

In your reflective activity, you should have covered all of these points:

- Making arrangements to provide cover and support for Shona was the right thing to do. It was also right to tell her you would need to inform your line manager of the situation.
- As a social service manager you must know and use your organisation's policies on confidentiality. This includes protecting the confidentiality of workers as well as people using services.
- You understand that retaining staff is important for the maintenance and development of your service and for the continuity of care for the people using your service.
- You are aware that failure to support Shona and protect her confidentiality could put her wellbeing at risk and cause her stress. You recognise that stress can have a broader impact on organisational performance and retention. You know that it is your duty to manage this.
- You also know that clear and open communication is essential to effective teamwork. You know when it is appropriate to share information with colleagues.
- You appreciate that you are a role model for your colleagues. You demonstrate you are trustworthy through your actions. You know that by observing good practice, others will learn the right way to handle confidential information.