

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

- You have now taken the correct action. The right thing to do now is to tell Isobel's daughter that you will pass on her concerns to your manager to see if the service can be reviewed. It is also necessary to discuss with Isobel and her daughter why Isobel does not want to be supported by the workers to have a shower. It is important to ensure that all of this is recorded.
- Talking about this with Isobel and her daughter is a way of respecting her rights and choices, while also acting to protect her from harm. Stopping Isobel's personal care could cause her bed sores to become infected. You must never put other people at unnecessary risk.
- You have shown that you know it is important to listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve your practice.
- The first time that Isobel refused a shower you should have recorded this and offered to discuss why she did not want one. You needed to find out the reasons behind her refusal of personal care and how strongly she feels about this.
- You need to understand how to support the rights of people to make informed choices about the services they use. You should respect and maintain the dignity of people who use services.
- It is important to maintain clear, accurate and up-to-date records in line with procedures relating to your work. You need to meet relevant standards of practice and work in a lawful, safe and effective way.
- As a social service worker, you must protect and promote the rights and interests of people who use services and carers. You should treat each person as an individual. You need to respect and, where appropriate, promote the views and wishes of people who use services and carers.
- You should recognise and use responsibly the power and authority you have when working with people who use services and carers.
- You have some awareness of the SSSC Codes of Practice for Social Service Workers. You need to revisit the Codes to make sure you fully understand and follow them at all times.
- 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 sooner 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.