



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

# A registered social care workforce that has the public's confidence

An overview of our progress against this outcome in 2023 to 2024

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An overview of our progress against [this outcome](#) in 2023 to 2024

The Welsh public has a positive perception about the skills and professionalism of the social care workforce in Wales:

- **72%** have confidence in those who work in care
- **82%** know what an acceptable standard of care is
- **63%** think social care workers and social workers are regulated (up from 58% in 2021)
- only **29%** know how to raise a concern about a social worker or social care worker
- **70%** think childcare and early years workers are regulated in Wales – only 8% know they're not
- **67%** agree people should receive care in Welsh if that's what they choose (same as 2021) – support is higher among those who speak Welsh (**76%**), but it's relatively high among non-Welsh speakers (63%), too

(Source: [Wales Omnibus survey 2023](#))

## Regulation

We protect the public by making sure the regulated workforce is registered and fit to practise.

We want people who rely on care and support to be assured that registered workers have the qualifications and skills they need to provide care and support, and that they're working to the standards we've set for the sector.

## Registered workforce

As of March 2024 **61,000** people were registered with us (nearly 8,000 more than at the end of 2023):

- **1,299** adult care home managers
- **24,970** adult care home workers
- **988** domiciliary care managers
- **21,578** domiciliary care workers
- **6,763** social workers
- **383** residential child care managers
- **4,342** residential child care workers

## **Fitness to practise**

Fitness to practise means that a registered worker has the skills, knowledge and character to carry out their work safely and effectively. It's a regulatory framework designed to protect the public by ensuring that only those who are fit to practice are allowed to do so.

In 2023 to 2024:

- **465** social care workers were referred to our fitness to practise team
- we held **51** final hearings

**46** people (0.08% of the Register) were removed from the Register, so they can no longer work in a registered social care role in Wales. They were:

- **4** residential child care workers
- **2** adult care home managers
- **8** adult care home workers
- **1** social worker
- **31** domiciliary care workers.

## **Registration changes for social care managers and workers**

As the social care workforce grows, we know how important it is to simplify our registration process, to make it as easy as possible for people to work in the sector.

Between June and July, we asked the social care workforce what they thought about our proposed changes to registration. The consultation proposed a new way to register, along with giving workers more time to complete the qualifications they need to renew their registration.

We also asked the workforce for feedback about our registration requirements and the draft practice guidance for special school residential workers and managers. After considering the feedback we received, the [proposed changes came into force in September 2023](#).

“These changes will make registration more straightforward and effective for Wales, and make sure we can continue to attract the very best workforce for social care.” David Pritchard, our Director of Regulation