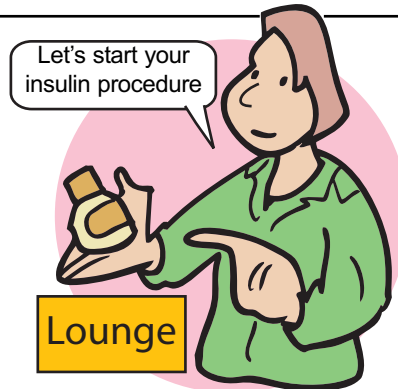


Challenging Poor Practice

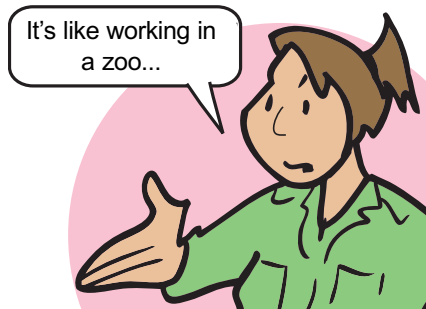
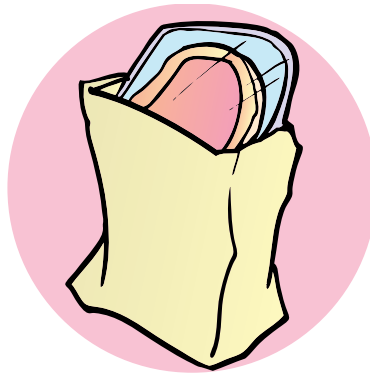
Use the scenarios below to practice making challenges

Remember that all poor practice can potentially become a safeguarding issue and *you* need to make a judgement as to whether a person is in *immediate danger* of harm. If so report it straight away.

Scenarios	Your Notes
<p>Scenario 1</p> <p>A district nurse arrives to give Mrs A insulin and starts the procedure in the lounge area of the care home where there are other people around.</p>	
<p>Scenario 2</p> <p>A colleague says they just don't have time to put on gloves when changing a catheter bag.</p>	
<p>Scenario 3</p> <p>A colleague is clearly in a bad mood and short tempered with the people she supports.</p>	
<p>Scenario 4</p> <p>A care home uses "this is me" to share information about the people they care for but you hear a professional making fun of a residents likes and dislikes.</p>	

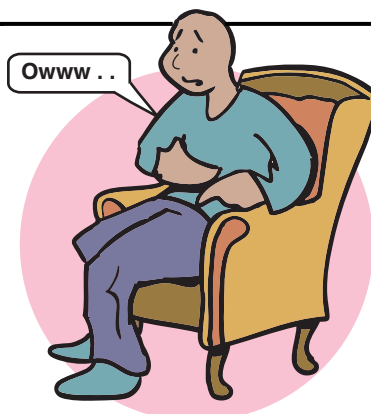


<p>Scenario 5</p> <p>You deliver care at home and a colleague laughingly tells you that once a week she buys the shopping for a woman who is a Muslim. However instead of going to the halal butcher which is further away she buys the meat at the supermarket and then puts it into a plain bag similar to the type used by the halal butcher.</p>	<p>Your Notes</p>
<p>Scenario 6</p> <p>You witness a nurse lifting a patient from a chair on her own.</p>	
<p>Scenario 7</p> <p>In order to get people up quickly and ready for breakfast, colleagues just put people in clothes rather than asking them what they want to wear.</p>	
<p>Scenario 8</p> <p>A colleague says “Watch out Mr Brown is being awkward again and will probably kick off.”</p>	
<p>Scenario 9</p> <p>A patient accidentally bumps into another patient in the ward corridor. You hear a colleague say “show some respect” and then ‘tut’ again and mutter under her breath “sometimes working here is like working in a zoo”</p>	



Scenario 10

You notice someone in pain who is being ignored and not being given the appropriate pain relief.



Your Notes

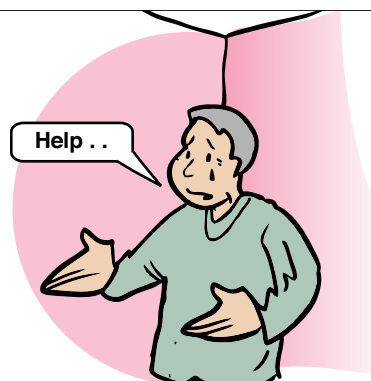
Scenario 11

You found Mr D asleep on the toilet – he had been forgotten.



Scenario 12

Dennis is crying in a corner and asking for help but is being ignored.



Scenario 13

You do an extra shift one night and find that staff are waking people at 5.30am to save time for carers, but not giving them breakfast until 7am.

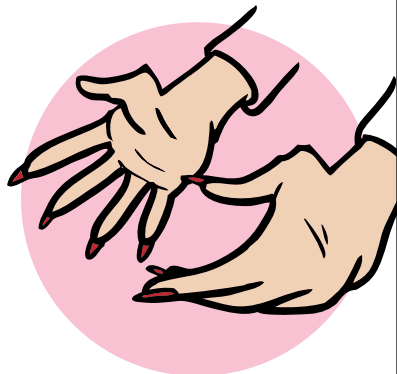
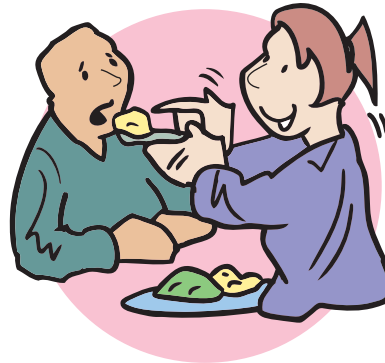
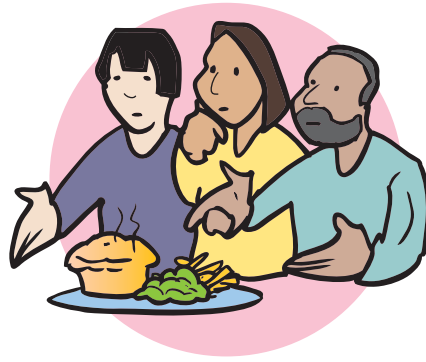


Scenario 14

You are a mental health support worker and hear a colleague say "oh for heaven sake, just man up" to one of the people you support.



<p>Scenario 15</p> <p>You notice that there is a good mix of ethnicity amongst the people living in the home but the meals don't reflect this.</p>	<p>Your Notes</p>
<p>Scenario 16</p> <p>A colleague shovels the food in when supporting someone to eat.</p>	
<p>Scenario 17</p> <p>When a colleague takes people to the toilet the door is always left open for 'their safety'.</p>	
<p>Scenario 18</p> <p>A colleague in your care at home agency tells you that "sometimes I miss visits to people on my list. Because they have dementia they won't remember I haven't been".</p>	
<p>Scenario 19</p> <p>On a carers first day you notice she has long nails and you worry about possible infection issues or maybe ripping the skin of the people she'll be supporting when providing personal care.</p>	



Scenario 20

20. You do a double cover in a person's home and become aware that whilst your colleague is wearing gloves they use the same pair throughout the visit and don't wash their hands between tasks. So for example they prepare breakfast, deliver personal care, wash up the pots and write in hand-over book without taking them off.



Your Notes

Scenario 21

You observe a colleague giving a person too much medication and saying oops!



Scenario 22

Your manager asks you to falsify/shred records that could cause problems as an incident wasn't reported.



Scenario 23

You notice that two carers pulled a woman, who had not stood for six months, out of her chair to a standing position.



Your Notes

Scenario 24

Mr E who has dementia asks to go to the toilet. You are about to take him when one of the other carers says 'don't bother, he has a pad on'.



Scenario 25

It's lunch time in the care home and you are walking Mrs F to the dining room when your colleague says 'just put her in a wheelchair - it's much quicker'.

