

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

- You have made the correct choice, which is to record all the information in the communication book and complete your own incident report.
- You are now showing that you understand it is essential to maintain clear, accurate and up-to-date records in line with procedures relating to your work.
- You should have recorded the information in the communication book as soon as Bill told you what happened. Waiting until after you have spoken to Gillian could have put Bill at risk in the meantime.
- You are now showing that you know it is important to communicate in an appropriate, open and straightforward way. But you need to improve the way that you record your communications.
- Your actions could be seen as covering up Gillian's mistake. 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.
- Choking will affect Bill's breathing. Immediate action was required to ensure the first choking incident was recorded and reported.
- You must protect service users from danger and harm, and never put anyone at unnecessary risk.
- 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 need as much information as possible to help with diagnosis and to create an updated care plan.
- You need to learn more about meeting relevant standards of practice and working in a lawful, safe and effective way.
- You must recognise and use responsibly the power and authority you have when working with people who use services and carers.
- You are showing that you understand and follow some of the SSSC Codes of Practice for Social Service Workers. But it is a good idea to revisit these codes and make sure that you really understand them.
- 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 in the future.

When Bill said he had choked on food the previous night and you saw it had not been recorded and reported, the correct action to take 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. You should then have contacted a manager to explain your actions.