



The DASH Club
Possilpoint Community Centre
130 Denmark Street
Glasgow, G22 5LQ

Duty of Candour Report Period 2019-2020

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 our care service has operated the duty of candour during the time between 1 April 2019 and 31 March 2020.

About the DASH Club

We are an after-school club that provides activities (sport, art, music etc) for young people with complex support needs. Our aim is to promote health, well-being, social skills and self-confidence. Our service also allows the parents of our young people valuable respite time to spend with other family members. When possible we run holiday programmes in the spring and summer breaks.

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

During this period there were no unintended or unexpected incidents that occurred in the provision of the DASH Club's service that:

- a) Resulted in or could have resulted in any of the outcomes mentioned below, and
- b) That directly related to the incident rather than to the natural course of the person's illness or underlying condition.

Relevant Outcomes are as follows:

- A. The death of the person.
- B. Permanent lessening of bodily, sensory, motor, physiologic or intellectual functions (including removal of the wrong limb or organ or brain damage)("severe harm").
- C. Harm which is not severe harm but which results in one or more of the following criterion:
 - an increase in the person's treatment;
 - changes to the structure of the person's body;
 - the shortening of the life expectancy of the person;
 - an impairment of the sensory, motor or intellectual functions of the person which has lasted, or is likely to last, for a continuous period of at least 28 days;
 - the person experiencing pain or psychological harm which has been, or is likely to be, experienced by the person for a continuous period of at least 28 days.
- D. The person requires treatment by a registered health professional in order to prevent:
 - the death of the person;

- any injury to the person which, if left untreated, would lead to one or more of the outcomes mentioned in paragraph B or C.

2. Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the Project 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. When an incident has happened, the Project Manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use care and their families. We will seek occupational welfare support 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, we will make arrangements to provide welfare support as necessary.

If you would like more information about The DASH Club, please contact us:

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