

**Bullying accusations**

***Practice* Based Scenario**

**About this document**

This document is designed to take you through a practice-based scenario to help you reflect on what you might do if faced with a similar situation. It can be used to guide your thoughts and prompt discussion with your colleagues. Working through this document counts towards your continuing professional development (CPD). Your reflections on this document are not assessed and you do not have to send your responses to the RCSLT.

You can work through it on your own, with a colleague or supervisor, or in groups, eg as part of an RCSLT Hub or Clinical Excellence Network.

This document is broken into six parts:

1. **The scenario:** for you to read
2. **The issues to consider:** for you to gather your thoughts on practice issues relating to this scenario
3. **Next steps:** for you to plan out what you would need to do next
4. **Prompts for consideration:** RCSLT prompts for further consideration
5. **Sources of further information:** links to practice based scenario themes
6. **Update your CPD diary:** for you to do
7. **The scenario**

**You work in a hospital and an elderly patient with dementia keeps trying to leave the ward to pick up their children from school.**

**When confronted by another member of the Multi-Disciplinary Team, the patient screams, ‘Not you! I know who you are. You’re a bully!’**



**What do you do in this scenario?**

1. **The issues to consider**

**What do you need to consider?**

Think about the above scenario and its implications and jot down your notes about issues you may need to consider. Please feel free to use extra sheets of paper if you need. Or, if you are in a group, you may like to record on a whiteboard or flipchart.

1. **Next steps**

**What steps do you think you need to take next?**

1. **Prompts for consideration**

You have a duty to protect service users if you believe a situation is putting them in danger. As soon as you become aware of a situation like this you should escalate to a senior colleague or other appropriate person. However, you will need to communicate carefully and effectively in order to raise your concerns in a professional manner.

Remember that if you are faced with a similar situation you will need to think about it in relation to the frameworks within which you work, such as the Health and Care Professions Council (HCPC) Standards, RCSLT professional guidance and resources, local and national policies and also policies of your employer (or your own policies if practising independently).

Please note that this list is not exhaustive and does not constitute legal advice.

**Prompt questions to consider**

1. Does this fall under the HCPC code of ethics?
2. Is there a legal need to report concerns?
3. Do you have a duty of care to this patient?
4. Are there safeguarding issues?
5. What are the risks if you do not get involved?
6. Who would you need to report concerns to?
7. Are you likely to need to record the incident to refer to in future?
8. What support or training the member of the MDT might need in order to respond appropriately in the future?
9. How might this be raised in a tactful manner?
10. How will you report the incident?

**Possible next steps**

1. Report to your ward manager – for safeguarding.
2. Keep an accurate written record of exactly what happened.
3. **Sources of further information**

**The following information in the professional accountability and autonomy, and professional guidance sections of the RCSLT website is also particularly relevant:**

1 - [Promote and safeguard the interests of service users and carers](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-5)

2 - [Communicate appropriately and effectively](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-6)

6 - [Manage risk](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-10)

7 - [Report concerns about safety](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-11)

10 - [Record keeping](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-14)

[Duty of care](https://www.rcslt.org/duty-of-care)

1. **Update your CPD diary**

Working through this scenario counts towards your continuing professional development (CPD). Once you have completed this scenario, please record this learning and your reflections in your CPD diary.