



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

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



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

A social care worker should provide a high standard of care to you, a member of your family or anyone you know receiving care and support. 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, all social care managers and all residential child care workers 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 the *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 of Social Care Workers 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 socialcare.wales

The Register opened for domiciliary care workers in 2018 and registration will be mandatory for them from 2020. The Register will 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 has received, or is 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 at socialcare.wales/fitness-to-practise/raising-a-concern or by using the contact details at the end of this guide.

What happens after you've raised a concern with us?

We will look at your concern and consider whether the information you have provided raises questions about whether the person is 'fit to practise'.

Being 'fit to practise' means that a social care worker is working to the standards set out in the *Code of Professional Practice for Social Care*. It means 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 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 there is evidence that the worker may not be currently fit to practise, we may decide to:

- offer them a warning that will show on the Register
- offer them an undertaking, for example, completing training by a specific date – this will show on the Register
- send the case directly to a fitness to practise panel – the panel's decision and the reasons for it will be published on our website, the decision will also be available on the Register.



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Our purpose is not to punish social care workers for their actions but to work with them to improve their practice so it meets the 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

Hearings team

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

Hearings team: 029 2078 0505 or hearings@socialcare.wales

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

Website: socialcare.wales

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg.

This document is also available in Welsh.