

**Guide for members of the public on raising a concern about a registered social care worker**



**Social Care Wales**

**Guide for members of the public on raising a concern about a registered social care worker**

A social care worker should provide you, a member of your family or anyone you know receiving care services with a high standard of care. All registered social care workers are required to work to the standards outlined in the Code of Professional Practice for Social Care.

As a way of ensuring this high standard of care, all social workers, those who are managers in social care and workers in residential child care, have to be registered with Social Care Wales.

This means they have to do the following:

* hold the right qualifications to work in social care
* keep their training up-to-date
* agree to work to standards set out in a Code of Professional Practice for Social Care
* pay a registration fee, while they are registered.

If someone raises a serious concern about the care received from a registered person, that person could be removed from the register and they would then be unable to work in social care.

You can find out if your social worker or social care worker is registered by checking the register at [www.socialcare.wales](http://www.socialcare.wales)

The social care register will be open for domiciliary care workers from 2018 and registration will become mandatory from 2020. The social care register will be open for adult care home workers from 2020, with mandatory registration from 2022.

**Raising a concern**

If you are concerned about the level of care you or someone you know have received, or are receiving, from a registered social care worker in Wales, you should raise your concern with the person’s employer initially.

If you are not happy with the response from their employer, you can raise your concern with us if the social care worker is registered with us. You will need to provide some supporting information.

You can raise a concern by filling in the short form on our fitness to practise pages https://socialcare.wales/fitness-to-practice/raising-a-concern or by using the contact details at the end of this leaflet.

**What happens after you’ve raised a concern with us?**

We will look at your concern and consider whether the information you have provided questions whether the person is ‘fit to practise’ in their job.

Being ‘fit to practise’ means that a social care worker is working to the standards in the ‘*Code of Professional Practice for Social Care’*. It means that there are no reasons, such as committing a criminal offence, being negligent or dishonest, that may affect their job as a social care worker or their registration with us. Concerns can relate to:

* something a worker has done or failed to do
* something that took place while the worker was in work or outside work
* something that could have happened either when they were or weren’t registered with us
* a matter that has taken place inside or outside Wales.

If we carry out further investigation into your concern, we will contact you for more information and ask you to provide any evidence you may have. We will also contact the registered person and their employer for information and evidence about your concern. We may share information you provide with other parties including the registered person.

In some cases, due to the type of concern raised, a worker may be suspended from the register or have restrictions placed on their work for a temporary period while the investigation is carried out.

At the end of the investigation, if we decide that there is no evidence to support your concern the case will be closed.

If we do not follow up your concern due to a lack of evidence, this does not necessarily mean that we don’t believe you; it may mean that there is not enough evidence to take your concern further.

If we decide that there is evidence that the worker may not be currently fit to practise, we may decide to:

* offer them a warning which will show on the public facing register
* offer them an undertaking e.g. completion of training by a specific date which will show on the public facing register
* send the case directly to a fitness to practise panel - the panel’s decision and reasons for it will be published on our website and the decision will also be available on the Register

Our purpose is not to punish social care workers for their actions but to work with them to improve their practice to expected standards.

**Contacting Us**

**Fitness to Practise Team**

For information about an investigation into a case, please contact:

Fitness to Practise Team: 029 2078 0545 or [ftp@socialcare.wales](mailto:ftp@socialcare.wales)

**Hearings**

For information about a hearing on a case, please contact:

Hearings Team: 029 2078 0505 or [hearings@socialcare.wales](mailto:hearings@socialcare.wales)

Address: Social Care Wales, South Gate House, Wood Street, Cardiff, CF10 1EW

Website: [www.socialcare.wales](http://www.socialcare.wales)