

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

- It is your responsibility as a supervisor to act immediately to assess the situation and record all concerns in line with the policies and procedures of your workplace.
- You should now ensure that the worker's concerns are accurately reported and you should speak to Eileen directly to find out more information about what is upsetting her.
- 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.
- As a social services worker, you need to demonstrate an understanding of factors, situations and actions that may cause or lead to harm and abuse.
- It is essential to use established processes and procedures to report allegations of potential harm.
- You need to show that you understand the importance of maintaining clear, accurate and up-to-date records in line with procedures relating to your work.
- You need to show that you recognise you are responsible for work that you have delegated to others.
- You need to know how to look for signs and symptoms that may indicate that 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 aim to work in a person-centred way and treat each person you work with as an individual and with respect. You need to demonstrate your commitment to person-centred working by supporting staff and residents more actively.
- In future you should always ask for assistance when you do not 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 not shown yet that you have all 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.