

In your reflective activity, you should have covered all of these points:

- Your actions meet the standards expected of a social service worker.
- You have demonstrated an understanding of factors, situations and actions that may cause or lead to harm and abuse.
- You know that it is essential to use established processes and procedures to report allegations of potential harm.
- You recognise that you are responsible for the work that you have delegated to others.
- You know the importance of maintaining clear, accurate and up-to-date records in line with procedures relating to your work.
- You know to look for signs and symptoms that may indicate an individual has been, or is in danger of being, harmed or abused.
- You monitor actions, behaviours and situations that may lead to harm or abuse. This includes monitoring significant changes in an individual's emotional or physical health, personal appearance or behaviour.
- You realise that it would have been wrong to simply attribute Eileen's comments to confusion or dementia, or to dismiss the significance of Gary's concerns. You work in a person-centred way and treat each person you work with as an individual and with respect.
- While it was not necessary this time, you know that you should always ask for assistance if you don't feel well enough prepared to deal with a matter at work, or are unsure of how to proceed.
- You reflect on your own behaviour and values to ensure that they do not contribute to situations, actions or behaviour that may be harmful or abusive.
- It is important to you to continually develop your own practice through reflection and learning. You have up-to-date knowledge of the SSSC Codes of Practice and National Occupational Standards on promoting the safeguarding of individuals.