

Here are some points that you need to consider. You should have included some of these in your reflective activity:

- You have taken the correct action. You need to check what has been happening and speak to your manager about your concerns. Your manager will be able to give you guidance on what to do next.
- The first time that Isobel refused support to have a shower, as well as recording this, you should have offered to discuss with her why she did not want a shower. You needed to find out the reasons behind her refusal of personal care and how strongly she feels about this.
- Talking about this with Isobel is a way of respecting her rights and choices, while also acting to protect her from harm. While her bed sores have previously been well-managed, they could become infected if she does not receive appropriate personal care. You know that you must never put other people at unnecessary risk.
- You understand that as a social service worker, you must protect and promote the rights and interests of people who use services and carers. You treat each person as an individual. You respect and, where appropriate, promote the views and wishes of people who use services and carers.
- You understand how to support the rights of people to make informed choices about the services they use. You respect and maintain the dignity of people who use services.
- You know it is important to maintain clear, accurate and up-to-date records in line with procedures relating to your work. You meet relevant standards of practice and work in a lawful, safe and effective way.
- You recognise and use responsibly the power and authority you have when working with people who use services and carers.
- You listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve your practice.
- You have shown that you understand some aspects of the SSSC Codes of Practice for Social Service Workers. You need to learn these Codes and make sure you follow them at all times.
- You know that if you had not taken the correct action now, it could have called into question your suitability to be a social services worker. Failure to take the right action could have placed Isobel at risk of harm.

The first time that Isobel refused a shower you should have recorded her refusal and offered to discuss with her, why she did not want one.