

Schools Served

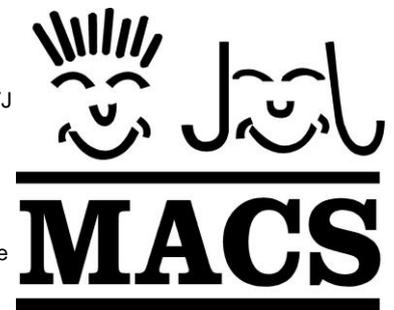
Crookfur Primary * Mearns Primary * Kirkhill Primary
St.Cadoc's Primary * Carolside Primary * St.Joseph's Primary
Neilston Primary * Busby Primary * Maidenhill Primary
* Cross Arthurlie Primary * Hillview Primary
Carlibar Primary * St.John's Primary * Scotstoun Primary

Holiday Clubs

St.Joseph's Primary * St Cadocs Primary *

All Correspondence

Unit 25, Sir James Clark Building
Abbey Mill Business Centre
Paisley, PA1 1TJ
Company Reg: SC158655
Telephone Enquiries:
0141 887 0002
E mail Enquiries:
general@macs.uk.com
Facebook: Mearns After School Care
Twitter: @MACSAfterSchool
Website: www.macs.uk.com



30th June 2020

Mearns After School Care Service Ltd

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 report describes how Mearns After School Care Service Ltd has operated the report between April 2019- March 2020.

1. About Mearns After School Care Service Ltd (MACS)

Macs provide daycare services in East Renfrewshire and Glasgow. We provide out of school care throughout the year.

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 Project Manager, who has responsibility for ensuring that the Duty of Candour procedure is followed. The project manager records the incident and reports as necessary to the Care Inspectorate. When an incident has occurred, the senior management team will set up a learning review. This allows everyone involved to review what happened and identify learning outcomes and changes for the future. All employees have undertaken Duty of Candour training. We know that serious mistakes can be distressing for staff as well as people who use care and their families. 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.

5 Other Information

As required, we have submitted this report to the Care Inspectorate.

If you would like more information about MACS Duty of Candour policy please do not hesitate to contact us by email to general@macs.uk.com