

Talking about our updated

# Codes of Professional Practice



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



## What do you think?

A consultation for young people

## 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 Employers



# 1: About roles and responsibilities

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

We make sure people who want to work in social care are suitable and understand their job and their responsibilities.

We must: ➔

Check to make sure people have the right values, knowledge, skills, and qualifications to work in social care.

Do all the right checks before we employ someone, including references from past jobs, criminal records, and that they can legally work in Wales.

Give workers clear information about the job role and responsibilities.

Get and check references to make sure people are right for the job.

Give workers clear information about any laws, policies and procedures they have to follow.

Make sure workers know who their manager is and how they can get support.

Make sure workers hours, pay, holidays, place of work and sick pay are fair and follow the law.



## Questions

Is Standard 1 clear and easy to understand?

Yes No

Is there anything missing or not needed?



## 2: About good systems and practice

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

We have all the systems in place to help workers follow the Code of Professional Practice for Social Care Workers.



We must: →

Make sure all workers know how to follow the Code of Professional Practice for Social Care Workers.

Make sure managers support workers so they can give people the best care and improve.

Have systems to act quickly if someone is at risk of harm, neglect or abuse.

Support other professionals we employ (like nurses or therapists) to follow all codes and report any who don't.

Make sure workers keep people's information private and safe.

Listen and respond to people's feedback so we can improve our service.

Support workers so they feel safe to be open and honest when things go wrong, and learn from mistakes.

Have ways for workers to raise issues and respond to concerns.



### Questions

Is Standard 2 clear and easy to understand?

Yes No

Is there anything missing or not needed?

# 3: About learning and improving

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

We give social care workers lots of opportunities and support to learn and develop their knowledge and skills.



We must: →

Make sure all workers have training when they start the job, and opportunities to develop their knowledge and skills.

Make sure workers have workplace learning opportunities, including assessments and practice.

Support workers to follow the rules for professional registration, including training and learning.

Help workers who can't do their work in the right way because they don't feel ready and need more support and skills.

Do regular checks on the standard of care workers are giving and help them to improve.



## Questions

Is Standard 3 clear and easy to understand?

Yes No

Is there anything missing or not needed?

## 4: About keeping people safe

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

We protect people from unsafe situations and take action when things are unsafe.



We must: →

Have policies and procedures that promote people's health and well-being.

Make it clear that bullying and harassment are not acceptable and take action when it happens.

Promote and protect the equality, diversity and inclusion of workers and the people they support.

- i** **Equality** — treating everyone fairly.
- Diversity** — respecting everyone and valuing our differences.
- Inclusion** — making sure everyone can take part.

Support workers while we deal with concerns and make it clear what they can and can't do.

Have easy-to-use systems that help people report abuse or dangerous behaviour, then deal with it quickly.

Make it clear that violence, threats and abuse are not acceptable.

Support workers who have experienced trauma, bullying or violence at work.

Make sure all workers follow health, safety and security policies and take action if they don't.

Investigate and deal with anything a worker does wrong and report it to Social Care Wales.



### Questions

Is Standard 4 clear and easy to understand?

Yes No

Is there anything missing or not needed?



## 5: About promoting the Code

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

We promote the Code of Professional Practice for Social Care Workers and work with any investigations when there's an issue.

We must: →

Let social care workers know about the Code for Employers and what it means for them.

Support social care managers to understand their roles set out in the Code for Social Care Workers.

Let social care workers know about the Code for Workers and what it means for them.

Let people having support and carers know about both Codes and who to contact if there's an issue.

Use the Code when making decisions about a worker's ability to do their job.

Take part in investigations and hearings if asked.

Let Social Care Wales know if they are concerned about a social care worker's ability to do their job or their behaviour.

Take the right steps after an investigation and apply any decisions from Social Care Wales.



### Questions

Is Standard 5 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](mailto:codes@socialcare.wales)

 Social Care Wales, Floor 6, Southgate House, Cardiff, CF10 1EW.  
or ask for a stamped addressed envelope at: [codes@socialcare.wales](mailto: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](https://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](mailto:FOI@socialcare.wales)

You can also contact the Information Commissioner's Office:

 0330 414 6421 or 02920 678 400

 [wales@ico.org.uk](mailto:wales@ico.org.uk)

 [ico.org.uk](https://ico.org.uk)