



Lochgoilhead Primary School and ELC

Duty of Candour Report form

This policy was adopted at:

Lochgoilhead Primary School and ELC

On Monday 20th October 2025

Signed: Louise Blair Designation: Head Teacher



Article 3 -Best interests of the child

Article 6 Life, survival and development

Article 18 Responsibility of Parents

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 that:

- 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.

Throughout this guidance the term 'parents' is used to include all main caregivers.

1. About Lochgoilhead Primary School ELC

This short report describes how Lochgoilhead Primary School ELC has operated the duty of candour during the time between 1st May 2023-1st May 2024. We hope you find this report useful.

Lochgoilhead Primary School ELC is a children's day care service in Lochgoilhead for 6 children currently aged 3-5 years. We provide Early Learning and Childcare for children from between 9-3pm. We are a local authority nursery and aim to ensure that we care for children in a way which supports them to grow and develop.

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

In the last year, there has been no incidents to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

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'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 Lochgoilhead Primary School ELC follow the duty of candour procedure?

When any events listed above happen, we will follow the correct procedure.

Procedure is to:

- inform the parents affected
- apologised to them
- offered to meet with them
- Reviewed what happened and what went wrong to try and learn for the future.

4. Information about our policies and procedures

Where something has happened that triggers the duty of candour staff will follow correct procedures.

Staff procedures when duty of candour is triggered:

- 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.
- 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 new 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.
- The local authority have occupational welfare support in place for our staff if they have been affected by a duty of candour incident
- Where parents or children are affected by the duty of candour, the local authority have arrangements in place to provide welfare support as necessary.

5. What has changed as a result? (the process of reflection and change which has resulted from a learning review)

Example - We made a change to our policies and procedures because of the duty of candour. We have reviewed the way in which we provide meals and snacks to children to ensure that allergies are known to all staff and that staff are confident about how they can avoid harm arising from them.

6. Other information

It has helped us to remember that people who use care have the right to know when things go badly, as well as when they go well.

If you would like more information about our ELC, please contact us using these details: Lochgoilhead Primary School 01301 703338