

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

- When changes are made to a service user's risk assessment and care plan, these changes must be discussed with the relevant people. In this case, this includes George and his son, Alan.
- It is your responsibility to put things right. You could do this by acknowledging Alan's concerns and making sure these are fully discussed at the review. George and Alan's views should be taken into account when future plans are agreed. You should also tell your manager about what has happened.
- You probably realise that you made a mistake earlier when you explained to Ruth that George's inappropriate behaviour was due to dementia and that she would get used to it. This was followed by another incident, which 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 services worker. Her response reflected the advice you had given her.
- 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.
- If you don't feel well-prepared to deal with a matter at work, or are unsure how to proceed, you should ask for assistance from your manager.
- In future, show that you listen to feedback from people who use services and their relatives and use that feedback to improve your practice.
- 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 not shown that you know how to deal with inappropriate behaviour. You need to 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. Taking the complaints seriously and making a plan to address George's behaviour would help to uphold this law.
- You need to spend some time learning and reflecting on what has happened. Next time something like this happens, 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.

When Ruth first mentioned that she was uncomfortable working with George, the correct thing to do would have been to set aside time to speak to her. This would have enabled you to get more information and to explore why she is feeling uncomfortable. You could then consider the support that 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.