



What your social care should be like

A guide to our rules for social care workers, and what they mean for you



January 2026

How to use this document



This is an Easy Read version of: **Code of Professional Practice for Social Care Workers.**



You might need help to read it. Ask someone you know to help you.



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

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

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Who we are



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 to know more about social care: www.youtube.com/watch?v=7DvLrs8dJsY

Codes of Professional Practice

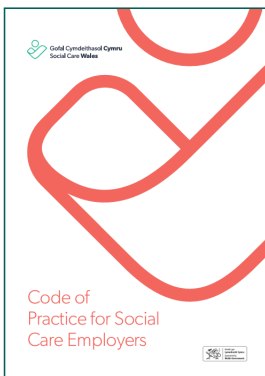


We have 2 Codes of Professional Practice.

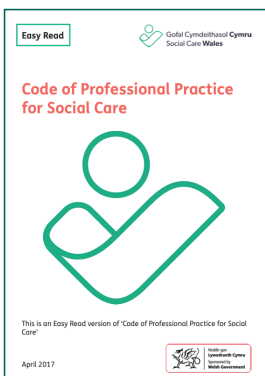


They help make sure you get good care and support.

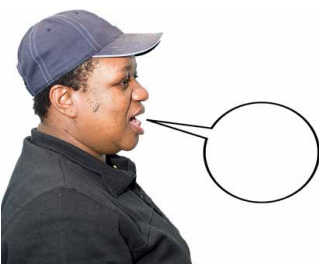
They are called:



- The **Code of Professional Practice for Social Care Employers**



- The **Code of Professional Practice for Social Care Workers**



We will call them Codes for short.

The Code for employers:



This is a list of rules for **employers** - the people who employ and manage social care workers.



They say what employers should do to make sure their workers:



- are safe



- are trained and have the right skills



- have the support they need to give good social care.

The Code for workers:



This is a list of rules for social care workers.



The rules describe how social care workers must work.



Social care workers must:

- follow the Code
- make sure they do not cause harm
- use the Code to guide their work
- look for ways to improve their skills and the care they provide.



About this guide



This guide explains the Code for workers.



It describes what you can expect from your social care workers.



It shows you how social care workers should:

- behave towards you
- keep you safe
- help you make choices.



It helps you know your rights and what good care looks like.

More about the Code for workers



All **registered** social care workers must follow the Code.



We keep the register. It is a list of people who are allowed to work in social care in Wales.

Everyone on our register:



- is qualified to do their job
- has agreed to follow the rules about how they must behave and support people
- has agreed to treat you with respect, fairness, and care.





We check that workers are safe and fit to do their jobs.



If you think your social care worker is not working in the ways described in this guide, we will:



- look at what the Code says,



- and decide if they should stay on our register or be removed.

The rules and what they mean for you

1. Social care workers must respect your views and wishes. They must support your rights

Your social care worker **must**:



- listen to you and what you want



- respect you



- support your rights



- treat you fairly



- do something if they see anyone being treated unfairly



- help you share your views and make your own choices.

2. Social care workers should be trustworthy

Your social care worker **must**:



- be honest



- talk to you clearly in a way you can understand



- keep your personal information private and only use it to help you



- respect your home and the things you own



- tell you about the rules they must follow around gifts and how they should behave



- do what they say they will do. If they cannot, they should tell you why



- make sure their own thoughts and feelings do not affect how they work with you.

3. Social care workers will support your well-being and help you make your own choices



Well-being is about feeling comfortable, healthy, and happy.

Your social care worker must:



- help you stay safe and support your well-being



- help you make complaints or say if you are unhappy with anything



- do everything they can to help you make your own decisions



- work with others to make sure you get the best care and support



- speak up or report anything that may harm people.

4. Social care workers must respect your rights to take risks

Your social care worker must:



- help you make choices, even if they involve risks, while helping you understand your choices and stay safe



- follow rules about keeping you safe



- check if yours or others' behaviour could cause harm



- take steps to lower risks and keep you and others safe



- report any risks to people's safety



- share information if someone may be at risk.
They must follow rules about sharing information.

5. Social care workers must behave properly inside and outside of work

Your social care worker must:



- not hurt you or take advantage of you, your carers, or other workers



- follow rules to keep their relationship with you safe and fair



- keep good working relationships with:
 - people they work with
 - people they care for
 - families and carers.



- not date or be very close friends with someone they are supporting or their family



- tell their employer about anything that might affect their work



- not break the law, and know that breaking the law may affect their job



- tell their employer and Social Care Wales if they are arrested or charged with a crime



- avoid putting themselves or others at risk



- behave properly at work, outside work, and online

6. Social care workers must take responsibility for their skills and knowledge

Your social care worker must:



- follow all rules and the law



- keep clear and correct records about your care



- tell their employer or people they work with if they have problems doing their job safely



- ask for help if they are not sure how to do something



- be honest with you if something goes wrong



- keep learning to improve their knowledge and skills



- take part in sessions with their manager to improve their work



- work well with other workers and professionals



- be responsible for any work they give to others



- help with any investigations when asked.

7. Social care workers who manage or lead other staff must make sure they follow the Code

Your social care worker must:



- use the Code in their own work and in how they lead staff



- support staff to talk and share good ways of working



- make sure staff know the Code and follow it in their work



- provide training and learning so staff can improve their skills and knowledge



- meet with staff and support them to do their jobs well



- check feedback, complaints, and how staff are doing



- reply quickly to any worries or complaints.



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