
Nether Johnstone House Duty of Candour Annual Report

1st April 2025 - 31st March 2026



1. About Nether Johnstone House

Nether Johnstone House provides specialist residential childcare services to children and young people of all ages and stages of development.

We are committed to providing a home where our children and young people feel loved, safe and enabled to grow and develop. Where curiosity, experiences and opportunities are embraced and encouraged.

We believe in equality and individuality. Alongside our children and young people, our team creatively tailor childcare packages to meet individual needs. With our values steeped in a trauma informed, social pedagogical approach we provide each young person with a safe, supportive, trusting environment enhanced by positive relationships which promote growth, responsibility, learning and possibility.

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	Nos of occurrences
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 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 needed health treatment in order to prevent them dying	0

3. To what extent did Nether Johnstone House follow the duty of candour procedure?

As there were no incidents which triggered the duty of candour NJH (Nether Johnstone House) were not required to follow the procedures as laid out in their organisational Duty of Candour Policy & Procedure (2024).

This policy was first implemented in 2018 in line with legislation and reviewed in December 2024. All staff working within NJH are required to complete e-learning training provided by the Care Inspectorate (Turas) which can be accessed using the following link: [Home | Turas | Learn \(nhs.scot\)](#) as part of their Induction.

4. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff know to report this to the Service Manager who has responsibility for ensuring that the procedure noted in the NJH Duty of Candour policy & procedure (2024) is followed. The Service Manager records the incident and reports as necessary to the Care Inspectorate.

If an incident occurs, the Service Manager will ensure that a learning review takes place, for all involved and share this learning with the wider team. This allows everyone involved to review what happened and identify changes for the future. All new staff learn about the duty of candour during their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. If our staff are affected by a duty of candour incident, we would access suitable welfare support for them out with the organisation, alongside additional inhouse supports. If young people at NJH and their relatives were affected by the duty of candour, we would arrange for them to have access to this welfare support too.

5. What has changed as a result?

NJH underwent an Organisational restructure in April 2023, with an Operations & Quality Assurance Manager being appointed to the service in July 2023. In January 2024, NJH appointed a new Service Manager.

Service audits are in place both internally & externally to ensure that staff supervision, staff training and personal plans for young people living at NJH are monitored and reviewed regularly and in line with individual needs.

NJH are in the process of reviewing all Policies and Procedures to ensure that these are in line with all current National legislation and guidance. Development of our service plan to ensure that NJH continues to grow and develop as an organisation with the ability to provide excellent support, care, nurture and opportunities for all young people who reside here.

We have continued to develop our Induction and staff learning journeys to ensure that all staff are aware of the duty of candour policy and receive the appropriate training.

In August 2025, NJH were awarded a Grade 6 – Excellent by the Care Inspectorate, demonstrating the organisation's commitment to development and growth in line with Scotlands journey to #KeepThePromise.

6. Other information

Our team continue to grow and develop their learning within their role. We are developing our policies and procedures to reflect the current National legal and political landscape.

Following any significant incidents at the house we hold de-brief sessions that allow us to reflect, offer guidance and break down aspects and other factors which may not initially have been obvious.

As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have placed it in on our website (www.childrenscarehomes.com). If you would like more information about NJH, please contact us by email at info@netherjohnstonehouse.com.

Completed by: Elaine Hamilton (Operations & Quality Assurance Manager)