You and your social care worker – what to expect

Social care workers help you live your life the way you want.

To make sure workers in Wales provide you with good care and support, Social Care Wales has a **Code of Professional Practice for Social Care** (the Code) and registers groups of workers to make sure they're suitable to work.

The Code is a set of rules, or standards, care professionals are expected to work to, to help keep you safe and well.

What the Code says

To provide you with the best care and support, social care workers must:

- help you say and achieve what matters to you
- respect your views, rights and wishes
- support your well-being and help keep you safe
- be honest, trustworthy and reliable
- be qualified to do their job properly.





Who has to keep to the Code?

All social care workers should follow the Code, even if they are not currently expected to register with us.

Social care workers who are registered with us **must** follow the Code.

Our Register makes sure workers:

- are suitable and fit for work
- are of good character
- have the qualifications they need
- agree to keep to the Code.

You can check to see if a worker is registered at www.scwonline.wales/en/search-the-register/

What can you do if your social care worker isn't working to the Code?

1. Read the Code to check the standards at socialcare.wales/codes
2. Tell your care worker's employer and ask what they will do.
3. If the employer doesn't address your concerns, you can ask for a copy of their complaints procedure to help you know what to do next.
4. If the worker is registered with us and talking to the employer hasn't helped, email our fitness to practise team at ftp@socialcare.wales.

If you're concerned about the standard of care provided by a company or organisation, you can contact the Care Inspectorate Wales on 0300 7900 126, email ciw@gov.wales or visit its website at careinspectorate.wales

Where can I find the Code?

The Code is available online at socialcare.wales/codes or scan the QR code.

