

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

- These actions meet the standards expected of a social service worker, as detailed in the SSSC Codes of Practice.
- You know that you should treat each person you work with as an individual.
- You work openly with and cooperate with colleagues. You treat all staff with respect.
- You know the importance of maintaining clear, accurate and up-to-date records in line with procedures relating to your work.
- You realise that it would have been wrong to simply attribute George's behaviour to dementia and to dismiss the significance of Ruth's concerns.
- Supporting George and the people who work with him to manage his behaviour is essential to his dignity, identity and self-esteem.
- You are aware that you must not condone any discriminatory behaviour, whether it is by people who use services, carers or colleagues. This promotes a safe workplace for everyone.
- You know how to deal with inappropriate behaviour. You understand the legal and work setting requirements on equality, diversity, discrimination and rights.
- The Equality Act is the law that protects people from unwanted behaviour that is directed at them because of their race, sex, disability, sexual orientation, age and so on. This law covers all workplaces. By taking Ruth's complaint seriously and making a plan to address George's comments, you are helping to uphold this law.
- It is important to you to continually develop your own practice through reflection and learning.