

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

- While you have now made the correct choice, you made a mistake earlier when you simply asked Gary to record his concerns and be mindful of other comments. This did not provide a solution and as a consequence, Eileen experienced further distress.
- The right thing to do would have been to ask Gary to investigate further by talking to Eileen about the comments she made. You and your colleagues should also have closely monitored the situation.
- As a social service worker, you need to demonstrate an understanding of factors, situations and actions that may cause or lead to harm and abuse.
- You have now shown that you recognise it is essential to use established processes and procedures to report allegations of potential harm.
- You need to show that you recognise 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 should always look for signs and symptoms that may indicate an individual has been, or is in danger of being, harmed or abused.
- It is important to 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.
- In future 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 should continually 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.
- You have now shown that you have the knowledge required to make good decisions. Next time you need to act sooner and with more confidence. Getting to know the SSSC Codes of Practice and National Occupational Standards on promoting the safeguarding of individuals will help you to do this. It is important that you continually develop your own practice through reflection and learning.

When Gary first told you of his concerns, the right thing to do would have been to record his comments in line with the policies and procedures of your workplace. You should have then asked Gary to talk to Eileen and find out more about why she is feeling this way. You should have also asked Gary to provide you with an update before the end of his shift.