

**You ask to see the safeguarding policies and procedures for your setting, but they do not have any.**

**Why is this poor practice?**

**Answer**

How do staff know what to do if there are no policies or procedures for guidance? All settings must have policies and procedures. This is for the protection of staff and clients.

**You overhear your colleagues talking about their sex lives within earshot of the clients.**

**Why is this poor practice?**

**Answer**

This is not acceptable and can be classed as sexual abuse as the clients are being subjected to inappropriate sexual discussion. You must report this to your line manager immediately.

**You see a member of staff slap a client who he says is being 'silly'. You do nothing.**

**Why is this poor practice?**

**Answer**

If a member of staff has assaulted a client, the line manager should be informed immediately. Assaulting a client may lead to dismissal and is a criminal offence.

**A client tells you that a member of staff has hit him. He is known to make up stories, and this has happened before. You think about it and decide to do nothing.**

**Why is this poor practice?**

**Answer**

All allegations of physical abuse must be reported whatever the circumstances. Hitting a client is unacceptable, and if true, is an assault against the client. Assaulting a client may lead to dismissal and is a criminal offence.

**You fax a report of a suspected abuse case to your company's head office.**

**Why is this poor practice?**

**Answer**

By faxing a client's personal information, you are breaching confidentiality as you are making their records 'public'. You do not know who will pick up the report at head office. It may get lost between the fax machine and the person it is being sent to.

**The manager of your setting gives you free access to all client records. She points out the files that contain safeguarding information.**

**Why is this poor practice?**

**Answer**

You only need access to the files of those clients that you are responsibly for and only to information that is needed for you to carry out your job effectively. You do not need to know the personal information of clients that you are not working with. This is breaching confidentiality.

**A member of staff in your setting refuses to work with one client because they are 'smelly'.**

**Why is this poor practice?**

**Answer**

This is discriminatory practice but can also be classed as emotional abuse and neglect as this client is being purposely left out. You must inform your line manager immediately so that he/she can deal with the member of staff appropriately. This may include following disciplinary procedures.

**You hear a group of carers gossiping about another carer that they believe to be a paedophile. You join in the conversation.**

**Why is this poor practice?**

**Answer**

You do not know the facts of the case and should not be discussing this with staff, particularly if there is an ongoing investigation in the setting. Any discussions of sensitive personal matters in the workplace are inappropriate.

**A member of staff has been very busy at work. She doesn't have time to update the clients' records so takes them home**

**Why is this poor practice?**

**Answer**

Clients' files should not be taken off the premises unless it is for a protection conference. Confidentiality is being breached. This may be a dismissible offence.

**A member of staff makes a mistake when updating a client's records and uses correction fluid to correct the mistake.**

**Why is this poor practice?**

**Answer**

By using correction fluid, the record is not a true and accurate reflection of your observations. Mistakes should have a line drawn through them. By using correction fluid, it may be assumed that you are 'hiding' something or have returned to files at a later date to change information.

**A member of staff is constantly shouting at clients and calls them 'stupid'. You choose to ignore this.**

**Why is this poor practice?**

**Answer**

This is a form of emotional abuse. You should always report incidents of poor practice like this to your line manager as it is unacceptable for staff to behave in this way.

**All clients are forced to have an afternoon nap so that staff can update their reports.**

**Why is this poor practice?**

**Answer**

The needs of the clients are being ignored in this case. Not all clients require or wish to sleep in the afternoon. Staff may like to have some quiet time to update their records, but it should not be at the expense of the clients.

**Free training on safeguarding is provided by the local authority. None of the staff are allowed to attend.**

**Why is this poor practice?**

**Answer**

Staff need to understand legislation and their own responsibilities in relation to safeguarding. If one member of staff was allowed to attend, they could pass on the information to colleagues on their return.

**A client in your care has multiple bruising. You immediately phone the duty social worker.**

**Why is this poor practice?**

**Answer**

You should report all concerns and incidents to your line manager or equivalent if the line manager is not available. Your manager will deal with the investigation and keep you informed of what is happening on a 'need to know' basis.