

You have made the right decision. In your reflective activity, you should have included some of these points:

- You took the correct action when you told Bob that you should not discuss Diane's support package further. This is a discussion that should only happen in the workplace.
- You have communicated this in an appropriate, open and straightforward way. When you return to work, your manager will be able to tell you what information is appropriate to share with Bob.
- You have shown that you understand and follow the SSSC Codes of Practice for Social Service Workers.
- You know that all social service workers are expected to create and maintain the trust and confidence of people who use services and carers.
- An important part of upholding public trust and confidence in social services is ensuring that you do not abuse the trust of people who use services or carers, or the access you have to personal information about them.
- You respect confidential information and know your employer's policies on confidentiality. You appreciate that service users have the right to expect that they will have their privacy and confidentiality upheld by social service workers.
- You recognise and use responsibly the power that comes from your work with service users and carers. You know that you are expected to respect and maintain the dignity and privacy of service users. You know that a breach of a service user's confidentiality may put them at risk of harm.
- You know that you must act in a way that demonstrates you are trustworthy and reliable. Through your actions you earn the trust of colleagues, service users and the public. You know that a failure to follow guidelines on confidentiality constitutes a breach of trust.
- You know that if you had not taken the correct action in this situation, it could have called into question your suitability to be a social services worker. Failure to take the right action could have resulted in Diane, her family, or a member of the public making a complaint to your employer.