

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

- You were right not to respond to the friend request as this could have led to you crossing professional boundaries. Although Kelly is no longer in your direct care and support, you and your organisation may still have statutory responsibilities towards her. By forming any personal relationship with Kelly, you could place yourself in a conflict of interest. For example, what would happen if she disclosed something to you as a friend and asked you to keep it confidential but you felt you should pass on to a worker?
- You have now chosen the right action to help Kelly get the appropriate help and support. However, if you had informed her through care worker as soon as you received the friend request, you might have helped to prevent harm to Kelly. Remember that you may also be accountable for what you don't do as well as for your actions.

When you received the initial friends request from Kelly, the right thing to do was to not to respond to it and to contact her through care worker right away.