

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

- While you have now made the right decision, you have made a number of earlier mistakes, which have resulted in this serious situation. You made a mistake at the start when you did not act on the concerns of Diane, Edna's occupational therapist.
- You also made a mistake when you limited your action to just telling Edna that Clare was running late. The correct action to take would have been to arrange for someone else to provide support for Edna and ask Clare to come into see you after she has finished supporting her other service users. You should also have phoned Edna to tell her who would be attending.
- You are now showing that you know you should communicate in an appropriate, open, accurate and straightforward way. You are reliable and dependable.
- You realise it is essential for social service workers to honour work commitments, agreements and arrangements and, when it is not possible to do so, explain why to people who use services.
- You are aware that you should tell your employer, or an appropriate authority, when a colleague's fitness to practice may be impaired.
- You now recognise the importance of enabling people who use services to make complaints. You know you should take complaints seriously and either respond to them, or pass them to the appropriate person.
- You understand that you should respect the views and wishes of people who use services.
- You recognise that you remain responsible for work that you have delegated to others.
- You are beginning to show that you know you should listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve your practice.
- You know the importance of maintaining clear, accurate and up-to-date records in line with procedures relating to your work.
- 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 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 will help you to do this. It is important that you continually develop your own practice through reflection and learning.

When Diane told you that Edna no longer wanted Clare to provide a service for her, the correct action would have been to ask Diane for more information. For example, has Edna mentioned this before, or given any reasons? You should have looked at Edna's care plan and checked Clare's timesheet. You should then have asked Clare to discuss progress with Edna. You should also have arranged to visit Edna yourself.