

# **Ethics, Values & Legislation**

## **SSC-PVE-4010-1.1**

### **Reflective Practice**

#### **Assignment Cover Sheet**

<b>Name of Candidate</b>	<b>Host Organisation</b>
<b>Name of Assessor</b>	<b>Contact Details</b>
<b>Name of IA Supervisor</b>	<b>Date of Submission</b>

#### **CANDIDATE'S DECLARATION**

- a. I, hereby declare that all the entries in this journal are my own effort and do not involve plagiarism or works of other people whose services I have engaged.
- b. I have not allowed, and will not allow anyone to copy any of my Written Assignments with the intention of passing it off as his/her own works.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*Attach this Assignment Cover page to your RP journal.

### Reflective Journal Criteria

Performance Criteria	Self-Reflection Journal Prompts	Student Reflection Input
<p>LU4: Establish incident reporting process, legal, regulatory and ethical compliance in client care.</p> <p><u>Knowledge (K5)</u> Incident reporting requirements and resolution procedures.</p> <p><u>Abilities (A4)</u> Monitor compliance to ethical practices, legal and regulatory requirements.</p>	<p>1. Show a brief sample or derive a sample of incident report writing. Comment on why incident report writing and follow up is important and to add in examples from your experiences (if any).</p> <p>2a) Any ethical practices/ issues arise you observed in the center you attached?</p> <p>2b) Any informed/written consent practice applied in the center you attached? Please illustrate the examples you observed and comments.</p>	

<p><u>Abilities (A5)</u></p> <p>Monitor, review and address incidents and complaints.</p>	<p>3a) Reflect on any client complain feedback protocols in the center you attached, any examples you observed or learnt during your internship?</p> <p>3b) Reflect and discuss on the organization culture e.g. how they</p>	
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	<p>engage positively with co-workers and/or team mates.</p> <p>3c) Reflect on what kind of service quality checks the center currently using and discuss.</p>	
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## Annex 1

**Written Assignment Suggested Answer** in point form (*ALL Answers may vary depending on the ethical issues and legislative breaches selected, refer to rubrics for marking*).

**A) Research on the common ethical issues and legislative breaches in the social and Intermediate long-term care sector**

- 1. Elaborate 2 common ethical issues and 2 legislative breaches in the social and Intermediate long-term care sector. Give 1 example on each ethical issues and legislative breaches.**

*Common ethical issues*

Receiving gifts, right to self-determination e.g. refuse treatments, differences in personal values, dual relationships, send to nursing home without clear explanations, etc.

*Legislative breaches*

Negligence duty of care, embezzlement, breach in confidentiality/ PDPA act, criminal offences e.g. assault, abuses, bribery, fraud, torts, etc.

- 2. Support your 2 identified legislative breaches with Singapore statutes (<https://sso.agc.gov.sg/>). Detailed the selected statutes according to the following:**

- i) State the enactment date, revised edition date**
- ii) Provide full description of the statutes.**

*Any of the statutes stated in <https://sso.agc.gov.sg/>*

**3. Apply 1 or both the ethical decision-making models to mitigate the 2 identified ethical issues.**

*Apply 1 or both of the following models to the common ethical issues selected Model 1 Elaine Congress Ethic Model of Decision Making:*

*E – Evaluate relevant personal, societal, agency, client and professional values*

*T – Think about what ethical standard of the Code of Ethics applies, as well as relevant*

*laws and case decisions H – Hypothesize about possible consequences of different decisions*

*I - Identify who will benefit and who will be harmed in view of social work's commitment to the most vulnerable C – Consult with supervisor and colleagues about the most ethical choice*

*Model II ACA Ethical Decision-Making Model*

1. Identify the problem.
2. Apply the Code of Ethics.
3. Determine the nature of the dimensions of the dilemma.
4. Generate potential courses of action.
5. Consider the potential consequences of all options, choose a course of action.
6. Evaluate the selected course of action.
7. Implement the course of action.

**B) A client was hit by the carton boxes of diapers along the hallway in the nursing home. You are assigned to investigate the incident:**

1. **Outline the details on how you investigate the incident inclusive of the standard operating procedures on incident reporting and risk management process and writing requirements.**  
Answers may vary depending on the setting and organizational policies candidates attached or based in the past.  
-Identify root cause  
-Analyze data collected  
-Recommend corrective measures  
-Report and update on incident report
2. **Analyze whether client's right been breached in this case and why? How do you ensure client's rights are upheld all the time?** Client's rights to safe environment has been breached as carton boxes of diapers were stacked along the hallway which caused hazards. Ensure safe environment by having a hazard checklist to reduce risks. Staff will need to use the hazard checklist to inspect the environment on a daily basis to ensure all cleared, typically to check once in the early morning before center open or room/hall open for activities. The hazard checklist will be signed by the supervisor daily. It is a requirement to clear any potential hazards when encountered by any staffs and then

report it for further preventive measures to put in place.

**3. What steps would you take to ensure good governance practice in the nursing home?**

1. Participate in positive service culture, proactive actions on work improvements and learning.
  2. Possess a driven and positive attitude
  3. Engage in regular quality checks in the nursing home to ensure compliance to the standard operating procedures.
  4. Take feedback from clients as improvement tools to further enhance quality care.
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#### **Learning Unit 4**

Establish incident reporting process, legal, regulatory and ethical compliance in client care.

#### **Self-Reflection Journal Prompts**

- 1. Show a brief sample or derive a sample of incident report writing. Comment on why incident report writing and follow up is important and to add in examples from your experiences (if any).**

#### **Student Reflection Input**

Here is a sample Objective Narrative drafted according to the SMC Ethical Guidelines and the AIC reporting standards.

##### **Incident Report Narrative**

Date of Incident: 23 October 2025

Time of Incident: 10:15 AM

Location: Level 2 North Wing Hallway, adjacent to Room 204

Persons Involved: Mdm. Tan (Client), Sarah Lim (Nursing Aide/Witness)

Factual Description of Event:

At 10:15 AM, Mdm. Tan was ambulating with her walker along the Level 2 North Wing hallway. A stack of four diaper carton boxes, positioned against the left wall, tilted and made contact with Mdm. Tan's right shoulder and arm. Mdm. Tan remained upright but ceased walking.

Staff Nurse (SN) Arul arrived at the scene at 10:17 AM. Upon arrival, SN Arul observed three carton boxes lying on the floor and Mdm. Tan leaning against her walker.

Client and Witness Statements:

- Mdm. Tan stated: "I was walking to the dining hall when the boxes just slid and hit my side. It gave me a fright."
- Sarah Lim (Witness) stated: "I was coming out of Room 205 when I saw the top two boxes slide off the stack. They struck Mdm. Tan on her right side."

Actions Taken:

1. **Immediate Assessment:** SN Arul performed a physical assessment. No bruising, skin tears, or swelling were noted on the right shoulder or arm at 10:20 AM. Mdm. Tan reported a pain scale of 22/10.
2. **Safety Measures:** Mdm. Tan was assisted to her room for a period of rest and further monitoring.
3. **Medical Review:** Dr. Wong was notified at 10:45 AM and scheduled a review for 2:00 PM to rule out delayed musculoskeletal injury.

4. **Environmental Correction:** The boxes were immediately moved to the secured Level 2 supply closet. The hallway was cleared of all remaining obstructions.

5. **Notification:** The Director of Nursing (DON) was briefed at 11:00 AM.

**Corrective Actions & Follow-up:**

The floor supervisor has initiated a review of the "Supply Delivery SOP" to ensure all vendors and staff transport items directly to storage zones. A hazard report was submitted to the Facilities Management team to mark "Keep Clear" zones in high-traffic Hallways.

Evaluation of this Narrative (ETHIC Model Apply)

- **Objectivity:** The report avoids words like "careless" or "negligent." It describes the physical movement of the boxes and the specific actions of the staff.

- **Documentation Standards:** It fulfills the 2016 ECEG B3 Requirement by being contemporaneous and detailed.

- **Rights-Based:** By including Mdm. Tan's direct quotes, the report respects her autonomy and voice in the investigation process.

**Final Signature and Verification**

To finalize the report in compliance with SMC documentation standards and AIC quality protocols, the document must be formally verified.

Reporting Officer:

Signature: \_\_\_\_\_

Name/Designation: [Your Name/Investigator]

Date/Time: 23 Oct 2025, 4:00 PM

Witness Verification:

Signature: \_\_\_\_\_

Name/Designation: Sarah Lim (Nursing Aide)

Date/Time: 23 Oct 2025, 4:10 PM

### Why is incident reporting important?

- To inform facility administrators of incidents that allow the risk management team to consider changes that might prevent similar incidents in future
- To alert administration and the facility insurance company of potential claims or need for further investigation.

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**Knowledge (K5)** Incident reporting requirements and resolution procedures.

#### Self-reflection Journal Prompts

2a) Any ethical practices/ issues arise you observed in the center you attached?

There were no ethical breaches at the center.

Abilities (A4) Monitor compliance to ethical practices, legal and regulatory requirements.

**2b) Any informed/written consent practice applied in the center you attached? Please illustrate the examples you observed and comments.**

### **Student reflection input**

A nurse, prior to taking vital health readings (example blood pressure) of an elderly client

Nurse greeted client politely and asked how was the client feeling that morning

The nurse then informed the client she was going to take readings of the elderly's blood pressure. Nurse sought the elderly client's consent as the process might cause slight discomfort to the elderly client. The nurse also asked if the client has any preference which arm be used to measure her blood pressure

The elderly client indicated she understood the process and consented. She then offered her left arm for the nurse to get blood pressure readings

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**Abilities (A5)** Monitor, review and address incidents and complaints.

#### **Self-reflection Journal Prompts**

**3a) Reflect on any client complaint feedback protocols in the center you attached, any examples you observed or learnt during your internship?**

**3b) Reflect and discuss the organization culture e.g. how they engage positively with co-workers and/or team mates.**

**3c) Reflect on what kind of service quality checks the center is currently using and discuss.**

### **Student reflection input**

During the clinical attachment, there were no reports of adverse client feedback. Staff at the center gather feedback from clients after each activity (example morning stretching exercises, afternoon sing-along sessions) and constantly seek improvements.

**Service Culture:** built on elements of leadership principles, norms, work habits and vision, mission and values

**Employee Engagement:** includes employee attitude, activities, purpose driven leadership and HR processes

Afternoon tea breaks for all staff on every Friday. Coffee / tea and snacks are served and staff gather for quick team bonding over coffee

**Service Quality/Checks:** includes strategies, audit processes, transparency and performance management systems. Helping the client fulfil their mission and supporting them in the pursuit of their purpose and needs, must be the foundation of any social service provider partnership. Example of 0% incidents in eldercare facilities in a year. Comprehensive and robust audit processes to ensure compliance with all regulations within social service sector for eldercare

**Client Experience:** includes elements of clients' feedbacks, case management process and continuous improvements of care

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In Singapore, AACs are frontline providers, so the form must adhere to PDPA (Personal Data Protection Act) requirements to prevent legislative breaches regarding confidentiality.

## AAC Client Feedback Form

### Section 1: Client Information

- Name: \_\_\_\_\_
- NRIC/FIN (Last 4 digits): \_\_\_\_\_
- Contact Number: \_\_\_\_\_
- Date of Visit/Activity: //2026

### Section 2: Nature of Feedback

*Please select the category that best describes your feedback:*

- **Compliment:** To recognize excellent service or a positive experience.
- **Suggestion:** Ideas to improve our activities or facility.
- **Complaint/Incident:** To report a specific issue or concern regarding care or safety.

### **Section 3: Feedback Details**

**Description of the Experience:** (*Please include what happened, where it happened, and who was involved*)

[ ] **Reflective Practice Note:** Be as objective as possible. Avoid emotional language and focus on factual descriptions of the event.

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### **Section 4: Service Quality Indicators**

*Please rate the following on a scale of 1 to 5 (1 = Poor, 5 = Excellent):* | Indicator | Rating (1-5) | | :--- | :---: | | Staff Professionalism & Politeness | | Safety and Cleanliness of the Centre | | Clarity of Information/Communication | | Responsiveness to your needs | |

### **Section 5: Consent and Declaration**

- [ ] I consent to the collection and use of my personal data by this AAC for the purpose of investigating and resolving this feedback, in accordance with the PDPA.
- [ ] I would like a follow-up regarding this matter via: [ ] Phone [ ] Email [ ] Not required.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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### Internal Use Only (Administrative Follow-up)

To be completed by the Centre Manager/Supervisor

- **Date Received:** \_\_\_\_\_
- **Assigned Investigator:** \_\_\_\_\_
- **Root Cause Analysis:** (Identify why the issue occurred)
- **Corrective Actions Taken:** (Steps to prevent recurrence)
- **Date Client Notified of Outcome:** \_\_\_\_\_

### Behind-the-Scenes: Resolution Protocol (A5)

Once the form is submitted, the backend (e.g., a linked Google Sheet) should trigger the following **Governance Practices**:

Step	Action	Responsibility
1. Triage	Categorize the feedback as a minor complaint or a reportable incident.	Center Manager

2. Investigation	Analyze data collected and identify the root cause.	Risk Management Team / Center Manager
3. Rectification	Recommend and implement corrective measures (e.g., clearing hallway hazards).	Facilities/Staff
4. Closing	Update the incident report and notify the client of the resolution.	Center Manager