



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



Employer registration essentials

This guide contains essential information about your role in the Social Care Wales registration process, along with other useful topics

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Noddir gan
Lywodraeth Cymru
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User guide and key

- This is a ‘click and go’ guide that enables you to find the information you want about specific topics quickly and directly
- The contents page shows what each section of the document covers. Click the section you want and you will go straight to it
- Throughout the document, click on any web link to go to that website. You can click on  the button at any time if you want to return to this page.

About this guide

This guide is about your role as an employer of staff on, or applying to join, the Register of Social Care Workers. It covers important topics and tells you where you can find more detailed information.

We are committed to supporting you and your employees to provide a high quality and professional service. We are leading a range of work to develop and support individuals and the profession.

We will share information about:

- the workforce. As part of our role we will provide information about the sector, including statistics and trends that can be used for learning and workforce planning
- any forums, events or networks that are relevant to you. These are opportunities to discuss professional development, share good practice and meet other professional people
- new publications, such as practice guidance documents. These tell you in more detail about the expectations on you and your employees.

This guide also introduces SCWonline, the online portal that we use to communicate with you about your employees and organisation. You can set up your own SCWonline account if you become one of our signatories. You can find more information about SCWonline on page 10. You can also find out more about us and the work we do, including guides and videos, on our [website](#).



The Register of Social Care Workers in Wales

Social Care Wales keeps a register of people who have shown they are suitable to work in social care in Wales by:

- following the [Code of Professional Practice for Social Care](#) (the Code) and [practice guidance](#) for their role
- having the right knowledge and skills (including qualifications)
- being physically and mentally fit to practise, as well as having suitable competence and character.

We have a video on our website that explains who we register and why we register them, that you can watch and share with your employees:



Who needs to register to practise in Wales?

- adoption service managers
- adult care home managers
- adult placement managers
- domiciliary care managers
- fostering service managers
- qualified social workers using the title “social worker”. Section 111 of the Regulation and Inspection of Social Care (Wales) Act 2016 notes the protection of the use of the title “social worker”
- residential child care managers and workers
- residential family centre managers
- students studying approved social work degrees in Wales
- domiciliary care workers (mandatory from April 2020).

Once a person is registered with Social Care Wales, they will appear on the Register of Social Care Workers. This is a useful way for you to check the details of any social care worker you work with or employ, or to find out if they have any fitness to practice concerns against them.

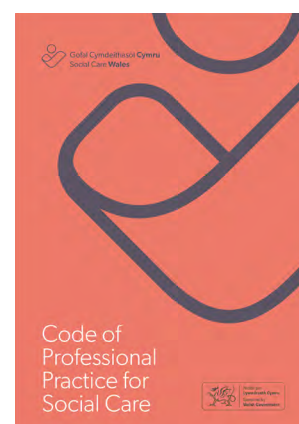
The Register shows:

- full name/ name they are known by at work – if a person you search for does not appear in the 'Registered Persons' list, then they are not currently registered. If you are aware or concerned that someone is practising in a role where registration is required, [please contact the registration team as soon as possible](#)
- their registration number
- the county where they work or study
- their registered role
- the date they were registered
- the qualifications they hold that are relevant for their role
- information about their fitness to practise, for example, decisions and compliances
- if a person has been removed from the Register because of impaired fitness to practise.

The Code of Professional Practice for Social Care

[The Code of Professional Practice for Social Care](#) (the Code) sets the standards, for all social care professionals and social work students in Wales. All registered persons confirm they have read and understood the Code as part of their application to register.

When considering issues of fitness to practise, we will investigate any alleged breaches of the Code. Copies of the different versions of the Code can be downloaded, along with supporting apps for your phone from the Social Care Wales website: socialcare.wales/fitness-to-practise/codes-of-practice-and-guidance



Get to know the Code and show you are Caring with Pride

Our Caring with Pride training aims to raise awareness of the Code and help your employees embed its principles in the workplace. Managers can use it to support the learning of staff in induction, supervision, team meetings or training sessions.

The training materials, test and resources for employers are all free and available on our [Learning Zone](#).

"I am a registered manager, who thought it best practice to run through the video, workbook and assessment myself before I introduce the Learning Zone and Caring with Pride assessment to my workforce. I found the site very easy to use and the information and assessment very useful indeed."

Feedback from Claire Scanlan, registered manager

The Code of Practice for Social Care Employers

The *Code of Practice for Social Care Employers* (the Employers' Code) sets the standards required of employers to ensure a safe, skilled and appropriately supported workforce.

There are five sections to the Employers' code:

Section 1: Make sure that those seeking to enter the social care workforce are suitable and they understand their roles and responsibilities

Section 2: Have policies, systems and practices in place to enable social care workers to meet their *Code of Professional Practice for Social Care*

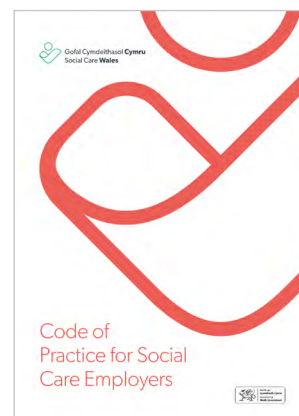
Section 3: Provide and support learning and development opportunities to enable social care workers to develop their knowledge and skills

Section 4: Have policies and systems to protect people from damaging or dangerous situations, behaviour and practice

Section 5: Promote the *Code of Professional Practice for Social Care* and co-operate with Social Care Wales's proceedings

[Care Inspectorate Wales \(CIW\)](#) can act if employers fail to comply with the Code.

A full version of the Employers' code is available to download on our website:
socialcare.wales/fitness-to-practise/codes-of-practice-and-guidance



Practice guidance

All registered persons should ensure they are familiar with the practice guidance relevant for their role. Practice guidance for each role is published on our website and is available to registered persons in the registration resources section in their [SCWonline](#) account.

The practice guidance are practical tools, which build on the *Code of Professional Practice for Social Care*. Their aim is to describe what is expected of each role, and to support workers and managers to provide high quality care and support. We will take account of the standards set out in the Code and practice guidance when we consider allegations of impaired fitness to practise. The practice guidance may be used to support and highlight alleged failure to follow the Code.

We also publish other guidance documents for registered workers explaining key topics. To see our current guidance documents please visit our website:
socialcare.wales/fitness-to-practise/codes-of-practice-and-guidance

The Registration Rules

Our rules are formally approved by the Welsh Government and are the legal basis for the registration of the social care workforce. They can be viewed on our website: socialcare.wales/registration/what-isregistration

Fitness to practise

Fitness to practise – what does it mean?

Fitness to practise means that a worker has the skills, knowledge, competence and appropriate character needed to practise in the social care sector.

We will investigate referrals where a registered person's fitness to practise is called into question. This may include concerns that a registered person's behaviour falls short of what is expected, or that a registered person displays a lack of knowledge, skill or judgement. This may also include matters that happen outside the workplace.

As an employer, you have a key role to play in initially assessing and dealing with any allegation(s) regarding an employee's fitness to practise.

You should refer your employee to us at the start of your processes if:

- your employee has been suspended or dismissed
- your employee resigned or left before you were able to complete your process and the outcome might have led to dismissal
- they are subject to a police or safeguarding investigation.

If your disciplinary doesn't fall into the category above, please make a referral at the end of your disciplinary or capability process.

You can also contact us on ftp@socialcare.wales if you are unsure whether you should make a referral.

What information is on our website about fitness to practise?

Our website has more information about fitness to practise, including how to make referrals to the fitness to practise team and information for registered persons when they have been referred.

You can find information about warnings, undertakings, removals by agreement with our fitness to practise officers, sanctions and outcomes of our fitness to practise hearings on our website or when you search the Register.

We publish details of the outcome of public hearings on our website for a set period of time under hearing outcomes. After a disposal has expired, the reasons are removed from the website but the decision remains indefinitely.

You can find more information about fitness to practise at socialcare.wales/fitness-to-practise

You can find out more about hearings, including upcoming hearings and hearing outcomes at socialcare.wales/hearings. You can search the Register at scwonline.wales/en/search-the-register/.

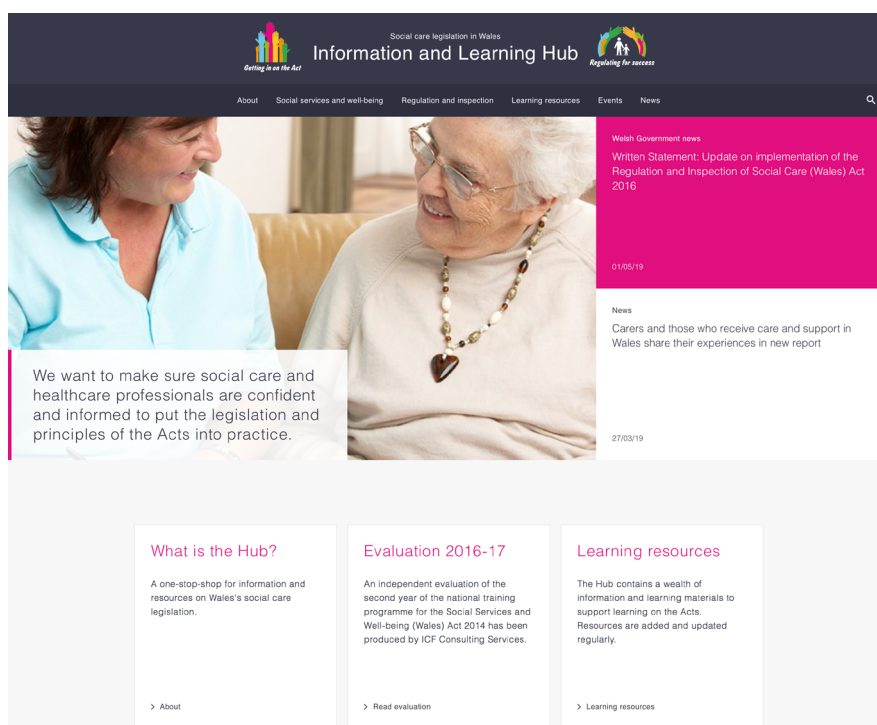
Important legislation for you and your employees

Social Services and Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act 2014 came into effect on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support, and carers who need support. The act:

- puts people and their needs at the centre of their care, giving them greater voice and control over the care they receive
- encourages people to access advice and support at an earlier stage to maintain a good quality of life and reduce or delay the need for longer term care and support
- supports people so they can achieve well-being in every part of their lives
- involves people in the design and provision of the support and services they receive, recognising the knowledge and expertise they can bring.

As part of this initiative, we've developed an [Information and Learning Hub](#). It is a one-stop-shop for the wide range of learning materials that were produced to help professionals in the social care, health and voluntary sectors place the legislation at the centre of their day-to-day work.



Regulation and Inspection of Social Care (Wales) Act 2016

The Regulation and Inspection of Social Care (Wales) Act 2016 became law on 18 January 2016 and came into effect in Wales from April 2017.

The Act builds on the foundations set by the Social Services and Well-being (Wales) Act and focuses on the impact and quality of the services people receive.



Service regulations

As a social care employer it is important you are familiar with the [Regulated Services \(Service Providers and Responsible Individuals\) \(Wales\) Regulations 2017](#).

The regulations, enforced by Care Inspectorate Wales, state that service providers are required to have the following in place:



- underpinning policies and procedures for recruitment
- rigorous practices for recruiting and vetting staff
- a structure of management and staffing that supports the statement of purpose, and is relevant to individuals' needs
- a management structure, systems and processes for induction, ongoing supervision, training and development of staff.

The service provider must always ensure that a sufficient number of suitably qualified, trained, skilled, competent and experienced staff are deployed to work at the service. Regulations 35-38 address these in more detail, including fitness for role, induction, provision of information and compliance with the Code of Practice.

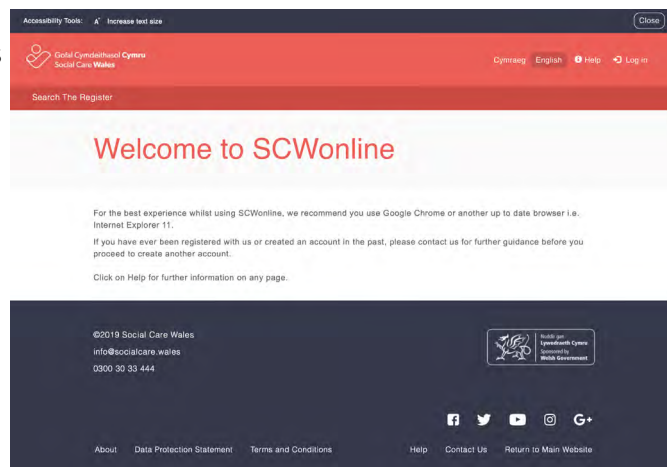
Digital registration and SCWonline

What is SCWonline?

SCWonline is a secure online portal we ask you to use to communicate with us. It is also where your employees will go to apply and manage their registration. It can be accessed on a PC, tablet or smartphone. It's used by applicants, registered persons, signatories and CIW Inspectors.

SCWonline is fully mobile friendly, this means you can use it to update your details on the go on a phone or tablet.

We have tried to make it as easy as possible for you and your employees to access your accounts anywhere at any time. For example, if one of your employees needs to send us a document after you have signed and verified it, an image of it can be uploaded to their SCWonline account. Or if one of your employees needs to add some training or learning to their PRTL record, they can log in and update it at any time.



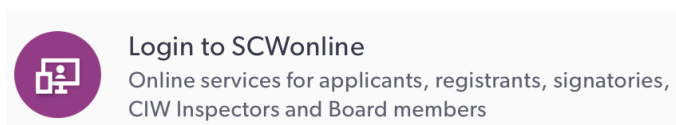
Supporting your staff to use SCWonline

Your employees should use SCWonline to:

- apply to register
- keep their contact details up-to-date – especially their email address as this is our way of contacting them
- pay their registration fees
- keep an ongoing record of their post-registration training and learning (PRTL)
- renew their registration every three years by completing a renewal application and submitting their record of 90 hours PRTL.

We have guidance and videos available to support you in helping your employees to use SCWonline on each step of their registration journey with us. These can be found in the help sections for SCWonline or on our [YouTube channel](#).

SCWonline can be accessed via our website by clicking the image below or by visiting scwonline.wales/en



The Registration app

We have launched our free Registration app, which means you and your employees can now access the information about the following areas offline on your mobile devices:

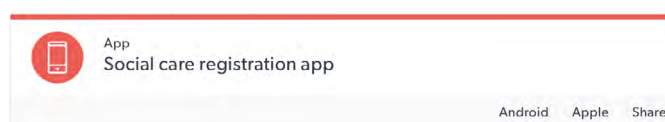
- qualifications
- fees
- who needs to register
- how to apply and renew your registration.

You can download the mobile app from the [Google Play](#) or [Apple Store](#) by clicking one of the links below (you must be using your mobile phone or a tablet to install the application):

Google Play: play.google.com/store/apps/details?id=wales.socialcare.Registration

Apple: itunes.apple.com/ao/app/registration-cofrestru/id1416711119?mt=8

We will be updating the app regularly to make sure you have the latest information.



Videos

We have produced a series of videos for you to use and share with your employees.

These include case studies and how to guides we have developed to support and simplify the registration process.

These can be accessed via our website or via our dedicated Social Care Wales YouTube channel: youtube.com/channel/UCmTDZ3M2NONS_KLq_D0Wj_A

Employers and the registration process

We rely on employers to ensure that applicants and registered persons are fit to practise in Wales. To make sure each organisation in Wales has a suitable person to keep us updated, we invite senior or other appropriate staff members to become a Social Care Wales signatory.

What is a signatory?

Employers nominate appropriate people to act as signatories. Signatories should be people who represent your organisation. They are our main point of contact, supporting us with many elements of the registration process.

There are two types of signatories – lead signatories and additional signatories.

Lead signatories

Every organisation needs a lead signatory. They should be someone in a senior role with access to HR records and should be able to notify us of any fitness to practise issues. We expect the lead signatory to respond to our email and phone queries, access and keep their online account up-to-date, complete required actions such as endorsing forms, and confirm information about people joining and leaving the Register.

- Lead signatories will be able to access the employers section of SCWonline where they can:
 - see the information we have about their organisation
 - update information about their organisations, such as the address and contact details of the workplace
 - see information about and complete all awaiting endorsements for their organisation
 - view and export a list of the people registered at their organisation
 - let us know about changes or errors in the lists of people we have registered at their organisation
 - notify us of changes to the other signatories listed against the organisation – including if they are no longer working at the organisation
 - nominate people to become additional signatories to support them in their work with us.

Additional signatories

- Once an organisation has a lead signatory, this person can choose to nominate additional people to work with us, who we call additional signatories. Additional signatories should be nominated by a lead signatory for their organisation. The additional signatory needs to be someone who can verify information, for example, team managers.
- Additional signatories can only see and complete endorsements for people who have specifically chosen them during their application or renewal process (lead signatories can see all endorsements waiting for their organisation).



Why we need you to be signatories and what we might ask you

Some of the tasks signatories need to complete are:

- verifying documents, such as ID or qualification certificates, when people apply to register or renew their registration. To verify a document, you will need to see the original document, take a copy, then write your name, signature and date to the copy confirming it is a true copy of the original. The registered person/ person applying should then upload the verified photocopy into **their** SCWonline account
- endorsing applications. To endorse an application, a signatory must check that all the information the person has provided to us is correct to the best of their knowledge. To complete an endorsement, signatories will be asked to log into their SCWonline account and answer a series of questions. Signatories must answer all the questions before our registration team will begin to process the application or renewal
- exchanging information with us. There will be times when we will email you for more information or for clarification about a registered person or applicant
- informing us of any issues around fitness to practise
- confirming people's post-registration training and learning (PRTL). Every registered person is required to complete 90 hours in each three-year registration period. As their employer, you may be asked to confirm the completion/ accuracy of their training and learning record
- confirming that a registered person, who is being removed from the Register and has been employed by your organisation in the last 12 months, is not subject to any disciplinary or fitness to practise concerns.

You can find more information about [Endorsement and Verification](#) in our downloadable verifying and endorsing guidelines.

You can find more information about PRTL in our downloadable '[How to meet your post-registration training and learning requirements](#)' guidelines.

How to become a lead signatory or an additional signatory

To become a signatory, we will ask you to complete a signatory form. There are separate forms for lead signatories and for additional signatories. To request a form, please email signatories@socialcare.wales

Once we receive your completed form, we will add your details to our system and send you an email explaining how to create your own SCWonline account, which we will have pre-linked to your organisation. If you already have an SCWonline account as a registered person, once we add your details as a signatory, a series of new options will appear when you log into your account.

Your role in post-registration training and learning (PRTL)

Registered persons need to evidence that they have taken responsibility for maintaining and developing their knowledge and skills by completing ongoing training and learning, and they do this by completing PRTL. Every registered person must submit a record of at least 90 hours during each three-year registration period. The record should be kept by the registered person in their SCWonline account and can be added at any time once they are registered. All records added must include when the PRTL was completed, its duration and the ways it contributed to the person's practice.

Registered persons should discuss their PRTL with you as their employer. A sample of the Register is chosen to submit further PRTL information as part of an annual audit. If one of your employees is chosen in the audit they will be notified and there will be more questions for you to complete as part of your endorsement of their form.

Your role when one of your employees leaves the Register

When registered people no longer work in the sector, we ask them to voluntarily remove themselves from the Register. We also lapse people, removing them from the Register if they fail to renew their registration. As part of the removal process, we will contact employers to confirm that there are no reasons why the person cannot be safely removed from the Register.

We will email a signatory for your organisation when we are looking to remove someone from the Register who is currently employed by your organisation or who has been employed by you within the last 12 months. We will ask you to log in to your SCWonline account and complete a set of questions to confirm to the best of your knowledge that there are no reasons why we would not be able to safely remove that person from the Register.

In your SCWonline account you can see a list of your employees, if you notice someone listed who no longer works with you, please let us know by emailing enquiries@socialcare.wales

Common registration questions

1. Why hasn't my employee been registered/ why has their registration lapsed?

While we make every effort to renew and register applications, we rely on applicants and employers responding to our requests for additional information promptly. An incomplete application will lead to a person's registration being refused. If you are the endorser for an application, we will notify you by email when an application has been unsuccessful. We also notify signatories when a registered person's registration lapses. If you are unsure about a person's registration, you should check the Register or your SCWonline account.

2. Someone who works for me isn't on my list of employees in SCWonline. What should I do?

It is important you check this list is up-to-date, we may have instances where people change job and have not told us or where people have made an error when telling us about their employment. It may also be that one of your employees is not registered and needs to be. Where you see details that are incorrect or unclear, please update them within SCWonline or let us know by emailing enquiries@socialcare.wales.

3. How do I know when someone is waiting for me to endorse their application?

We will send you an email every seven days to remind you that there is an endorsement waiting for you. When you log into your SCWonline account, you will be able to see any endorsement waiting for you on your 'My Notifications' page or under 'My Organisation'. We have produced a guidance video that's available on our SCWonline help pages to help you to complete an endorsement.

4. Why are you emailing me for more information about one of my employees?

At times we may contact you to try and help us clarify some of the information you or one of your employees has given us. Examples of this could be if you both gave us different employment start dates or DBS dates, or if we needed more information as to why someone may have been practising while employed by you without being registered. Our requests for information could mean the difference between someone's registration being granted or not, so please where possible, try to respond to our requests as quickly and accurately as you can to avoid delays.

5. How do I know when one of my employee's registration renewal is due?

You can see of the registration details for any of your employees, including their renewal date, in your SCWonline account. Once you have logged in, go to 'My Organisation' on the menu and click on the name of your organisation to see a list of information and actions. By selecting the registered persons option from this list, you will be shown information in a grid about each registered person for your organisation, including their next renewal date.

6. I want to log in to SCWonline, but I can't remember my password

We know it can be difficult to remember a password, so we have added a 'forgotten your password' option to the [SCWonline](#) log-in screen. To get your reminder, you will need to enter your email address. This needs to be the email address you gave us when you signed up to be a signatory. Once you complete this screen you will receive an email with a link that will let you reset the password for your account.



News for employers

New groups joining the Register

Domiciliary care worker registration

The Register is now open for domiciliary care workers and we are actively encouraging people to apply to register now, ahead of the mandatory registration date of 1 April 2020. By that date, it will be a legal requirement that all domiciliary care workers are registered with us to be able to work in Wales.

Who are the domiciliary care workers that need to join the Register?

Domiciliary care workers are workers who are employed by a domiciliary support service to provide care and support. Their job titles may not be 'domiciliary care worker', but if a worker provides care and support to people in their own homes and the place of work is registered with CIW, they will need to register with us.

Requirements for registering as a domiciliary care worker:

Your employee will need to have completed one of the three acceptable registration routes to be able to register as a domiciliary care worker. The three routes are:

- completing the Level 2 or 3 in health and social care or equivalent – you can find details of the accepted qualifications on our [website](#)
- applying to register with experience. For workers who have worked for three of the past five years in a social care role but have no recognised qualification. Managers will assess workers against the required competencies and provide a signed declaration to confirm their competence as a lawful, safe and effective practitioner (only available until 31 March 2020)
- completing the online [Principles and Values award](#). They will then need to complete the required qualification before they renew their registration.

You can find more information about these three routes on our [website](#).

How can I support my employees to register?

The application to become a registered domiciliary care worker is available on SCWonline. The person applying will need to set up their own account, using their own unique email address.

Before filling in the application we recommend they have the following details ready:

- their national insurance number
- job details (the organisation address, their job title and their start date)
- their employment history for the last five years
- the date of their most recent DBS (and DBS update number, if applicable)
- their bank details to set up a Direct Debit to pay their fees.

If the person applying has their information to hand, the application can be completed in less than 15 minutes.

As the employer of an applicant, we expect you to endorse the application and verify any documents required as soon as possible once the application has been submitted, so we can begin processing the form.

It is important that the applicant is reminded that we will always try to contact them by email for any information we need. If we do not get a response this can lead to applications being closed and not registered.

Getting in touch with us for support in registering your domiciliary workforce

We are currently offering support for organisations with large groups of domiciliary care workers trying to register. This can range from supplying dedicated phone support for small groups to some of our staff visiting you to help register larger groups. If you would like more information, please contact our enquiries team on enquiries@socialcare.wales

We have a dedicated enquires team between 9am-5pm Monday to Friday to support you and your employees with their registration journey. You can contact them by emailing enquiries@socialcare.wales or also by calling 02920 780646.



First steps in management for social care managers

First steps in management is an interactive resource to help newly appointed managers transition smoothly into their new role.

The resource covers three crucial elements of the leadership and management role:

- managing yourself
- leading and managing a team
- leading and managing a service.

It also provides a framework for managers and employers to structure induction and to plan for continuing professional development.

Featuring a combination of practical guidance and links to other resources, *First steps in management* also seeks to help managers develop as leaders in care.

For more information about 'first steps in management', visit socialcare.wales/learning-anddevelopment/first-steps-in-management.



Using Welsh at work – More than just words

More than just words is the Welsh Government's strategic framework for the Welsh language in health and social care. It requires that care providers make sure they actively offer Welsh language care and support to the same standard as that provided in English.

Its aim is to:

- make sure the language needs of Welsh speakers are met
- provide care and support in Welsh to those who need it
- demonstrate that language plays an important part in the quality of care and support, and isn't seen as an "add-on".

This is a proactive approach to language choice and need in Wales, which places the responsibility for making sure that Welsh language services are provided on the care providers, not on the people using care and support.

Legislation and policy in Wales requires that:

- Welsh language care and support is of the same standard, and as easily and readily available as care and support provided through the medium of English
- Welsh language care and support is as wide ranging and thorough
- organisations shouldn't assume that English is the default language when providing care and support
- Welsh speakers shouldn't have to ask for care and support in Welsh.



Welsh speakers and non-Welsh speakers alike have a part to play in providing Welsh language care and support.

You can find more information and guides to help support using Welsh in the workplace on our [website](#).

WeCare Wales

Wales needs around 20,000 more people to work in care by 2030 if it is to keep up with the growing demand for care and support. In March 2019, we launched WeCare Wales, a national attraction, campaign to help attract more people to work in care.

The campaign focuses on what it's like to work with adults and children:

Working with adults

Working with adults in social care can be challenging. But, for the right person, it can be really rewarding.

Work in social care and be the lifeline your community needs.

Working with children

Whether you want to lead a team or work for yourself from home, there's a role for you. There are a variety of careers available working with children.

Help inspire the next generation to reach their full potential.

The campaign has its own website, [WeCare.wales](https://www.wecare.wales), which highlights the many opportunities to work with adults and children, and gives people a chance to hear what it's like to work in care from those already doing the job. It also holds a growing list of care providers who have job opportunities they'd like to fill.

Visit the WeCare Wales website to find out more about the campaign. You can also register for free as an employer who's looking for staff: www.wecare.wales



Useful links

If you would like us to visit your organisation to discuss registration, please email the team enquiries@socialcare.wales

You can find more information about our work on our website at socialcare.wales. In the resources section of our website, you can access a range of publications, video clips and online links. You can search for a keyword, or select a category and browse: socialcare.wales/resources

Here are links to some examples of our useful publications:

[Code of Professional Practice for Social Care – resources](#)

[Domiciliary care worker registration](#)

[SCWonline](#)

[Current registration data reports](#)

[The Consolidation Programme for Newly Qualified Social Workers](#)

[Continuing Professional Education and Learning \(CPEL\) framework for social workers](#)

[Learning and development](#)

[Learning Zone](#)

[Fitness to practise rules](#)

[Registration Rules](#)

Explanatory guidance:

[Mandatory reporting of female genital mutilation](#)

[Duty of candour](#)

Practice guidance:

- [The social worker: practice guidance for social workers registered with us](#)
- [The social care manager: practice guidance for social care managers registered with us](#)
- [The residential child care worker: practice guidance for residential child care workers registered with us](#)
- [The domiciliary care worker: practice guidance for domiciliary care workers registered with us.](#)

[Registration essentials – a guide for registered persons](#)

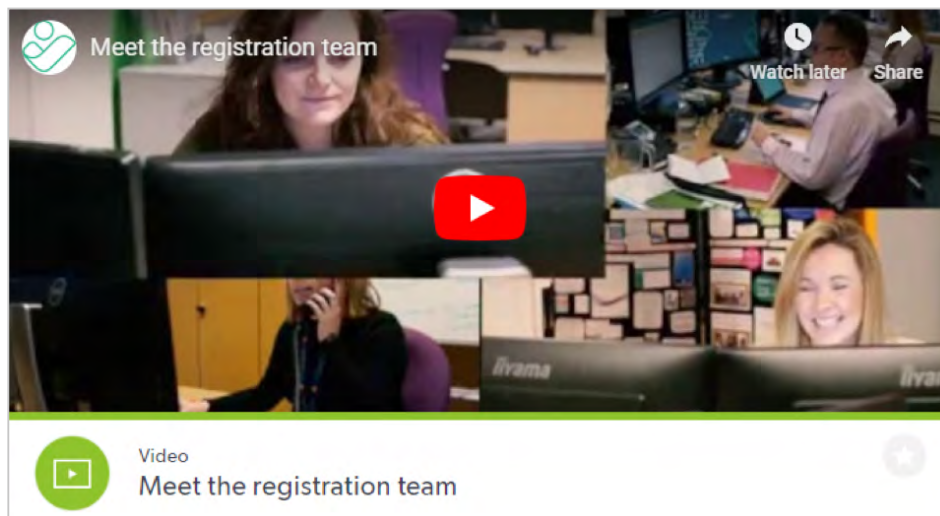
We have a [YouTube](#) channel where you can watch all our videos.

We are on [Twitter](#) and [Facebook](#).



Our team

To show you more about our team we have made the below meet the registration team video:



If you want to get in touch with the team you can:

email the registration team at enquiries@socialcare.wales or the fitness to practice team at ftp@socialcare.wales or you can speak to us Monday to Friday, 9am to 5pm:

Registration helpline: 029 2078 0646

Fitness to practise: 029 2078 0648