

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 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're updating our Code of Professional Practice for Social Care Workers.

This code will make it clear what social care workers must do. It will also help everyone know what they can expect from the social care workers who support them. It also makes sure everyone is treated with respect, and not treated differently because of who they are or their background.

i Codes of Professional Practice — a list of standards or goals everyone working in social care must know about and follow.

We're also updating our Code of Professional Practice for Social Care Employers. This Code is to make 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.



We want to know what you think!

Why this is important

There are lots of places that 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 over **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 Jon, 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 Sophia, 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 Mark, I manage a care home for children. I'm responsible to make sure the children are safe and thrive. I also make sure staff are well trained and give the right support.

Social care manager



The Code of Professional Practice for Social Care Workers



1: About respecting people's views and rights

Social care workers have to be able to say...

I respect people's views and wishes and promote their rights and interests.



I must: →

Give everyone the same level of support and respect — without discrimination.

Put people first and respect their dignity, privacy and culture.

Listen to people, respect their choices and support them to be heard — in the language they want to use.

Stand up for people's rights and challenge discrimination — and report it if I see it.

i Rights— Everyone has rights, no matter who they are. Children's rights are set out in the United Nations Convention on the Rights of the Child (UNCRC).

i Discrimination is about not treating someone differently because of who they are.



Questions

Is Standard 1 clear and easy to understand?

Yes No

Is there anything missing or not needed?

2. About trust and confidence

Social care workers have to be able to say...

I do everything I can to gain and keep people's trust so they have confidence in me.



I must: →

Be honest and trustworthy.

Keep people's information private and share it in the right ways, at the right time, with the right people.

Respect people's information, home, property and workplace.

Communicate clearly so people know what is happening and why.

Make it clear there are rules about confidentiality, boundaries and accepting gifts I have to follow. This protects everyone.

Not damage the trust people give me.

Be reliable and clear about what I can and can't do.

Make sure nothing I do or the way I think affects my ability to make decisions or support someone.



Questions

Is Standard 2 clear and easy to understand?

Yes No

Is there anything missing or not needed?

3: About well-being and safety

Social care workers have to be able to say...

I promote people's well-being and help them have a say in decisions while keeping them safe.

I must: →

Help people report an issue or make a complaint and take them seriously.

Promote and support people's well-being and safety.

Listen to people's views and make sure they have control over decisions that affect their lives.

Share information in safe ways and work with others to promote people's well-being and what they want.

Challenge or report any concerns about a person's safety.



Questions

Is Standard 3 clear and easy to understand?

Yes No

Is there anything missing or not needed?

i Well-being — Being happy and healthy in all areas of life.

4: About keeping people safe

Social care workers have to be able to say...

I make sure people don't hurt themselves or others, while respecting their rights.

I must: →

Support people to have their right to be involved in decisions and make choices, while balancing any risks to their safety.

Follow safeguarding rules, policies and practice.

Do risk assessments to check people are safe.

Take steps to reduce any risk of harm.

Make sure other workers know about any risks and the outcomes of risk assessments.



Questions

Is Standard 4 clear and easy to understand?

Yes No

Is there anything missing or not needed?

5: About public trust

Social care workers have to be able to say...

I always act with integrity so the public can have confidence in the social care profession whether I'm at work, outside work, online or in person.

I must: →

i Integrity — being honest and doing the right thing in all areas of life.

Not abuse, neglect, or take advantage of anyone.

Always follow the rules on how to treat others and keep professional boundaries.

Not behave in a way, in work or outside work, that would make someone question my ability to be a social care worker.

Not put myself, or anyone else at risk.

Not have any inappropriate personal relationships with the people I support.

Let my employer know about anything that could cause an issue or affect my work.

Never break the law.

Tell my employer if I am arrested or charged with an offence.



Questions

Is Standard 5 clear and easy to understand?

Yes No

Is there anything missing or not needed?

6: About improving the quality of care

Social care workers have to be able to say...

I am accountable and responsible for the quality of my work, while improving my knowledge and skills.



I must: →

Always work in the best ways and be safe.

Read, understand and follow all policies, rules and standards.

Tell my employer or manager about anything that might affect my work.

Ask for help when I need it.

Keep clear, up-to-date records.

Be open and honest when things go wrong — explaining what happened and take part in any investigation I'm asked to.

Take part in any investigation about my work, or someone else's work, when I'm asked to.

Be responsible for outcomes, even when I ask other workers to help.

Work with others, support them and learn from their good practice.

Do training that improves my knowledge and skills.

Engage with managers when they check my work so I improve.



Questions

Is Standard 6 clear and easy to understand?

Yes No

Is there anything missing or not needed?

7: About managers and leaders

Social care managers and leaders have to be able to say...

I am responsible and make sure any staff know about and follow this Code.



I must: →

Make sure all workers feel safe to talk to me about their work and raise concerns.

Make sure all workers know about this Code and how it affects their work.

Make sure all workers have training when they start work, and lots of opportunities to develop their knowledge and skills.

Check my team's work, give feedback and support them.

Review feedback and complaints from people getting support.

Respond to any concerns or complaints quickly.



Questions

Is Standard 7 clear and easy to understand?

Yes No

Is there anything missing or not needed?

Thanks for taking part



Do you have any other comments?



About you

1. We want to know more about you so tick one:
(Please don't tell us your name or other personal details)

I'm a child (under 12)

I'm a young person (13-18 years old)

I'm a young adult (19-25 years old)

I'm a parent or carer

I'm a social care worker

I'm a social care manager

I'm answering for an organisation

What is the name of the organisation?

Is it ok to publish the name of your organisation in our report? Yes No

Type of organisation?


Other

To answer the questions online, click or scan:




Or send your answers to:

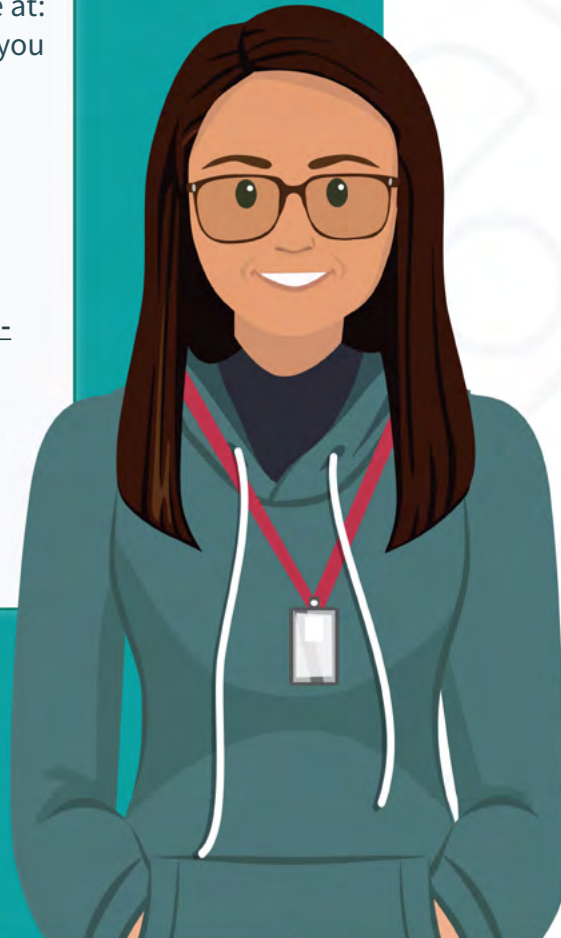
 codes@socialcare.wales

 Social Care Wales, Floor 6, Southgate House, Cardiff, CF10 1EW.
or ask for a stamped addressed envelope at: codes@socialcare.wales and we'll send you one.

 by the 18 December 2024

To read the full consultation:

 socialcare.wales/consultations/changes-codes-of-professional-practice




How we use your information

Your privacy and safety are important, so we use information in the right ways and follow the law – UK General Data Protection Regulation (UK GDPR).

Our staff will see your answers and use them to write a report. When we publish the report we make sure no one knows who said what. It's anonymous, unless you are an organisation that told us we can tell people what you said.


If your answers are in our report the information could be available for a long time. Information that isn't published is only kept for 5 years.

If you would like to know more about how your information is kept and used, please contact:

 The Data Protection Officer
Social Care Wales, Southgate House, Wood Street
Cardiff CF10 1EW

 FOI@socialcare.wales

You can also contact the Information Commissioner's Office:

 0330 414 6421 or 02920 678 400

 wales@ico.org.uk

 ico.org.uk