

Ralston Out of School Care Duty of Candour report

2021-2022

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 Ralston Out of School care has operated the duty of candour during the time between 1 April 2021 and 31 March 2022. We hope you find this report useful.

1. Ralston out of school care operates a before and after school care at Ralston Primary and offers fulltime care over holiday period. We are registered for 80 per day at our premises in the school and we provide day care to children between the ages of 4 years and 14 years.

During public holidays and during emergencies like the pandemic we are also registered to operate form St marks church

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

|  |  |
| --- | --- |
| **Type of Unexpected or Unintended Incident** | **No of times that this has happened,** |
| **Someone has died.** | **Zero** |
| **Someone has a permanent lessening of bodily, sensory, motor, physiological or**  **intellectual functions.** | **Zero** |
| **Someone’s treatment has increased because of harm.** | **Zero** |
| **The structure of someone’s body has changed because of harm.** | **Zero** |
| **Someone’s life expectancy has been shortened because of harm.** | **Zero** |
| **Someone experienced a sensory, motor or intellectual impairment for 28 days or more** | **Zero** |
| **Someone experienced pain or psychological harm for 28 days or more** | **Zero** |
| **Someone needed healthcare treatment to prevent them from dying.** | **Zero** |
| **Someone needed healthcare treatment in order to prevent other injuries** | **Zero** |

1. **During the period 31/03/21 to 01/04/22 there was not requirements to make a duty of candour report**

If an incident occurs that triggers duty of candour, staff will report it to their manager who will then contact Grace Berry the head of service. They will notify the parents/carers of the child as soon as possible and inform the Care Inspectorate. A review will be carried out into the circumstances of the incident and to allow everyone involved to reflect on what happened and identify any changes for the future. All new staff undertake training in duty of

candour as part of their induction. Pastoral support is offered to all staff, parents/carers and children involved in a duty of candour incident as it is recognised that this can be an upsetting experience.

1. **Covid 19 Pandemic**

Ralston Out of school care remained open throughout the Pandemic, with support and permission from the Care inspectorate and the local authority. We followed all government rules and guidelines during this time. With the easing of restrictions, we have reviewed and updated our policies keeping many of the hygiene and cleaning process we had in place as they work well and reduce all infections.

**5. Other information**

This report has been shared amongst our staffing team before being published. 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. As required, we have submitted this report to the Care Inspectorate but in the spirit of openness we have placed it on our website [www.rosc.org.uk](http://www.rosc.org.uk) and shared it with our parents too.

If you would like any additional information, please don’t hesitate to contact us

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