

**SAFE CARE Safety OBSERVER**

**QUESTIONS**

**There are 4 areas to cover over the next 25 minutes**

Question 1 : Emotional Awareness

A plan of the Unit is displayed and the relevant areas are pointed out

**A young person is being uncooperative in the medical room and is refusing to leave the room. It has come to the stage when the young person needs to leave the room to allow the doctor's surgery to continue. How would you manage this situation?**

**What safety factors would you need to take into consideration; in the medical room, during movement, in the unit**

Max 2	Capability	Notes
	6b	States own position clearly and confidently in conflict situations
	7a	Relates positively to young people, colleagues and others
	8a	Demonstrates awareness of the significance of safe care and how it applies to young people
	9c	Directs the work of others in an effective and appropriate way by making expectations clear and setting limits
	12f	Anticipates likely difficulties and makes contingency plans
	19g	Looks ahead and takes appropriate action in a confident and resourceful way
	21a	Exercises care and control in non-punitive way
	21b	Effectively manages stressful and challenging situations with y/p
	21c	Appropriately intervenes to support young people

Question 2: Working within professional boundaries

<p><b>A member of your staff has come to you to request that he be allowed to bring his band in to perform for all of the girls in the Games Hall next Friday evening?</b></p> <p><b>What would you need to consider before coming to a decision?</b></p> <p><b>If agreed, what strategies would you put in place?</b></p>			
Max 2		Capability	Notes
	7a	Relates positively to young people, colleagues and others	
	7c	Positively negotiates, represents, advocates and challenges for young people	
	8a	Demonstrates awareness of the significance of safe care and how it applies to young people	
	9c	Directs the work of others in an effective and appropriate way by making expectations clear and setting limits	
	9d	Encourages participation, commitment and involvement	
	11a	Enables and motivates others to make best use of their individual abilities towards team objectives	
	12b	Prepares competent proposals to meet organisation's objectives, and productively responds to opportunities and problems	
	12f	Anticipates likely difficulties and makes contingency plans	
	17d	Takes calculated risks with a high expectation of success	

Question 3

Operational Awareness			
You notice that a young person is about to be given a cough medicine that is out of date? What are the issues and your response? (You may also ask: a young person is complaining of a headache and wants a paracetamol. What are the issues in this case?)			
Max 2 per capability	Capability		Notes
	6a	Demonstrates confidence and assurance in transactions with others	
	8a	Demonstrates awareness of the significance of safe care and how it applies to young people	
	8d	Assumes appropriate responsibility for addressing young people's problems	
	9c	Directs the work of others in an effective and appropriate way by making expectations clear and setting limits	
	10a	Accepts responsibility and accountability for own work	
	12f	Anticipates likely difficulties and makes contingency plans	
	14c	Effectively manages and monitors systems for the administration of medicine	
	17c	Makes rational judgements and quick decisions under pressure	

Question 4

**Flexibility : Working in a Secure Residential Care can be challenging and unpredictable. For example; It is Monday morning, you had arranged for an extra member of staff to work in order that a young person could be taken on an outing as part of her Care Plan, she has been looking forward to this outing.**

**A member of staff is also required to attend a Scottish Executive Review of another girl. However, a member of staff phones in sick, bringing the number of staff back to three (+ yourself). How would you proceed?**

Max 2 per capability	Capability		Notes
	4a	Adapts easily to changes at work	
	4c	Sees the merits of differing positions or opposing viewpoints	
	4d	Understands and has a constructive approach to change	
	4e	Modifies own behaviour as required	
	4f	Has a non-judgemental approach	
	4g	Has a constructive approach to flexible working	
	4h	Welcomes variety and change in work patterns	
	8a	Demonstrates awareness of the significance of safe care and how it applies to young people	

Return to Management Scenario

<b>Jenny a young woman on remand has cut herself very seriously with a piece of compact disc. She may require hospital treatment. How will you proceed?</b>			
<b>Max 2 per capability</b>	<b>Capability</b>		<b>Notes</b>
	5a	Maintains effective work performance in stressful situations	
	6g	Makes decisions confidently with appropriate referral upwards	
	8a	Demonstrates awareness of the significance of safe care and how it applies to young people	
	8d	Assumes appropriate responsibility for addressing young people's problems	
	8e	Makes self appropriately available to service users at critical periods	
	9c	Directs the work of others in an effective and appropriate way by making expectations clear and setting limits	
	12f	Anticipates likely difficulties and makes contingency plans	
	17b	Balances intuition with logic when making difficult decisions	
	17e	Makes decisions about priorities and tasks	