play, outdoor learning and laying a solid foundation in pre-literacy, writing and numeracy skills in order to help children to develop the skills and confidence that they will need when they start school. We aim to create a safe, nurturing, welcoming learning environment with positive reinforcement of behaviour strategies which ensures that all our children feel valued, respected and encouraged to do their best in all aspects of their learning.

Our nursery staff are experienced primary teachers and Early Years Practitioners. They have an excellent knowledge of the ways in which children develop and learn, and a clear understanding of possible next steps in a child's education.

We have the child at the centre of all that we do. We aim to ensure that we promote equality, inclusion and diversity for our children and nursery community through our actions, interactions and communications.

We are currently in partnership with the local authority which means that although we are an independent nursery, we are funded to provide some hours of early learning and childcare.

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

There have been no incidents to which the duty of candour applied during the period 1 April 2020 and 31 March 2021.

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the nursery 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 and are required to complete training as outlined by the Care Inspectorate. We know that serious mistakes can be distressing for staff as well as people who use our childcare facility, and also 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 children were affected by an incident that comes under the duty of candour, we have arrangements in place to provide welfare support as necessary. We believe in open and honest communication with all who use our service.

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

Email: admissions@stge.org.uk, or

Tel: 0131 311 8000

Mrs Alex Hems

January 2021