



The Nature Nursery Montessori Ltd

Duty of Candour

Policy Statement

All health and social care services in Scotland have a duty of candour and as a private sector childcare service we understand this legislative requirement. Meaning that when things go wrong or mistakes happen, that the people affected understand we will do everything in our power to make amends, explain the circumstance in an open and honest manner and work towards a mutual solution.

The Duty of Candour Procedures (Scotland) Regulations (2018) underpins our own commitment to openness and transparency which is vital to the provision of safe, effective, and child-centred care.

We endeavour to reflect critically upon our practice as regularly as possible - this makes up a significant part of how we run our settings and how The Nature Nursery Montessori Ltd evolves constantly to provide a strong and meaningful service to its users.

If there is a circumstance when things have gone or are going wrong in this way, we will strive to be as honest, open and communicative with the service users as possible in order to try and resolve any issues or concerns service users may have.

The Nature Nursery Montessori will reach out to families to meet and discuss the wrongdoings, the impact and the actions needed to ensure that the situation is rectified. This will be done on as a multi-level as possible and where appropriate this will include Emma Halley, the owner, Team Leaders and Practitioners.

Annually, The Nature Nursery Montessori Ltd will produce a report on Duty of Candour, even if there have been no reports of Duty of Candour, as required by the Care Inspectorate.

Duty of Candour update: On Friday 11th February 2022, The Nature Nursery Montessori Ltd has had no incidents to which the duty of candour policy applies