

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

- While you have now made the right decision, you made a mistake earlier when you told Ruth George's inappropriate behaviour was due to dementia and that she would get used to it. Now there has been another incident, which has caused distress to a resident and her daughter, Jenny.
- Ruth's response to Jenny's complaint was not in keeping with the standards expected of a social service worker. Her response reflected the advice you had given her.
- You now realise it was wrong to 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 have now shown that you listen to feedback from people who use services and their relatives and use that feedback to improve your practice.
- Telling your manager is a good idea. You should always ask for assistance when you don't feel well enough prepared to deal with a matter at work, or are unsure of how to proceed.
- Remember to treat each person you work with as an individual. You should work openly with and cooperate with colleagues and treat them with respect.
- Be aware of the importance of maintaining clear, accurate and up-to-date records in line with procedures relating to your work.
- Don't condone any discriminatory behaviour, whether it is by people who use services, carers or colleagues. This promotes a safe workplace for everyone.
- You have now shown that you know how to deal with inappropriate behaviour. Make sure 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 the complaints seriously and making a plan to address George's behaviour, you are helping to uphold this law.
- You have 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 the National Occupational Standards (NOS) will help you to do this. It is important that you continually develop your own practice through reflection and learning.

When Ruth first mentioned she was uncomfortable working with George, the right thing to do would have been to set aside time to speak to her. This would have allowed you to get more information and explore why she is feeling uncomfortable. You could then consider the support you could put in place and discuss this with Ruth's placement coordinator. These discussions and an action plan for Ruth should be recorded. Depending on what Ruth tells you, you might also speak to George and other members of staff, including George's care manager.