

A Code of Practice for social care workers



Hello

Everyone should have a healthy, happy life full of opportunities.
Sometimes, people need a little help and support with this.

Social care workers make a big difference and do lots of different things.
They help people of all ages stay healthy and support them to lead as fulfilling a life as possible.



Watch this clip about social care:



[youtube.com/watch?v=7DvLrs8dJsY&t=1s](https://www.youtube.com/watch?v=7DvLrs8dJsY&t=1s)



We have updated our Code of Practice for social care workers.

This code makes it clear what social care workers must do.

It lets you know what you can expect from the social care workers who support you.



We have also updated our Code of Practice for social care employers.

This code makes sure all social care workers:

- are safe to work and care for people
- have the right knowledge and skills
- get the right support from their employers.



The codes work together, but this focuses on the Code of Practice for social care workers.

We are Social Care Wales

- ➡ We want to make a positive difference to care and support in Wales.
- ➡ We want to make sure social care workers give people the best possible support, when they need it.

So, we have important rules and values to guide how people working in care should behave and do their jobs. These are called Codes of Practice.

Why the code matters

You might not think much about 'codes of practice', not many people do! — But they really do matter.
They set out how care workers should act when they support you or someone you care about.

When workers follow the code,
you can expect to be treated
fairly, safely, and with respect.

You're treated
equally, whatever
your background,
identity, or beliefs.

People are
open and
honest with
you.

You're treated kindly
and your views are
respected.

Here's what
that looks
like in real
life:

You feel safe and
supported to make
choices.

You can trust
workers to act
professionally
— in person
and online.

Workers keep your
information private,
unless it needs to be
shared to protect you.

You can speak up if
something doesn't
feel okay.

Young people who get social care said:

"It's good to know there are
rules that make sure people
actually listen to us."

"I like that it's about
respect - not just
ticking boxes."



What kinds of workers follow the code?

Lots of places employ social care workers — local authorities, the NHS, private companies, organisations and charities. Here are a few examples of social care workers and what they do.

➡ There are more than **60,000** registered social care workers in Wales. We want to make sure they're all giving people the best possible care.

Hi I'm Hugh, I work in a care home for young people. I make sure they have everything they need. I'm always here to talk to when they need me.

Residential care worker

Hi I'm Elen, I visit people with a disability in their home. I help them with practical things like dressing, shopping and cleaning so they can live independently and stay in their own homes as long as possible.

Domiciliary care worker

Hi I'm Yesin, I make sure children at risk of harm are safe and are looked after in the right ways.

Social worker

Hi, I'm Caron, I work as part of a team of professionals who provide care and support to older people who live in a care home.

Adult care home worker

I'm Gwion, I manage a care home for children. I'm responsible for making sure the children are safe and thrive. I also make sure staff are well trained and give the right support.

Social care manager



What's in the code?

It sets out clear standards for how people working in care must behave and how they do their jobs.

The code uses professional language because it's a legal document that care workers must follow. You don't have to know every part of it – but it's good to understand what they cover.

There are seven standards. These are about:

1

workers respecting people's views and rights.

2

workers building trust and being someone that people can have confidence in.

3

workers promoting people's well-being and safety.

4

workers keeping people safe.

5

workers acting in ways that the public can trust them and their ability to do their job.

6

workers improving their skills and the quality of care they give people.

7

managers and leaders taking responsibility and making sure staff follow the code.



What if workers don't follow the code?

Most care workers do a great job, with kindness and respect — but if something doesn't feel right, it's okay to say so.

If you ever feel uncomfortable or unhappy about the way someone is behaving, you don't have to deal with it alone.



You can:

- Talk to someone you trust — like a teacher, youth worker, friend, or family member.
- Speak to the care worker's manager or team leader.
- Contact the organisation that provides your care or support.

If you're still worried, you can contact Social Care Wales.

Speaking up helps keep you and others safe — and it also helps workers understand what good support looks like from your point of view.

Thanks for reading this

By understanding a bit about the code, you know more about what good care should look and feel like — and what you can expect from the people who support you.

If you'd like to find out more, or read the full code, you can visit the Social Care Wales website.

socialcare.wales

