



Social Care Wales

Code of Professional Practice for Social Care Workers

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 51**.



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

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

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

Email: codes@socialcare.wales

Phone: 0300 303 3444



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

Introduction

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

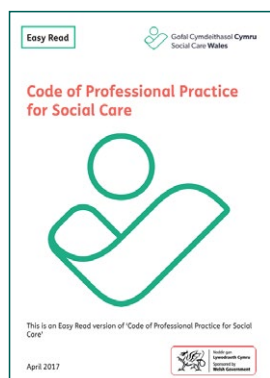


Social care means services that help people with their daily living. For example:

- 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 Workers**.

The Code of Professional Practice for Social Care Workers



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



The statements describe how social care workers must work.

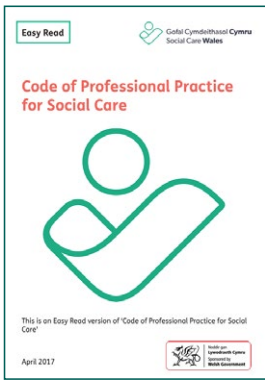


If someone thinks a social care worker has not followed the Code, we can investigate.



This involves checking the social care worker has the:

- skills,
- knowledge,
- and values to do their work safely and well.



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

The Code will help people receiving care understand:



- how a social care worker should behave towards you,



- and how employers should support them do their job well.

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.

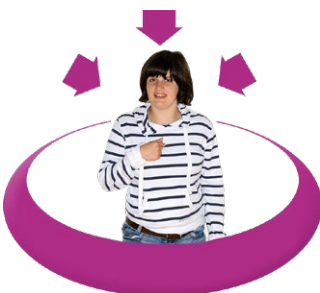
We want the changes to help social care workers better understand:



- 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.

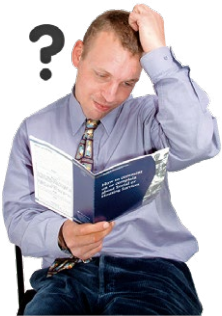


- Providing care that focusses on a person's strengths, and what they **can** do.
- The importance of supporting people to do what matters to them.



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 Employers** here: socialcare.wales/consultations/changes-codes-of-professional-practice

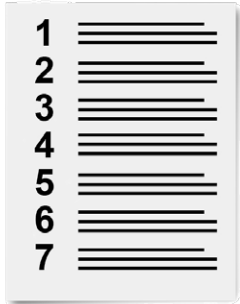


After the consultation, we will update the Codes.

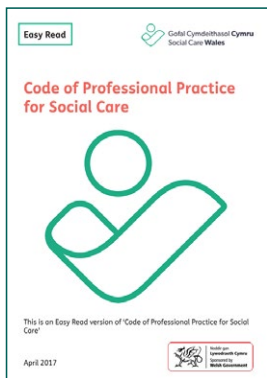


We will also update the guidance that helps people follow the Codes.

Changes to the Code of Professional Practice for Social Care Workers



There are 7 sections in the Code of Professional Practice for Social Care Workers.



You can read an easy read version of the current Code 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 - A social care worker will help you with your rights. They will listen to what you want

Main changes:



- We have changed '**you must**' to '**I must**'. We want workers to understand that they are responsible for following the Code.



- We have focussed more on people's rights. And on care that focusses on a person's wants and needs.



- We have focused more on standing up to unfair treatment. And making sure people get care in the language they choose.

Section 1 – New wording

I must respect people's views and wishes. I must support people's rights

Statements



1.1 I must work with and support people. I must work in ways that puts the person's needs and wants first. I must respect them.



1.2 I must respect, support and promote **equality**, **diversity** and **inclusion**. I must not **discriminate** against anyone.



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.



Discriminate or **discrimination** means treating someone badly or unfairly because of things like their sex, race, religion, disability or sexuality.



1.3 I must stand up against and report any **discrimination**. I must stand up for the rights of people, their carers, families and my colleagues.



1.4 I must support people and carers to share their views and choices. I must support them to communicate in the way they choose. And in the language they choose.

Questions about section 1

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

Yes

No

1b. Is there anything missing or not needed?

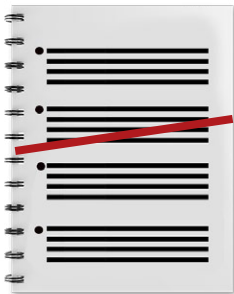
1c. Do you have any other comments?

Section 2. A social care worker will work for your trust and respect

Main changes:



- We have changed '**you must**' to '**I must**'. We want workers to understand that they are responsible for following the Code.



- We have moved the statement about people using the language they choose to section 1.



- We have made the wording stronger about keeping people's information private.



- We have made the wording stronger about **professional boundaries**. And about accepting gifts. Workers must explain the rules to people and families.



Professional boundaries are the limits in a relationship between a social care worker and a person and their carers and family. For example, social care workers should not use someone's home as their own.

Section 2 - New wording

I must do what I can to gain and keep the trust of people and carers

Statements



2.1 I must be honest and trustworthy.



2.2 I must communicate in an open, true, and straightforward way.



2.3 I must respect private information. And only share it in ways agreed by my employer.



2.4 I must not abuse the trust of people and carers. I must not misuse their personal information, property, home or workplace.



2.5 I must clearly explain the rules to people, their families and carers about:

- privacy
- accepting gifts
- and **professional boundaries**.

I must follow the rules at all times.



2.6 I must be reliable and dependable. This means doing what I have agreed to do. If I cannot, I must explain why.



2.7 I must not let my own needs and views impact the way I work. I must understand and be open about anything that might impact my work.

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. A social care worker will help you to speak up and be safe



Main changes:

- We have changed '**you must**' to '**I must**'. We want workers to understand that they are responsible for following the Code.
- We have removed statements that are unclear, hard to prove or repeated.



Section 3 - New wording

I must support people to have voice, choice, and control whilst supporting them to stay safe

Statements



3.1 I must support and work with people in a way that helps them:

- have good well-being
- and stay safe.



3.2 I must support people and carers to talk about concerns or make complaints. I must take complaints seriously. And follow the right policies and processes.



3.3 I must work with people and carers in a way that supports them to make their own decisions.



3.4 I must work with colleagues and other professionals to support people. I must use agreed processes and share information where needed.



3.5 I must stand up to or report any behaviour which may harm people.

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. A social care worker will respect your rights and help you be safe

Main changes:



- We have changed '**you must**' to '**I must**'. We want workers to understand that they are responsible for following the Code.



- We have made **positive risk taking** more important.

Positive risk taking is making choices which may involve some risk, but the benefits are worth it. For example, playing sports, or trying a new activity.



- We have added a statement about **safeguarding**.

Safeguarding means keeping people safe from harm and abuse.

Section 4 - New wording

I must support people to have voice, choice and control whilst supporting them to stay safe

Statements



4.1 I must work with people and carers to take **positive risks** and follow their own choices.



4.2 I must follow **safeguarding** policies.



4.3 I must follow **risk assessment** policies to check if people or carers may hurt themselves or other people.

A **risk assessment** is a way of thinking about things that could happen that may cause harm. And planning what to do to avoid those things.



4.4 I must do what is needed to reduce risks.



4.5 I must make sure my colleagues and organisations are told about **risk assessments**.

Questions about section 4

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

Yes

No

4b. Is there anything missing or not needed?

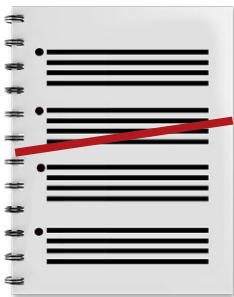
4c. Do you have any other comments?

Section 5. A social care worker is trusted by everyone to do a good job

Main changes:



- We have changed '**you must**' to '**I must**'. We want workers to understand that they are responsible for following the Code.



- We have removed statements about **discrimination**. This is covered in section 1.

Section 5 - New wording

I must be reliable and work in a trustworthy way. When in work, outside of work, online and in person

Statements



- 5.1 I must not abuse or harm people, carers, or colleagues.



5.2 I must keep **professional boundaries** with people, families, and carers.



5.3 I must not have **inappropriate relationships** with people, families, or carers.

An **inappropriate relationship** is a personal relationship that crosses **professional boundaries**. For example, being too friendly with people, accepting gifts, disrespecting people, misusing their things or home, and romantic or sexual relationships.



5.4 I must tell my employer if my personal views and needs might impact my work. I must take steps to make sure my personal life does not impact my work.



5.5 I must not break any laws. I understand that if I do my ability to work in social care may be questioned.



5.6 I must tell my employer and Social Care Wales if I am arrested or charged with a crime.



5.7 I must avoid putting myself or other people at risk.



5.8 I must not behave in a way that would make people question my ability to work in social care.

Questions about section 5

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

Yes

No

5b. Is there anything missing or not needed?

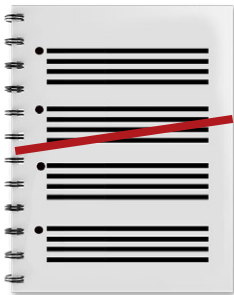
5c. Do you have any other comments?

Section 6. A social care worker will do a good job and get good training

Main changes:



- We have changed '**you must**' to '**I must**'. We want workers to understand that they are responsible for following the Code.



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



- We added a statement about **supervision**.

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

Section 6 - New wording

I am responsible for the quality of my work. I must keep my knowledge and skills up to date and keep improving

Statements



6.1 I must read, understand and follow the right policies, processes and Professional Codes.



6.2 I must follow processes properly. I must always work safely, well and within the law.



6.3 I must keep clear and correct records.



6.4 I must tell my employer about anything that might affect my ability to do my job.



6.5 I must ask my employer for help if I am unsure how to do something.



6.6 I must be open and honest with people if things go wrong. I must work with my employer, Social Care Wales and others to support investigations.



6.7 I must keep improving my skills and knowledge.



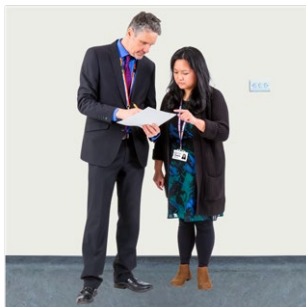
6.8 I must take part in **supervision**. I must think about my work and how I could improve.



6.9 I must work openly with colleagues and other professionals. I must support them where I can.



6.10 I must understand that I am responsible for the work that I ask others to do.



6.11 I must work with my employer, Social Care Wales and others to support any investigations into my work. I must also help with investigations about other workers.

Questions about section 6

6a. Is section 6 clear and easy to understand?

Yes

No

6b. Is there anything missing or not needed?

6c. Do you have any other comments?

Section 7. A social care worker who is a boss will tell workers about these codes



This section is for managers or leaders of social care workers.

Main changes:



- We have included a description of who this section is for.



- We have removed the word workplace. Because some social care workers work in people's homes.



- We have added a statement about improving safe ways of working.

Section 7 - New wording

I am responsible for managing or leading my workers. I must make sure they follow the Code of Professional Practice for Social Care Workers



This section is for managers or leaders.

Statements



7.1 I must support my workers to talk about any concerns. I must support my workers to talk about and think about their work. And share best ways of working.



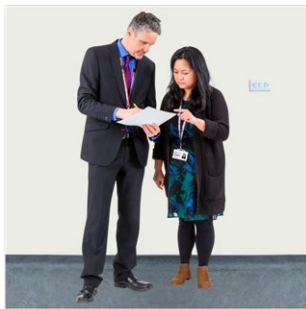
7.2 I must make sure workers know about the **Code of Professional Practice for Social Care Workers**. And understand how to follow it.



7.3 I must make sure workers can improve through learning, training, and development.



7.4 I must provide **supervision** to support workers with their work.



7.5 I must keep up to date with what is happening in social care. For example by checking complaints and feedback, and overseeing the work of workers.



7.6 I must deal with any concerns or complaints quickly and well. I must follow the right policies and processes for this.

Questions about section 7

7a. Is section 7 clear and easy to understand?

Yes

No

7b. Is there anything missing or not needed?

7c. 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 questions 3)



2. If you are answering as an individual, please tell us who you are.

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.



4. Please tell us your ethnic background.

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

5. 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:



6. Do you identify as disabled?

Yes

No

Unsure

I prefer not to answer

7. Are you:



Bisexual

Heterosexual or straight

Homosexual or Gay Man

Lesbian or Gay Woman

Unsure

I prefer not to answer



8. 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

Discriminate or **discrimination**

Discriminate or discrimination means treating someone badly or unfairly because of things like their sex, race, religion, disability or sexuality.

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.

Inappropriate relationship

An inappropriate relationship is a personal relationship that crosses professional boundaries. For example, being too friendly with people, accepting gifts, disrespecting people, misusing their things or home, and romantic or sexual relationships.

Inclusion

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

Positive risk taking

Positive risk taking is making choices which may involve some risk, but the benefits are worth it. For example, playing sports, or trying a new activity.

Professional boundaries

Professional boundaries are the limits in a relationship between a social care worker and a person and their carers and family. For example, social care workers should not use someone's home as their own.

Risk assessment

A risk assessment is a way of thinking about things that could happen that may cause harm. And planning what to do to avoid those things.

Safeguarding

Safeguarding means keeping people safe from harm and abuse.

Supervision

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