

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

- The correct action here was to write an incident report, update the communication book, and make a note asking for a referral for a dietician and for a new risk assessment. It was also correct to contact a manager and explain the actions you have taken.
- Choking will affect Bill's breathing. You were right to react immediately to ensure the incident is recorded and reported.
- You know that you must protect service users from danger and harm, and never put other people at unnecessary risk. Had you not taken the correct action, Bill would have been at risk from choking again.
- You know it is essential to maintain clear, accurate and up-to-date records in line with procedures relating to your work.
- Bill's dietician and doctors will need as much information as possible to help with diagnosis and to create an updated care plan.
- You know that you must meet relevant standards of practice and work in a lawful, safe and effective way.
- You know it is important to always communicate in an appropriate, open and straightforward way.
- Being truthful, honest and trustworthy is one of the ways social service workers create and maintain the trust and confidence of people who use services and carers.
- You recognise and use responsibly the power and authority you have when working with people who use services and carers.
- You know, understand and follow the SSSC Codes of Practice for Social Service Workers.
- 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 placed Bill at risk of serious harm.