

Social care worker case study

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You are a social care worker and a service user, Hannah, tells you that she is unhappy taking her new medication as she thinks she does not need it and so she is throwing it away. You know from her care plan that Hannah does need to take the medication regularly and gets confused. Hannah begs you to keep this confidential and not tell anyone especially her daughter, who she sees regularly, as her daughter will be very angry.

li How would you explain the term ‘ confidentiality to Hannah?

I would have to tell her that although she has told me in confidence because it could do her more harm to not take her medication I would need to let my manager know. Bi Identify the range of people who may need to know about Henna’s situation, and describe any tensions that may occur if the information is shared. I would tell my manager as she can then tell other careers who see Hannah, I would have to tell the her daughter as she would need to be made aware Hannah may not be taking her medication and possibly talk to the doctor as I wouldn’t be sure of how much medication may have been missed. lii Describe ways to maintain confidentiality in day to day communication.

To help maintain confidentiality day to day you can make sure any computers have passwords that only authorized people can use, check no-one is around when record in care plans or Just talk to authorized people or people that need to know.

Iv Explain when and how a social care worker should get advice about confidentiality. If the care worker is unsure about confidentiality they should talk to their manager as soon as.