

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 BASK has operated the duty of candour during the time between 1st April 2024 and 31 March 2025.

1.About BASK

BASK operates a before and after childcare service for children based in Langbank, Kilmacolm and St Columba's Primary Schools. We are registered to accommodate up to 50 children per day.

BASK also runs an after-School care in Partnership with Inverclyde Council and the Scottish Government based in Newark Primary Port Glasgow. We are registered to accommodate up to 40 children per day.

2. 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.

3. Information about our policies and procedures.

Where something has happened that triggers the Duty of Candour, our staff would report this to the Childcare Manager, who has responsibility for ensuring that the Duty of Candour procedure is followed. The Childcare Manager records the incident and reports as necessary to the Care Inspectorate. When an incident has happened, the Childcare Manager 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 the Duty of Candour is conveyed to all new employees as part of their induction. In any instance of a severe incident, we will seek occupational welfare support to help any member of staff who has been affected by a Duty of Candour incident.

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

4. Other information as required,

We have submitted this report to the Care Inspectorate but in accordance with our policies of transparency and openness, a copy of this report can also be viewed on our website. If you would like more information about the Duty of Candour, please do not hesitate to contact us, either by email to bask730936@gmail.com or in writing to The Byres Kilmacolm PA13 4TH

