



# Ralston Out of School Care Duty of Candour report

## 2020-2021

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 2020 and 31 March 2021. 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 from St marks church

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

| Type of Unexpected or Unintended Incident   | No of times that this 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                            |

3. **During the period 31/03/20 to 01/04/21 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.

#### **4. 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 and implemented the below changes

##### **What has changed as a result of covid 19 pandemic**

- We have made changes to our policies and procedures to reflect guidelines set out by Scottish Government in relation to preventing the spread of covid 19.
- All of our policies have been reviewed in relation to the impact of covid 19 and enhanced in relation to guidance advised by Scottish Government.
- Risk assessments have been updated and put in place for all activities to ensure the safety of all children and adults within the service. these are updated regularly as new guidance is released.
- Enhanced cleaning procedures are in place and robust infection control procedures have been introduced.
- All members of staff have received and participated in training with regards to covid 19 infection and transmission. Staff are confident that they are aware of the requirement to ensure that cleaning is completed to the upmost level, social distancing is maintained between all adults, hands are washed and sanitised regularly, and face coverings are worn within the service by all adults. We have introduced lateral flow testing for all members of staff and staff follow guidelines for test and protect services.

#### **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 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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