



# Our Code is not a secret

**Do you know about the Code of Professional Practice for Social Care in Wales?**

It sets the standards that all social care workers have to work to, to provide you with the best care services.

# What you and your family should expect from social care workers

Social care workers are expected to provide you with the support you need to live your life in the way you want.

They will work in partnership with you and your family to make sure your voice is heard, you have a choice about the type of care and support you get and control over the way you receive it.

Wales has a Code of Professional Practice for Social Care (the Code).

Care workers who visit you at home, adult care home workers, social workers, residential child care workers and social work students - they all work to the standards set out in the Code.

To help make sure all social care workers in Wales have the skills and knowledge to work to the Code, the Care Council for Wales has produced a range of training materials and is running a campaign to encourage them all to Care with Pride.

This means you should feel confident about the care and support you receive.



Social care worker Geraint was the first to complete the 'Caring with Pride' training.

## What the Code says

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

- **Respect your views and put your needs first.**
- **Gain your trust and confidence.**
- **Help you be safe and healthy.**
- **Respect your rights while keeping you and other people safe.**
- **Be honest with you.**
- **Make sure they have the knowledge and skills to do their job well.**



# What to do if you feel you or your family are not receiving this standard of care

If you feel you are not getting the right standard of care and support you should:

- Read through the Code of Professional Practice for Social Care [www.ccwales.org.uk/code](http://www.ccwales.org.uk/code).
- Talk to your social care worker's employer, share your concerns that the Code of Professional Practice is not being met and ask them how they will address your concerns.
- If you are still not happy and your concerns have not been dealt with, ask for a copy of their complaints procedure to guide you on what to do next.
- If you are still concerned and the worker is registered with the Care Council for Wales, you can contact our Fitness to Practise team.
- If you are concerned about the standard of care provided by a company or organisation, please contact the Care and Social Service Inspectorate Wales (CSSIW) at [cssiw.org.uk](http://cssiw.org.uk).



# To find out more about the Code of Professional Practice for Social Care

Copies of the Code, as well as easy read and young people's versions can be found on:

[www.ccwales.org.uk/code](http://www.ccwales.org.uk/code)

Or contact the Care Council for Wales on **0300 30 33 444**.

## Choosing care

The Care and Social Service Inspectorate Wales (CSSIW) provides guidance on choosing care services if you are looking for a care service for you or a member of your family:

<http://cssiw.org.uk/find-a-care-service/choosing-a-service>

### Which workers are registered with the Care Council?

- Social workers and social work students.
- Residential child care managers and workers.
- Adult care home managers.
- Home care managers.

From 2020, all home care workers will need to register with adult residential care workers to follow in 2022.

### Our Register makes sure workers:

- are suitable and fit for work;
- are of good character;
- have the qualifications they need; and
- agree to comply with our Code of Professional Practice.