

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

- This is the correct action to take now. You are right to recognise that it is important to record what Gillian has said. What she has revealed is very serious and needs to be shared with your manager immediately.
- While it is important to support the choices of people who use services, you must also protect people from danger and harm. What Gillian has described is not a good example of supporting choice. She has misunderstood her role. You must be open and honest with your employer, people who use services and carers when care may have caused physical harm.
- 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.
- By contacting Gillian, you are showing that you know it is important to communicate in an open and straightforward way. But you also need to learn more about the correct way to record information and know when you need to involve a manager.
- Your actions up to now could be seen as partially covering up Gillian's mistakes. 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 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.
- Not taking the correct action in this situation, 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 further 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.