

Cumbernauld YMCA Duty of Candour Report

1st April 2022 to 31st March 2023

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 reports describes how our care service has operated the duty of candour during the time between 1 April 2019 and 31 March 2020. We hope you find this report useful.

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

In the last year, there have been no incidents to which the duty of candour applied.

Information about our policies and procedures

Where something happens that triggers the duty of candour, our staff would report this to their Area Manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate and our Board of Trustees.

If an incident were to happen, the Area Manager and staff [concerned] would set up a learning review. This would allow everyone involved to review what has 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 **our care services** and their families. We would ensure that occupational welfare support is in place for our staff if they have been affected by a duty of candour incident. Where parents or children are affected by the duty of candour incident, we would arrange to provide welfare support as necessary.

If you would like more information about Cumbernauld YMCA, please use the undernoted contact details:

Cumbernauld YMCA
Kildrum Farm,
Afton Road
Kildrum
Cumbernauld G67 2DN

Tel: 01236 721382

Email: info@cumbernauldy.org.uk