

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

- Visiting Isobel to find out what is happening is the correct action to take. You need to find out the reasons behind her refusal of personal care and how strongly she feels about this. You need to conduct your own investigation. This means looking at case records and speaking to Isobel, your staff and to Isobel's carers.
- Speaking to Isobel is a way of respecting her rights and choices, while also taking action to protect her from harm. Deep bed sores could result in a serious infection. You know that you must never put other people at unnecessary risk.
- You understand that as a social service worker, you must protect and promote the rights and interests of people who use service and carers. You treat each person as an individual. You respect and, where appropriate, promote the views and wishes of people who use services and carers.
- You understand how to support the rights of people to make informed choices about the services they use. You respect and maintain the dignity and privacy of people who use services.
- You know that you need to be open and honest with your employer, people who use services and carers when care has, or may have caused, physical or emotional harm.
- You recognise and use responsibly the power and authority you have when working with people who use services and carers.
- You meet relevant standards of practice and work in a lawful, safe and effective way. You maintain clear, accurate and up-to-date records in line with procedures relating to your work.
- You recognise and respect the roles and expertise of workers from other professions and work in partnership with them. You recognise that you remain responsible for work that you have delegated to others.
- You listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve your practice.
- 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 Isobel at risk of harm.