

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

- Visiting Isobel to find out what is happening is the correct action to take. You need to speak to her and look at her records to find out the reasons behind her refusal of personal care and how strongly she feels about this.
- 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 are taking the correct action now, but you should have acted sooner, as soon as the district nurse reported concerns.
- 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 are familiar with the SSSC Codes of Practice for Social Service Workers, but you should revisit these to make sure you fully understand the Codes and follow them at all times.
- 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.

When the district nurse told you that Isobel's skin was deteriorating and that it was clear Isobel was not receiving personal care, the correct action would have been to visit Isobel to find out what is happening, carrying out your own investigation. This would involve looking at the case records, speaking to Isobel, your staff and her carers.