



Social Care Wales

Code of Professional Practice for Social Care Employers

We want to know what you think



This document was written by **Social Care Wales**. It is an easy read version of 'Tell us what you think about our Codes of Professional Practice'.

September 2024

How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 44**.



Where the document says **we**, this means **Social Care Wales**. For more information contact:

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

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

Email: codes@socialcare.wales

Phone: 0300 303 3444



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Introduction



Gofal Cymdeithasol Cymru
Social Care **Wales**

We are **Social Care Wales**. We work to make sure people have good quality social care and support.

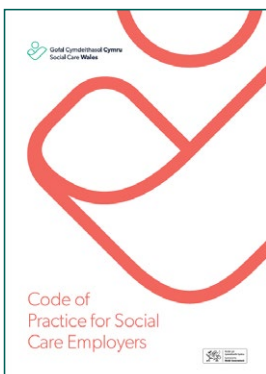


Social care means services that help people with their daily living. For example:

- Personal care
- Care homes
- Nursing homes
- Supported living
- Day Centres



You can watch our video explaining more about social care here: www.youtube.com/watch?v=7DvLrs8dJsY



We are updating the **Code of Professional Practice for Social Care Employers**

The Code of Professional Practice for Social Care Employers



The **Code of Professional Practice for Social Care Employers** is a list of statements.

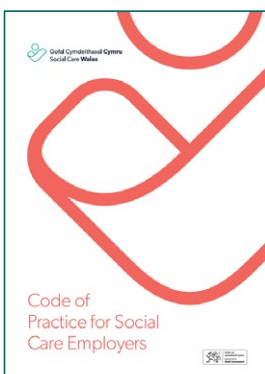


The statements describe what social care employers must do to make sure their workers:

- are safe
- have the right skills
- and have the support they need to provide good social care.



Everyone who employs social care workers should follow this Code.



You can read the current **Code of Professional Practice for Social Care Employers** here: socialcare.wales/dealing-with-concerns/codes-of-practice-and-guidance

About this consultation



We want to know what you think about the changes we want to make.



We want to make them clearer and easier to follow.

We want the changes to help social care workers better understand:



- How to act in the way expected of them. In person and online.



- How important it is to have good relationships with people, families and carers.

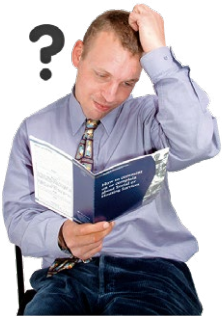


- Providing care that focusses on a person's strengths, and what they **can** do.
- The importance of supporting people to do what matters to them.



We want to hear from anyone who has an interest in social care. Especially:

- People who work in social care in Wales.
- Employers.
- People who use care and support services.
- Families and **unpaid carers** - people who provide a lot of care for someone due to age, illness, disability or health condition.
- Volunteers.



We learned that the Welsh language versions of the Codes are not very clear and easy to understand.



We would also like to hear from Welsh speakers. We want to know what we can do to make the Welsh language versions clear and easy to follow.

How to send us your views



Please read this document and answer the questions.



You can fill this document in online and email it back to: codes@socialcare.wales



Or you can print it and post it to:

Social Care Wales

Southgate House

Wood Street

Cardiff

CF10 1EW



Please contact us if you would like a stamped addressed envelope at: codes@socialcare.wales

You can also send us your views in a different way if it is easier for you. For example, you can:



- write to us,



- or send us a video or an audio recording. You will need to attach your video or recording to an email.



If you need this consultation in a different format, or if you have any questions, please email us at: codes@socialcare.wales.



Please send us your views by **midday** on **17 December 2024**.



You can also read about, and answer questions about the **Code of Professional Practice for Social Care Workers** here: socialcare.wales/consultations/changes-codes-of-professional-practice



After the consultation, we will update the Codes.



We will also update the guidance that helps people follow the Codes.

Changes to the Code of Professional Practice for Social Care Employers



There are 5 sections in the Code of Professional Practice for Social Care Employers.



You can read the current **Code of Professional Practice for Social Care Employers** here: socialcare.wales/dealing-with-concerns/codes-of-practice-and-guidance



We have explained the changes we want to make in the next part of this document. There are questions to answer after each section.

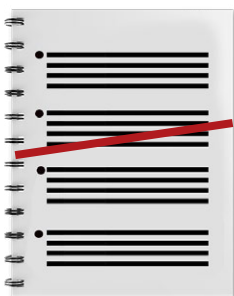
What we want to change in each section

Section 1: Make sure social care workers are suitable for their job role. Make sure they understand their roles and responsibilities

Main changes:



- We have changed '**employers will**' to '**employers must**'. We want to make it clear that employers are responsible for making sure the Code is followed.



- We split 1 of the statements into 2 parts to make it clearer.

Section 1 – new wording

Make sure social care workers are suitable for their job role. Make sure they understand their roles and responsibilities

Statements



1.1 Employers must make sure they only hire the right people. They must have the right knowledge, skills, values and qualifications. Employers must use good hiring policies and processes.



1.2 Before hiring someone employers must check:

- criminal records
- registers
- references from past employers
- any gaps in employment
- workers are allowed to work in Wales by law.



1.3 Employers must get references to check a person is suitable to work in social care. Employers must also provide references when needed.



1.4 Employers must make sure workers understand:

- their roles
- and responsibilities.



1.5 Employers must give workers clear information so they can follow the law, policies and processes they need to.



1.6 Employers must give workers clear information about management and support. This includes information about support for their health, safety and well-being in work.



1.7 Employers must make sure workers contracts are lawful. And good enough to keep workers. Employers should check contracts to make sure of these things.

Questions about section 1

1a. Is section 1 clear and easy to understand?

Yes

No

1b. Is there anything missing or not needed?

1c. Do you have any other comments?

Section 2. Have policies and processes that help social care workers follow the Code of Professional Practice for Social Care Workers

Main changes:



- We have changed ‘**employers will**’ to ‘**employers must**’. We want to make it clear that employers are responsible for making sure the Code is followed.



- We have added ‘agency workers’. Agency workers work for an organisation that finds them temporary jobs.



- We have added responsibilities around protecting people’s private information.

Section 2 - New wording

Have policies and processes that help social care workers follow the Code of Professional Practice for Social Care Workers

Statements



2.1 Employers must support workers to follow the Code of Professional Practice for Social Care Workers.



2.2 Employers must manage workers and provide **supervision** to support them and help them do their jobs well. Employers should help workers to improve and make sure they are **fit to practise**.

Supervision is when a manager sits down with a worker to talk about and check on their work.



Fit to practise or **fitness to practise** means a worker's ability to do the job expected of them.



2.3 Employers must support workers from other professions, like nursing, to follow their professional codes. Employers must report workers who may not be able to do their jobs properly.



2.4 Employers must have policies to deal with harm or abuse. Policies must help workers know and understand:

- the signs of harm or abuse
- and what they should do if it happens.



2.5 Employers must have policies about keeping personal information safe and private. Employers must make sure their workers and volunteers understand their responsibilities around this.



2.6 Employers must make sure people and carers have a way to give feedback. And use it to improve services.



2.7 Employers must have policies and clear ways for workers to raise any concerns. Employers must take action and deal with any concerns properly.



2.8 Employers must make sure workers feel supported and feel able to be honest if things go wrong. Employers must make sure there are clear ways to report incidents, and workers are able to learn from mistakes. Employers should try and sort any problems out as early as possible.

Questions about section 2

2a. Is section 2 clear and easy to understand?

Yes

No

2b. Is there anything missing or not needed?

2c. Do you have any other comments?

Section 3. Support workers to keep learning and developing their knowledge and skills

Main changes:



- We have changed ‘**employers will**’ to ‘**employers must**’. We want to make it clear that employers are responsible for making sure the Code is followed.



- We have added that the Codes of Professional Practice should be used in **supervision**.

Section 3 - New wording

Support workers to keep learning and developing their knowledge and skills

Statements

- 3.1 Employers must provide workers with ongoing training and learning.





3.2 Employers must make sure that they help workers learn about their jobs. This could mean giving workers time to learn or paying for their training. If employers need to test workers about what they learn employers must make sure that the testing works well.



3.3 Employers must support workers to get on, and stay on, **professional registers**.

Professional registers are kept by organisations like Social Care Wales. Workers must have certain skills, knowledge and qualifications to be on, and stay on registers.



3.4 Employers must support workers who feel they are unable to carry out their work.



3.5 Employers must provide **supervision** to workers. Employers should support workers to think about their work and how to improve. They must talk about the Code of Professional Practice and guidance during **supervision**.

Questions about section 3

3a. Is section 3 clear and easy to understand?

Yes

No

3b. Is there anything missing or not needed?

3c. Do you have any other comments?

Section 4. Have policies and processes to protect people from unsafe situations. And take steps to deal with any unsafe situations that happen

Main changes:



- We have changed ‘**employers will**’ to ‘**employers must**’. We want to make it clear that employers are responsible for making sure the Code is followed.



- We have added that policies should be followed at the start of each statement. And that action should be taken if they are not followed at the end.



- We have added in the term **fitness to practise** to 1 of the statements.



- We have added people and families to 1 of the statements.



- We have added a new statement about **equality** and **diversity**. We want to make sure everyone understands the importance of promoting **equality, diversity** and **inclusion**.



Equality means treating people fairly and making sure they have the same chances in life.



Diversity means we are not all the same. For example, we come from different backgrounds and cultures, have different abilities and believe different things.



Inclusion means everyone can take part, and everyone has a fair chance.

Section 4 - New wording

Have policies and processes to protect people from unsafe situations. And take steps to deal with any unsafe situations that happen

Statements



4.1 Employers must have and follow policies and processes about well-being. This includes the well-being of workers, people and their families and carers. Employers must take action if policies are not followed.



4.2 Employers must have and follow policies and processes about **equality, diversity** and **inclusion**. Employers must take action if policies are not followed.



4.3 Employers must have and follow policies and processes about bullying and **harassment**. Employers must take action if policies are not followed.

Harassment is any behaviour that upsets someone or makes them feel scared or ashamed.



4.4 Employers must have and follow policies and processes for reporting harmful behaviour. Employers must deal with any issues quickly and openly.



4.5 Employers must make it clear that violence, threats or abuse are not acceptable. This includes having clear policies and processes for lowering the risk of these things happening. And dealing with it quickly if they do.



4.6 Employers must have and follow policies and processes to support workers who experience:

- **trauma**

Trauma is the effect of a difficult situation on a person. For example, they may feel very sad or hurt for a long time.

- **harassment**
- or violence in work



4.7 Employers must have and follow policies and processes about health and safety. They must make sure workers know about and follow these policies. Employers must take action if policies are not followed.



4.8 Employers must have and follow policies and processes to investigate problems. Including concerns about workers even if they leave. Employers must take action if policies are not followed.



4.9 Employers must support workers with **fitness to practise** concerns. They must give workers clear guidance. And make sure people are kept safe and are cared for during this time.

Questions about section 4

4a. Is section 4 clear and easy to understand?

Yes

No

4b. Is there anything missing or not needed?

4c. Do you have any other comments?

Section 5. Promote the Code of Professional Practice for Social Care. Work with Social Care Wales on their investigations

Main changes:



- We have changed '**employers will**' to '**employers must**'. We want to make it clear that employers are responsible for making sure the Code is followed.



- We have changed some words to make the statements clearer.

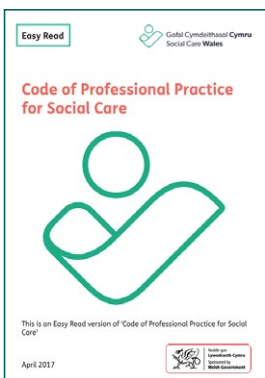
Section 5 - New wording

Promote the Code of Professional Practice for Social Care. Work with Social Care Wales on their investigations

Statements



5.1 Employers must tell their workers about the Code of Professional Practice for Social Care.



5.2 Employers must make sure workers know about and understand the **Code of Professional Practice for Social Care Workers**. And their responsibility to follow it.



5.3 Employers must support managers to meet their extra responsibilities.



5.4 Employers must tell people and carers about the Codes. They must tell them how to report any problems. And explain how to contact Social Care Wales if they need to.



5.5 Employers must use the Code of Professional Practice for Social Care Workers when making decisions about a worker's **fitness to practise**.



5.6 Employers must tell Social Care Wales about workers who might not be **fit to practise**.



5.7 Employers must work with Social Care Wales on their investigations into a worker's **fitness to practise**. This includes providing documents and going to hearings, where the issue is examined and judged, if needed.



5.8 Employers must deal with the decisions made by Social Care Wales about a worker's **fitness to practise**.

Questions about section 5

5a. Is section 5 clear and easy to understand?

Yes

No

5b. Is there anything missing or not needed?

5c. Do you have any other comments?

About you

1. Are you answering this consultation:



as an individual
(Please go to question 2)



on behalf of an organisation
(Please go to question 3)



2. If you are answering as an individual, please tell us if you are a worker, volunteer or person using care. Please tell us what type of role you have.

For example, a person who uses care and support, a family member, volunteer, care home manager, childcare provider.

Please do not tell us your name.



3. If you are answering on behalf of an organisation, please tell us:



Your organisation name:



Is it ok to publish the name of your organisation in our report?

Yes

No



Type of organisation. For example, a local authority, childcare provider, education provider.

Equality information



You do not have to answer these questions if you do not want to. Please do not complete this part of the form if you are an organisation.



We are collecting this information to help us understand who is taking part in this consultation.



This will help us check if we need to do more work to get views from different groups of people, from different backgrounds.



The information provided may be shared as part of a report, but the information will be **anonymous** - this means no one will know who said what.



1. Please tell us your ethnic background.

For example, British, Asian, Chinese, Black, White.

1. Are you:



Female

Male



Transgender - A person whose gender is not the same as the sex they were thought to be when they were born.

Non-binary - A person whose gender does not match usual ideas of what is male and what is female. A non-binary person may feel or know that they are not a man or a woman.



Gender fluid - A person who does not identify as having 1 fixed gender.



I prefer not to answer.

I prefer to use my own words to describe myself. Please tell us below:



2. Do you identify as disabled?

Yes

No

Unsure

I prefer not to answer

3. Are you:



Bisexual

Heterosexual or straight

Homosexual or Gay Man

Lesbian or Gay Woman

Unsure

I prefer not to answer



1. Do you speak Welsh?

Yes, Fluently

Yes, I can speak some Welsh

Yes, I can speak basic Welsh

Yes, I can speak good Welsh, but not fluent

No

I prefer not to answer

How we use your information



We use your information by following a law called **UK General Data Protection Regulation (UK GDPR)**.



Our staff will be able to see your answers.



We normally publish a report showing the kinds of things people said.



Your answers will be **anonymous** - this means no one will know who said what. Unless you are an organisation and have 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.



But information that is not published is only kept for 5 years.



The law gives you the right to:

- Know what information we have about you and how you can see it.
- Make us change any mistakes in the information about you.
- Ask us not to use the information in some cases.
- Ask us to delete the information we have about you in some cases.
- Move the information about you somewhere else in some cases.
- Complain to the **Information Commissioner's Office**.

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



Data Protection Officer

Social Care Wales

Southgate House

Wood Street

Cardiff

CF10 1EW



Email: FOI@socialcare.wales



You can also contact the **Information Commissioner's Office - Wales:**

2nd Floor

Churchill House

Churchill Way

Cardiff

CF10 2HH

Phone: 0330 414 6421 or 02920 678 400

Email: wales@ico.org.uk

Website: <https://ico.org.uk>

Hard words

Diversity

Diversity means we are not all the same. For example, we come from different backgrounds and cultures, have different abilities and believe different things.

Equality

Equality means treating people fairly and making sure they have the same chances in life.

Inclusion

Inclusion means everyone can take part, and everyone has a fair chance.

Fit to practise or fitness to practise

Fit to practise or fitness to practise means a worker's ability to do the job expected of them.

Harassment

Harassment is any behaviour that upsets someone or makes them feel scared or ashamed.

Professional registers

Professional registers are kept by organisations like Social Care Wales. Workers must have certain skills, knowledge and qualifications to be on, and stay on registers.

Supervision

Supervision is when a manager sits down with a worker to talk about and check on their work.

Trauma

Trauma is the effect of a difficult situation on a person. For example, they may feel very sad or hurt for a long time.