

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

- It is your responsibility to put things right. Asking staff to record their experiences is useful but it will not provide a direct solution for the challenges Ruth and her colleagues are experiencing. You should also contact your manager and George's care manager to arrange a review for George.
- Supporting George and the people who work with him to manage his behaviour is essential to his dignity, identity and self-esteem.
- When 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.
- 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 effectively. 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.