

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

- You took the correct action when you decided to stop the conversation and to contact your manager to find out what information is appropriate to share with Bob. This is a discussion that should only happen in the workplace.
- However, you should have stopped the conversation immediately, as soon as Bob started talking about Diane.
- Neither of you noticed that members of the public had boarded the bus. If they have overheard your conversation this could damage their confidence in the social services and even cause distress to them or to Diane.
- You are now showing that you probably have some awareness of the SSSC Codes of Practice for Social Service Workers. You need to revisit these codes and make sure that you really understand them.
- It is essential to remember 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 must respect confidential information and know your employer's policies on confidentiality. Service users have the right to expect that they will have their privacy and confidentiality upheld by social service workers in whom they and the public place their trust and confidence.
- You should recognise and use responsibly the power that comes from your work with service users and carers. You are expected to respect and maintain the dignity and privacy of service users. A breach of a service user's confidentiality may put them at risk of harm.
- 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. 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. However, the mistakes you made earlier could still result in Diane, her family, or a member of the public making a complaint to your employer.

When Bob began to talk about Diane outside of work, the correct action to take was to tell Bob right away that you should not discuss this further until you both returned to work.