Gofal Cymdeithasol Cymru
Social Care Wales

Code of Professional Practice for Social Care Workers: key changes

Section 1

Previous code	Current code	Action
	I must:	
1.1 Working with individuals in person centred ways and using this as the basis for social care and support.	1.1 work with and support individuals in a person-centred way, and respect their dignity, privacy, religion, beliefs and culture	Changed
1.2 Respecting and, where appropriate, promoting and upholding the rights, values, beliefs, views and wishes of both individuals and carers.	1.2 respect, support and promote equality, diversity and inclusion, and not discriminate against individuals, carers, colleagues or other people	Changed
1.3 Supporting individuals to maximise their decision making and control over their lives.	1.3 challenge and/or report any discrimination and stand up for the rights of individuals, their carers, families and my colleagues	Changed
1.4 Working with individuals and carers in ways that respect their dignity, privacy, preferences, culture, language and rights.	1.4 support individuals and carers to communicate their views and choices.	Changed
1.5 Ensuring that your actions promote equality, diversity and inclusion.		Removed

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Section 2

Previous code	Current code	Action
	I must:	
2.1 Being honest and trustworthy.	2.1 be honest and trustworthy	Unchanged
2.2 Communicating in an appropriate, open, accurate and straightforward way.	2.2 communicate in an appropriate, open, clear and meaningful way	Changed
2.3 Actively supporting individuals and carers to communicate their views and preferences using their preferred method and language.	2.3 respect confidential information and only access and use it to carry out my role	Changed
2.4 Respecting confidential information and clearly explaining policies about confidentiality to individuals and carers.	2.4 not abuse the trust of individuals and carers, or the access I have to their personal information, property, home or workplace	Changed
2.5 Being reliable and dependable.	2.5 clearly explain policies about confidentiality, accepting gifts and professional boundaries to individuals, families and carers, and always follow them	Changed
2.6 Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why to individuals and carers.	2.6 be reliable and dependable, doing what's been agreed. If I can't, I must explain why to individuals and carers	Changed

Previous code	Current code	Action
	I must:	
2.7 Declaring issues that might create conflicts of interest and taking steps to ensure that they do not influence your professional judgement or practice.	2.7 recognise and be open about where my personal interests affect my work and take steps to make sure they don't influence my professional judgement or practice.	Changed
2.8 Adhering to policies and procedures about accepting gifts and money from individuals, their families and carers.		Removed

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Section 3

Previous code	Current code	Action
	I must:	
3.1 Working with individuals in ways that maximise their well-being and active participation and balances their rights and responsibilities.	3.1 work with and support individuals in ways that promote their well-being and safety	Changed
3.2 Working in partnership with colleagues and other professionals to promote the well-being, voice and control of individuals and carers.	3.2 support individuals and carers to raise concerns or make complaints, and take their complaints seriously, while following relevant policies and procedures	Changed
3.3 Working with individuals and carers to keep themselves safe.	3.3 work with and support individuals in a way that maximises their decision making and control over their lives	Changed
3.4 Recognising and using sensitively and responsibly the power that comes from your work with individuals and carers.	3.4 work with colleagues and other professionals to promote individuals' and carers' well-being, voice and control, using agreed systems, policies and procedures to share information where appropriate	Changed
3.5 Supporting individuals and carers to express concerns or make complaints, taking complaints seriously and responding to them or passing them to the appropriate person.	3.5 challenge or report concerns, such as unsafe, dangerous, abusive, exploitative or discriminatory behaviour or practice.	Changed

3.6 Using agreed systems and procedures to share information appropriately with colleagues and other professionals and in a timely manner.		Removed

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Section 4

Previous code	Current code	Action
	I must:	
4.1 Working with individuals to balance rights, responsibilities and risks.	4.1 work with individuals and carers to balance risks with their rights and personal choices	Changed
4.2 Following risk assessment policies and procedures to assess whether the behaviour of individuals presents a risk of harm to themselves or other people.	4.2 follow relevant safeguarding policies and procedures when working with individuals and carers	Changed
4.3 Taking necessary steps to minimise the risks of individuals' behaviour causing actual or potential harm to themselves or other people.	4.3 follow risk assessment policies and procedures to assess if individuals' and carers' behaviour risks harming themselves or others	Changed
4.4 Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.	4.4 take necessary steps to reduce the risks of individuals' and carers' behaviour causing harm to themselves or others	Changed
	4.5 raise and, if necessary, escalate any concerns I have about individuals' safety, or the level of care people are receiving in my workplace or any other setting	Added
	4.6 share information if I think someone may be at risk of harm, while following the data protection requirements.	Added

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Section 5

Previous code	Current code	Action
	I must:	
5.1 Directly or indirectly abuse, neglect or harm individuals, carers or colleagues.	5.1 not abuse, neglect, harm, take advantage of or exploit individuals, carers or colleagues	Changed
5.2 Exploit individuals, carers or colleagues in any way.	5.2 always maintain professional boundaries with colleagues, individuals, their families, and their carers	Changed
5.3 Abuse the trust of individuals and carers or the access you have to personal information about them, or to their property, home or workplace.	5.3 not form inappropriate personal relationships with colleagues, individuals, their families or carers	Changed
5.4 Form inappropriate personal relationships with individuals, their families or carers.	5.4 let my employer know about issues that may create conflicts of interest and take steps to make sure they don't influence my practice	Changed
5.5 Discriminate unlawfully or unjustifiably against individuals, carers, colleagues or other people.	5.5 not break any laws, and I understand if I do, my fitness to practise may be questioned	Changed
5.6 Condone any unlawful or unjustifiable discrimination by individuals, carers, colleagues or other people.	5.6 let my employer and Social Care Wales know if I'm arrested or charged with an offence	Changed
5.7 Put yourself or other people at unnecessary risk.	5.7 avoid putting myself or other people at unnecessary risk	Changed

Previous code	Current code	Action
	I must:	
5.8 Behave in a way, in work or outside work, which would call into question your suitability to work in the social care profession.	5.8 not behave in a way – in work or outside work, online or in person – that would raise concerns about my suitability to work in social care.	Changed

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Section 6

Previous code	Current code	Action
	I must:	
6.1 Meeting relevant standards of practice, following procedures and working in a lawful, safe and effective way.	6.1 read, understand and follow relevant policies, procedures and standards of practice and conduct	Changed
6.2 Maintaining clear and accurate records in accordance with legal and work setting requirements.	6.2 always work in a safe and effective way, and follow the law	Changed
6.3 Being open and honest with people if things go wrong, including providing a full and prompt explanation to your employer or the appropriate authority of what has happened.	6.3 keep clear and accurate records, using agreed systems and processes	Changed
6.4 Informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely.	6.4 tell my employer or another suitably qualified and experienced colleague about any difficulties that affect my ability to do my job competently and safely	Changed
6.5 Seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work or you are not sure about how to proceed in a work matter.	6.5 ask for help from my employer or a suitably qualified and experienced colleague if I'm unable to or unsure how to carry out any aspect of my work	Changed
6.6 Working openly and co-operatively with colleagues and treating them with respect.	6.6 be open and honest with people if things go wrong, giving a full and prompt explanation	Changed

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Previous code	Current code	Action
	I must:	
6.7 Understanding that you remain responsible for the work that you have delegated to other workers.	6.7 look for and complete relevant learning and development to maintain and improve my knowledge and skills to make sure I'm fit to practise	Changed
6.8 Recognising and respecting the roles and expertise of other professionals and working in partnership with them.	6.8 actively and effectively engage in supervision to reflect on my practice and opportunities to improve my knowledge and skills	Changed
6.9 Undertaking relevant learning and development to maintain and improve your knowledge and skills to ensure you are fit to practise, and contributing to the learning and development of others.	6.9 recognise and respect the roles and expertise of colleagues and other professionals, and work in partnership with them	Changed
6.10 Co-operating with investigations into your practice, or the practice of others, undertaken by your employer, Social Care Wales, or by any other appropriate bodies.	6.10 understand that I'm responsible for work I delegate to others	Changed
	6.11 co-operate with investigations into my or others' practice, carried out by my employer, Social Care Wales or by any other appropriate bodies.	Added

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Section 7

Previous code	Current code	Action
	I must:	
7.1 Ensuring staff know about the Code and how it applies to their conduct and practice.	7.1 support an open, safe and inclusive culture where staff can raise concerns and access, discuss, reflect on and share best practice	Changed
7.2 Supporting an open and learning culture in the workplace where staff have the opportunity to raise concerns and access, discuss, reflect on and share best practice.	7.2 make sure staff know about the Code and understand how it applies to their conduct and practice	Changed
7.3 Ensuring induction, training, learning and development opportunities support staff to maintain and develop their knowledge, skills and understanding.	7.3 make sure induction, training, learning and development opportunities support staff to maintain and develop their knowledge, skills and understanding	Changed
7.4 Providing supervision and appraisal to guide, support and motivate staff to meet their role, responsibilities and accountabilities.	7.4 provide effective supervision and appraisal to guide, support and motivate staff, so they can carry out the responsibilities and accountabilities of their role	Changed
7.5 Taking steps to know what is happening in the delivery of social care and support provided by your staff and giving constructive feedback.	7.5 make sure I know what's happening with the provision of social care, such as by reviewing complaints and feedback or monitoring staff performance	Changed

Previous code	Current code	Action
	I must:	
7.6 Monitoring performance and taking immediate steps to address unsatisfactory performance or misconduct by staff.	7.6 respond to any concerns or complaints promptly and effectively, following any relevant policies and procedures.	Changed