

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

- Dealing with the situation alone, demanding that Ryan returns to his room and telling the other young people to ignore him is not the right thing to do. The situation has escalated. You should call for assistance to prevent the situation from getting worse. A colleague should support the other young people while you support Ryan.
- Your role places you in a position of power. By shouting at Ryan, leaving him alone when distressed, issuing demands and telling others to ignore him you are abusing this power. Unless you only use the techniques that you have been trained to do, these methods do not work and may only make situations worse. You have not acted in the best interests of Ryan, the other young people in the care setting, or your colleagues.
- Your actions could call into question your suitability to be a social service worker. An investigation by your employer could result in disciplinary action and you could lose your eligibility to remain registered with the SSSC.
- You need to learn and follow your organisation's policies and procedures on dealing with situations like this. These are designed to keep you and other people safe at work.
- It is your role to intervene in an appropriate and timely manner to support a young person to end an instance of unwanted behaviour, maintaining their dignity and rights while you do this. You have not done this.
- Any intervention should be consistent with behaviour support plans, agreed ways of working and legal and work setting requirements. You should work in a person-centred/child-centred way. This involves knowing and respecting each young person as an individual. You need to learn more about these ways of working.
- You could benefit from applying theories underpinning the understanding of child development and factors that affect it. Ask your employer about training opportunities.
- As this incident happened on Ryan's return from his parents it could indicate something at home has upset him. When Ryan's behaviour first became a concern, it was an opportunity to use active listening and to show him that you want to understand him. It was important to act quickly before his behaviour escalated.
- You are not demonstrating or promoting positive behaviour. It is essential to show young people, their families and your colleagues you are trustworthy and reliable. Your actions suggest the people you work with may find it difficult to trust you in future.

When Ryan first displayed behaviour that could be harmful, the right thing to do would have been to calmly ask him to go somewhere quiet to discuss what had upset him, making sure you had a safe route of escape if required.