

**QueensWellies Nursery – Daycare of Children Nursery Service  
Duty of Candour Report – 16<sup>th</sup> March 2025 – 16<sup>th</sup> March 2026**

**Introduction**

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 the organisation learns how to improve for the future. An important part of this duty is that we provide an annual report about the duty of candour during the time between 16<sup>th</sup> of March 2025 and 16<sup>th</sup> of March 2026. We hope you find this report useful.

**1. About QueensWellies Nursery**

QueensWellies Nursery is a Private Nursery located in GateHouse Lodge West, Queens Road, Aberdeen, AB15 6YX.

We provide daycare from 7.30am to 6pm, Monday to Friday for 50 weeks of the year. We are closed 2 weeks over the Christmas Period. We care for children aged 3 months to 5 years old. We work in partnership with the local authority (Aberdeen City Council) which means that for every 3–5-year-old child, we can provide 1140 funded hours of Early Learning and Childcare.

**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 applies. 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.

Type of unexpected or unintended incident	Number of times this happened
Someone has died	0
Someone has permanently lost 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 shorted 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

**2. To what extent did QueensWellies Nursery follow the duty of candour procedure?**

There have been no incidents. Had any of the events listed above happened, we would have followed the correct procedure. This means we would have informed the parents affected,

apologised to them, and offered to meet with them. We would have fully reviewed what happened and what went wrong to try and learn for the future.

### **3. Information about our policies and procedures**

Where something has happened that triggers the duty of candour, our staff report this immediately 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 will 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 the people who use our care and their families. We have 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, we have arrangements in place to provide welfare support as necessary.

### **4. What has changed as a result?**

Not applicable. There have been no incidents.

### **5. Other information**

This report will be displayed within the setting of QueensWellies Nursery and on the nursery website.

For more information about the duty of candour please refer to our Wellies Nurseries Duty of Candour Policy. This can be found on the KingsWellies website. A copy of the policy is also included within the QueensWellies Nursery Policy folders, located in the nursery reception.

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

QueensWellies Nursery  
GateHouse Lodge West  
Queens Road  
Aberdeen  
AB15 6YX  
01224 041 724 (office)