



Duty Of Candour

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 the organisation 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 service. This short report describes how Newtonhill Out of School Club has operated the Duty of Candour during the time between 1st April 2018 to 31st March 2019. We hope you find this report useful.

1. About Newtonhill Out of School Club

Newtonhill out of School Club is a childcare service for School age children based in Newtonhill Aberdeenshire. We are registered for 80 children at any one time.

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

In the last year there has been no incidents where the duty of candour applies.

3. Information about our Policies and Procedures

Where something happens that triggers the duty of candour, our staff would report this to the manager or senior practitioner, who has responsibility for ensuring that the duty of candour procedure is followed. The manager or senior practitioner records the incident and reports as necessary to the Care Inspectorate. When an incident happens, the manager or senior practitioner and staff set up a learning review, allowing all staff involved to review what happened and identify learning outcomes and changes for the future.

All employees have undertaken Duty of Candour training and information relating to Duty of Candour is conveyed to all new employees as part of their induction. In any instance of severe incident, we will seek occupational welfare support to help any member who has been affected by the duty of candour incident.

In any incident where parent/carers, children or other service users are affected by the duty of candour, we have arrangements in place provide welfare support where necessary.

4. Other Information

As required, we have submitted this report to the Care Inspectorate but in our accordance with our policies of transparency and openness, a copy of this report can be viewed on our website.

If you would like more information on the Duty of Candour, please do not hesitate to contact us either by email or ask a member of staff. Further information can be found on the Care Inspectorate website www.careinspectorate.com .