



## 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, the people affected understand the reasons and receive an apology. Due to that, organisations learn how to improve in the future, commit on being honest with their members and assume responsibility for their service. An important part of this duty is that we will provide an annual report about the duty of candour for Towerbank After School Club. This short report describes how our care service has operated the duty of candour from the 1st of September, 2019 and 31st of October, 2020.

During this period, no incidents happened which could trigger the duty of candour.

No member of our service has experienced permanent damage in bodily, sensory, motor, physiologic or intellectual functions.

No member of our service has experienced psychological harm.

No member of our service needed health treatment in order to prevent death or injuries.

## **Policies and Procedures**

We constantly update policies and procedures. In the event of an incident, members of staff are reporting to manager who has a responsibility to ensure that the duty of candour is being followed. The manager monitors closely the procedure followed, records the incident and reports as necessary to the Care Inspectorate and other regulatory bodies. When an incident happens, a review will take place. This allows all individuals involved to review what happened and identify potential changes for the future. All new staff will learn about the duty of candour at their induction.

TASC is committed to being transparent and honest with all our service users, therefore, we understand the need of apologising when an apology is due.

TASC

# TASC

Towerbank After School Club Limited

Tel: 07796597976 [tasc49@gmail.com](mailto:tasc49@gmail.com) [www.tasc.towerbank.org.uk](http://www.tasc.towerbank.org.uk)

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