

You and your social care worker – what to expect

Social care workers help you live your life in the way that 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 are suitable to work.

The Code is a set of rules, or standards, care professionals must work to, to help keep you safe and well. This leaflet will help you know what the standards are.

What the Code says

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

- help you say and achieve what is important to you
- respect your dignity, privacy, preferences, culture, language, rights, beliefs, views and wishes
- support you to stay safe
- be honest, trustworthy and reliable
- be qualified to do their job properly.



Where can I find the Code?

The Code is available online at socialcare.wales/code or email us at codes@socialcare.wales

Who has to keep to the Code?

All social care workers should follow the Code even if they are not currently expected to register. Social care workers who are registered with us must follow the Code to carry on working in social care. They are:

- adult care home managers
- domiciliary care managers and domiciliary care workers
- residential child care managers and residential child care workers
- residential family centre managers
- social workers and social work students.





From time to time, other groups get added to the Register. Plans are in place to register the following workers with us:

- adoption service managers
- adult care home workers
- adult placement managers
- advocacy managers working with children
- fostering service managers
- residential family centre workers.

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 of Professional Practice*.

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/code
2. Share your concerns with 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 and they will reply to you by phone or by email depending on your preference.

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

