

What to expect from your social care worker

Find out what to expect from your social care worker and what you can do if you have a concern about a worker.

First published: 30 June 2026

Last updated: 9 October 2026

This document was downloaded from
socialcare.wales and may not be the

latest version.

Go to <https://socialcare.wales/codes-of-practice-and-guidance/what-to-expect-from-your-social-care-worker> for the latest version.

Find out what to expect from your social care worker and what you can do if you have a concern about a worker.

You and your social care worker

Social care workers help you live your life in the way that you want.

They should always consider your personal well-being and what matters to you. They will be trained and supervised so that they can provide you with high quality care and support to help you live the life that matters to you.

Read our 'You and your social care worker' leaflet to find out more.

You and your social care worker

[View the leaflet](#)

What if a social care worker isn't working to the Code of Professional Practice?

To make sure workers in Wales provide you with good care and support, we have a Code of Professional Practice for Social Care Workers.

The Code is a set of standards setting out what's expected of people working in social care, to help keep the public safe.

All social care workers in Wales are expected to follow the Code of Professional Practice even if they don't currently need to register with us.

□ Everyone who's registered with us **must** follow the Workers' Code.

If you have a concern about a social care worker.

1. Read the [Code](#) to check the standards
2. Share your concerns with your care worker's employer and ask what they will do
3. If the employer doesn't address your concerns, you can ask for a copy of their complaints procedure to help you know what to do next
4. If the worker is registered with us and talking to the employer hasn't helped, [Raise your concern with us](#) and will reply to you by phone or by email depending on your preference.

If you're concerned about the standard of care provided by a company or organisation, you can contact [Care Inspectorate Wales \(CIW\)](#) on 0300 7900 126 or by e-mail on ciw@gov.wales.

Safeguarding advice

What to do if you think someone is being abused or if someone is abusing you

If you think someone is being abused or if someone is abusing you, don't assume that someone else is doing something about it. The abuse does not have to be by a social care worker specifically, this can be anyone. Make your safeguarding concerns known to a person in authority that you feel comfortable speaking to, for example:

- If someone is in immediate danger dial 999
- [Care Inspectorate Wales \(CIW\)](#) on 0300 7900 126 or <mailto:ciw@gov.wales>
- If you believe a crime has been committed, contact your local police on 101
- [Regional Safeguarding Board](#) websites

- For further information about the help available see [Dewis.Wales'](#) website
- Your Local Authority Social Services (or out of hours telephone number).

- [Local Authority Social Services safeguarding contacts \(including emergency out of hours\)](#)

XLSX 11KB

Contact us

If you have a question or if you can't find what you are looking for [get in touch with us](#).