



Duty of Candour

Youth Activity Programme Scotland Report

1 April 2018 - 31 March 2019



Introduction

The Youth Activity Programme Scotland offers a range of outdoor, sports and creative activities for deaf young people aged 8-18. This includes day and residential events. On 1 April 2018, a new Duty of Candour came into effect. It impacts all health, social work and care services. This includes the Youth Activity Programme. The Duty of Candour means that we must take specific steps when a serious adverse event happens. We must let the people affected know, offer to meet with them and apologise. We must be open with people using the Youth Activity Programme Scotland service and learn from things that go wrong.

Policies and Procedures

The National Deaf Children's Society has a number of policies which support Duty of Candour including:

- Administration of Medication to Children and Young People
- Complaints Policy
- Health and Safety Policy
- Risk Management Policy
- Safeguarding Policy

These are all available on request.

Staff Training

To ensure the Youth Activity Programme Scotland delivers a high quality service including fulfilling its Duty of Candour, the National Deaf Children's Society is committed to staff training. From April 2018 to March 2019, the Youth Activity Programme Scotland had one full time member of staff: Service Manager, Youth Activities. The Youth Activity Programme Scotland is also supported by Sessional Workers.

In preparation for the Duty of Candour implementation, the Service Manager (Youth Activities) attended the Supporting Feedback, Complaints and Duty of Candour Incidents across Health and Social Care Conference, hosted by NHS Education for Scotland (March 2018). The Service Manager, Youth Activities also completed the Duty of Candour online training module (March 2018). Duty of Candour training is scheduled for Sessional Workers in May 2019.

Service Reporting

During this reporting year, the Youth Activity Programme had no incidents which triggered the Duty of Candour procedure.