



General Social Care Council (GSCC)



Codes of Practice



for



Social Care Workers



and



Social Care Managers

Making This Booklet Easier to Understand

Symbols have proved to be an effective way of making written information more accessible for some people with learning disabilities.

This booklet uses Makaton symbols with the written text. There is another booklet that uses signs with text.

If you are a facilitator for someone who is a symbol or sign user please note the following **general tips**:

1. Bear the individual in mind.

Read through this booklet yourself before sharing it with the person with learning disability. As you read, keep the person's general level of understanding in mind. Try to identify any symbols that you think may be difficult for the person to understand.

2. Help people to learn symbols.

Some people may need to be encouraged to learn and recognise new and unfamiliar symbols. They cannot be expected to understand them if they have never had experience of them before. You may therefore need to specifically teach the meaning of the new symbols before the users can understand them.

3. Abstract symbols.

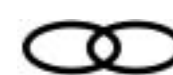
Many people with learning disabilities struggle to understand abstract concepts. You may also have to specifically teach the meaning of these first. Identify any symbols in this booklet which you think may cause problems, for example:



To Be Able/ Can



To Use



With

4. When using symbols.

As many of the symbols may be unfamiliar both to you and the person with learning difficulties, allow yourself time to think of different ways you can explain the meaning of different concepts.

5. Signs can be helpful.

Although this booklet is presented with symbols and text, people with learning disabilities can be helped further if signs are also used to support the text and symbols. A sign version of this booklet is also available, and it is our recommendation that you use this symbol version with the sign version.

6. Always speak naturally as you use symbols and signs.

7. The symbol translation in this booklet presents information with key symbols, ie the symbols convey the meaning of the significant words in the text.

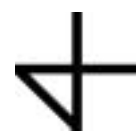
8. Makaton experience.

If you do not have experience of using Makaton, try to find someone who is experienced to work with you.

9. The Makaton Vocabulary Development Project (MVDP) has assumed when translating these GSCC Codes of Practice into symbols and signs that professionals using this booklet will be experienced in using the signs and symbols in the Makaton Core Vocabulary and will have attended approved Makaton Training Workshops for professionals. (For more details contact the MVDP on 01276 681368.)



General Social Care Council (GSCC)



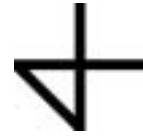
Codes of Practice for Social Care Workers and Social Care Managers



General Social Care Council (GSCC) wrote this book



This book is about rules



The rules are given to all Social Care Workers and



all Social Care Managers



The rules will make care better

2



There are **two** sets of rules



1. Rules



for



Social Care Workers



2. Rules



for



Social Care Managers



Every



Social Care Worker



must



obey

the



rules



Every



Social Care Manager



must



obey

the



rules



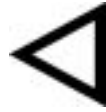
The **Social Care Worker** cannot work with you,



if the **Social Care Worker** does not obey the **rules**



You



can



complain



if



you



think



your



Social Care Worker



is not

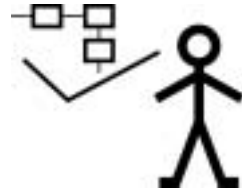


obeying

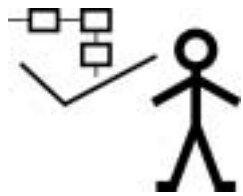
the



rules



Service User



A Service User



needs



help



or



Services



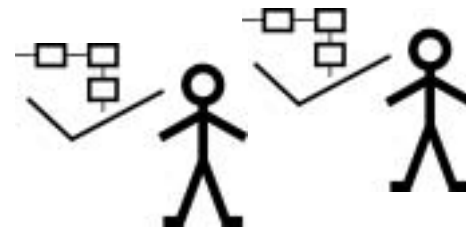
Social Care Worker



A Social Care Worker



helps



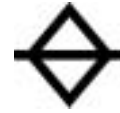
Service Users



A **Social Care Worker**



can



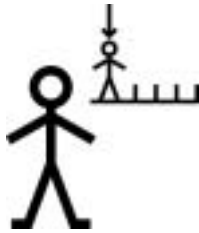
be



a **social worker**



or



a **key worker**



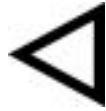
or



a **community support worker**



A **Social Care Worker**



can



be



an **advocate**



or



a member of the care staff



Social Care Manager



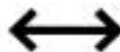
A Social Care Manager



is a



Senior Social Care Worker



or a



Social Care Worker's



boss



Rules



for



Social Care Workers



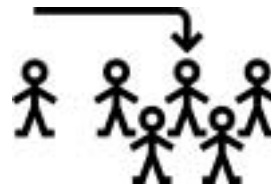
Rule 1



The **Social Care Worker** will **protect**

your

rights



The **Social Care Worker** will **help**

other people

listen

to

you



Rule 1



meaning



The Social Care Worker will respect



you



The Social Care Worker will respect



your



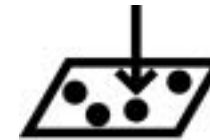
wishes



The **Social Care Worker** will respect

your

rights



The **Social Care Worker** will respect

your

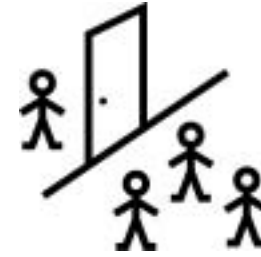
choice



about

your

care



The **Social Care Worker** will respect

your

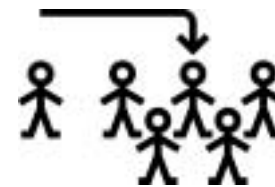
privacy



The **Social Care Worker** will help

you

have



the **same**

chances

as

other people



The **Social Care Worker** will respect



your



feelings



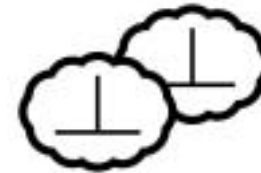
your



opinions



your



beliefs



Rule 2



Your Social Care Worker will help



you



trust



him/her



Rule 2



meaning



The Social Care Worker will be



honest



with



you



The **Social Care Worker** will **communicate**

with

you



to **help**



you



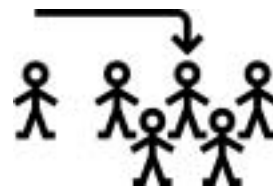
understand



The **Social Care Worker** will **keep** **your** **information** **private**



but



the **Social Care Worker** will **tell** **other people** **your** **information**



if **the** **rules say** **Social Care Workers** **must** **tell**



The **Social Care Worker** will **do**

his/her

best

to

do



everything

he/she

said

he/she

would

do



The **Social Care Worker** will **explain**

to

you



if



he/she



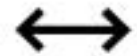
must



change



something



or



if



he/she



cannot



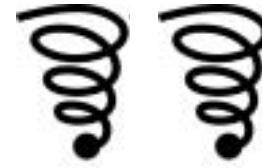
do



something



The **Social Care Worker** will **talk** **to** **you**



if

he/she

has

difficulties



working

with

you



The **Social Care Worker**



will obey



the **rules**



if



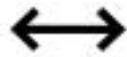
you



give the Social Care Worker



money



or



presents



Rule 3



Your



Social Care Worker

will



help



you



to

keep



safe



and

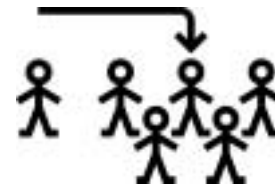


help

to



keep



other people



safe



Rule 3



meaning



The Social Care Worker will help



you



understand



your



rights



The **Social Care Worker** will **help**

you

to

use



your



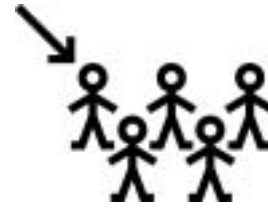
rights



The **Social Care Worker**



will **tell**



someone



if



people



do **not**



respect



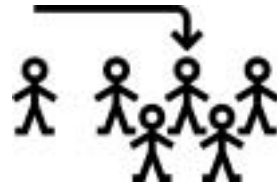
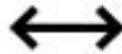
your



rights



The **Social Care Worker** will **obey** the **rules**



if

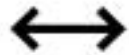
you

or

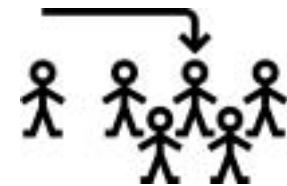
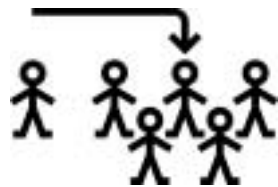
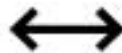
other people

hurt

him/her



or



if

you

or

other people

hurt

other people

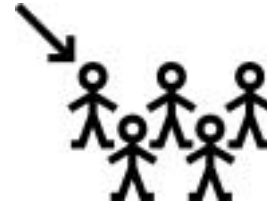


The **Social Care Worker** will **help**

keep

you

safe



The **Social Care Worker** will **tell**

someone



if

people

working

with

you



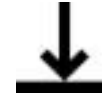
are

not

safe



The **Social Care Worker** will obey the **rules**



to **keep** **Social Care Workers** **safe** **at** **work**



The **Social Care Worker** will help you to **complain**



if you are **unhappy**



The **Social Care Worker**

will



always



help



you



The **Social Care Worker**

will



not



hurt



you



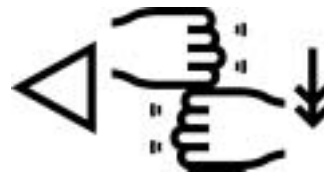
Rule 4



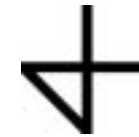
The **Social Care Worker** will **help** **you**



to be



independent



and



to take



sensible



risks



Rule 4



meaning



The **Social Care Worker**



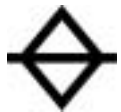
will **respect**



your



right



to **be**



independent



The **Social Care Worker** will **help** **you**



do

things

you

want

to

do



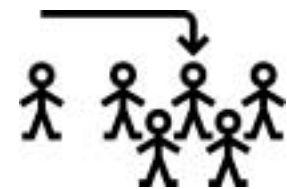
The **Social Care Worker** will **tell** **you**



if **your** **behaviour** **is** **dangerous** **to** **you**



or



if **your** **behaviour** **is** **dangerous** **to** **other people**



The **Social Care Worker** will **help** **you** **change**



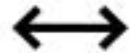
your **dangerous** **behaviour**



The **Social Care Worker** will **write** down



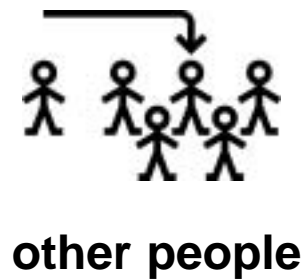
to

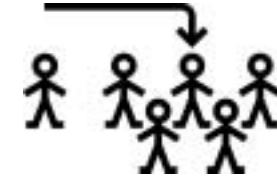


or



to





The **Social Care Worker** will **tell** **other people**



about the **risks**



Rule 5



The Social Care Worker



must



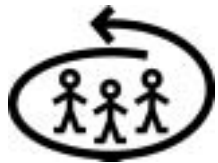
do



the job



well



Everyone



must



trust the



Social Care Worker



Rule 5



meaning



Your



Social Care Worker

will



not



hurt



you



not



bully



you



not



touch you sexually



The **Social Care Worker** will



not



use



you



for the **Social Care Worker's** needs



or



not



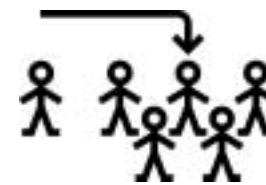
use



you



for



other people's



needs



Your



Social Care Worker



will not



use



your



information



to

make



you



feel



sad



Your



Social Care Worker

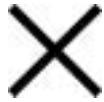
will



not



have



an inappropriate



relationship



with



you

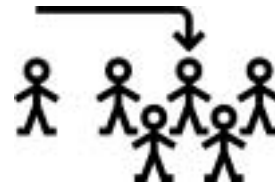


The **Social Care Worker** will

always

give

you



the **same**

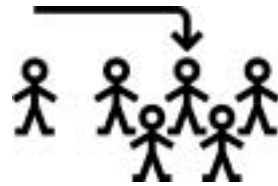
chances

as

other people



The **Social Care Worker** will **tell**



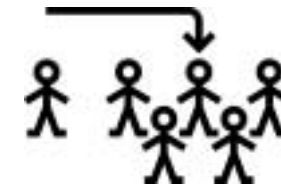
if

other people

do

not

always



give

you

the

same

chances

as

other people



Your



Social Care Worker



will

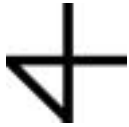
not



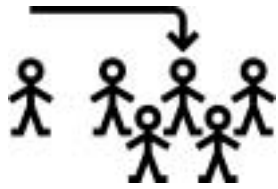
let



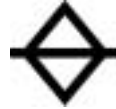
you



and



other people



be

at



risk



Your



Social Care Worker



will

always



behave



well



Rule 6



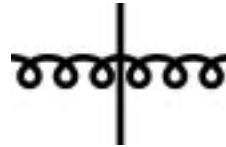
The Social Care Worker will keep learning



to do the best job



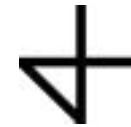
Rule 6 meaning



The Social Care Worker will always obey the rules



The Social Care Worker will always obey the law



The **Social Care Worker** will **write**

true

and



correct



records



The **Social Care Worker** will **tell** the **Social Care Manager**



if



he/she



cannot



do

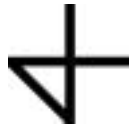


the

job



well



and



be



safe



The **Social Care Worker** will ask

for

help



if

he/she

needs

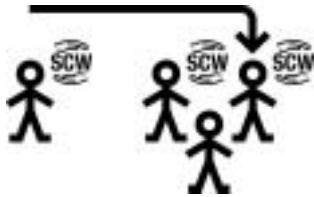
help



The **Social Care Worker** will **work**

well

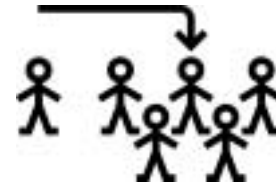
with



other Social Care Workers



The **Social Care Worker** will **make sure**



other people



do



things

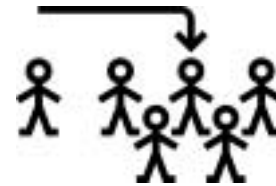


he/she

has



asked

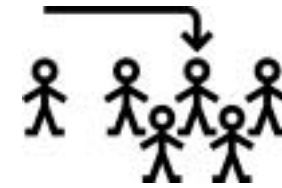


other people

to

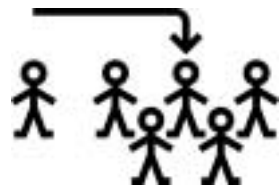


do



The **Social Care Worker** will **respect**

other people



if

other people

help

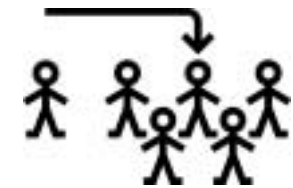
you



The **Social Care Worker** will go on **training courses**



to **help** the **Social Care Worker** to **do** a **good** **job**



The **Social Care Worker** will **help** **train** **other people**



Rules



for



Social Care Managers



Rule 1



The Social Care Manager



must



choose



the right



Social Care Worker



to

do

the



Social Care Worker's



job



Rule 1



meaning



The Social Care Manager



must



choose a



Social Care Worker



with

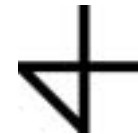


the

right



knowledge



and



skills



The Social Care Manager



must



choose

the



best



person

to



be

a



Social Care Worker



The **Social Care Manager**



must



check



records



to make sure



the **Social Care Worker**



always



obeys



the

law



The **Social Care Manager**



must



make sure

that



the **Social Care Worker**



can



do



the

job



before



the **Social Care Manager**



asks



him/her



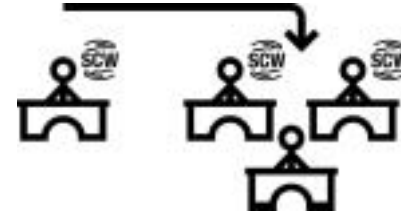
to

do



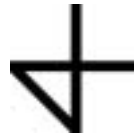
the

job



The **Social Care Manager** will ask

other Social Care Managers



about the **Social Care Worker** and



about the **work** the **Social Care Worker** has **done** **before**



The **Social Care Manager** will explain

about



the **job**

to the **Social Care Worker**



The **Social Care Manager** will **watch**

and

talk



to the **Social Care Worker** **to**

make sure



the **Social Care Worker** is **doing**

a

good

job



Rule 2



The **Social Care Manager** will



help the



Social Care Worker



to **obey** the



rules



in



this **book**



Rule 2



meaning



The **Social Care Manager**

will



write

down



other

rules



for the **Social Care Worker**



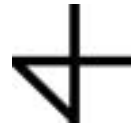
The **Social Care Manager** will make sure the **Social Care Worker** understands



these **other** rules



The **Social Care Manager**



and



the

Social Care Worker

will



meet



to **talk**

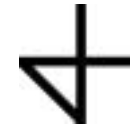


about



the

job



and



talk



about



help the

Social Care Worker



needs



The **Social Care Manager** will explain to the **Social Care Worker**



about

the

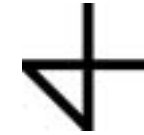


way

to



complain



and



about

the



way

to



get



help



The **Social Care Manager** will help

the **Social Care Worker**



to **obey**

the

rules

in

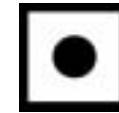
this

book



The **Social Care Manager** will **never**

ask the **Social Care Worker**



not

to

obey

the

rules

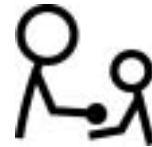
in

this

book



Rule 3



The **Social Care Manager** must

give

proper

training



to **help** the **Social Care Worker** to **do** the

best

work



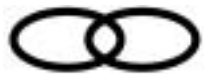
Rule 3



meaning



The **Social Care Manager** will **provide** the **Social Care Worker**



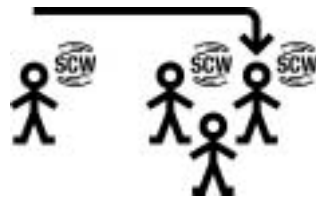
with



training



The **Social Care Manager** will **allow** the **Social Care Worker**



to **teach** **other Social Care Workers**



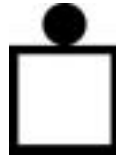
The **Social Care Manager** will **help** the **Social Care Worker** to **put**



his/her



name

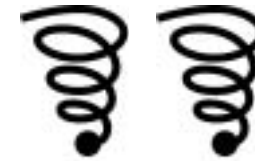


on the Social Care Workers' register





The **Social Care Manager** will help the **Social Care Worker**



if the **Social Care Worker**

has

problems



with

his/her

work



Rule 4



The Social Care Manager must



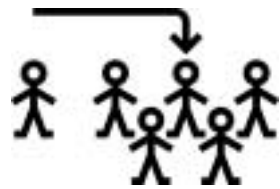
make sure



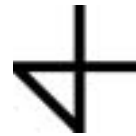
Social Care Workers



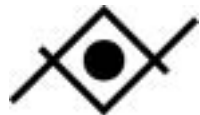
respect



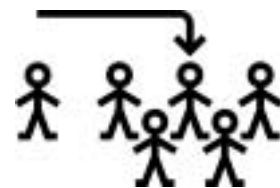
other people



and



keep



other people



safe



Rule 4

meaning



The Social Care Manager

will

tell

the

Social Care Worker



it

is

wrong

to

bully

people



and

wrong

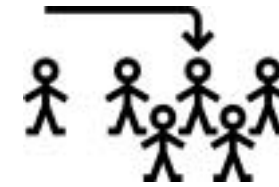
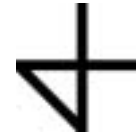
to

tease

people



The **Social Care Manager** will **tell** the **Social Care Worker**



to **make sure**

that

you

and

other people



have

the

same

chances



The **Social Care Manager** will write

rules



to help the **Social Care Worker**

tell



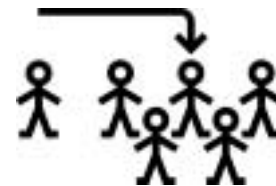
about

people

bullying

you

or



about

people

bullying

other people



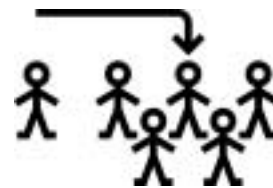
The **Social Care Manager** will **write** **rules**



to **help** the **Social Care Worker** **tell**



about **people** **teasing** **you** **or**

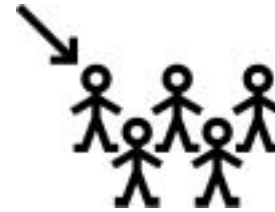


about **people** **teasing** **other people**



The **Social Care Manager** will write

rules



to help the **Social Care Worker**

tell

someone



about

people

doing

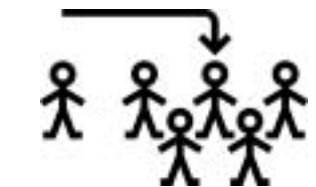
bad

things

to

you

or



about

people

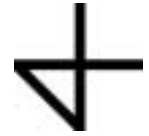
doing

bad

things

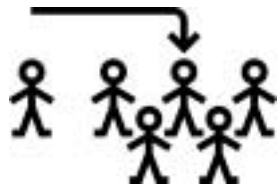
to

other people



The **Social Care Manager** **must**

make sure **that** **you** **and**



other people

know

not

to

hurt the Social Care Worker



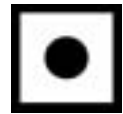
The **Social Care Manager** will help the **Social Care Worker**



if the **Social Care Worker** is hurt or



upset



in



his/her



work



The **Social Care Manager** will look after

Social Care Workers



The **Social Care Manager** will always

behave

the

same way



to

all

Social Care Workers



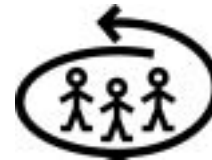
The **Social Care Manager** will **help** the **Social Care Worker**



if the **Social Care Worker** **is** **ill**



Rule 5

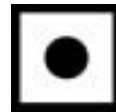


The Social Care Manager must

make sure

everyone

knows



about

the

rules

in

this

book



Rule 5



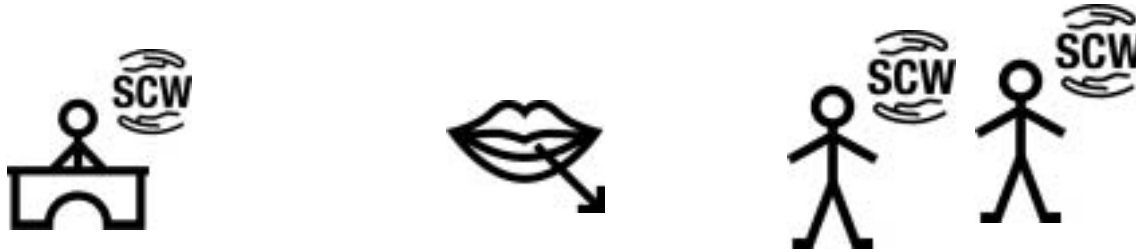
meaning



The **Social Care Manager** will **tell** the **Social Care Workers**



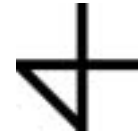
about the **Social Care Managers' rules**



The **Social Care Manager** will **tell** the **Social Care Workers**



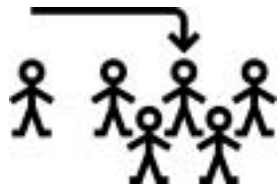
about the Social Care Workers' rules



The **Social Care Manager** will **tell**

you

and



other people



about

the



rules



The **Social Care Manager** will help

you

to

speak



to the **GSCC**

if

you

need



to **speak**

to

the

GSCC



The **Social Care Manager**



will **use**

the



rules



to **help**



him/her



decide



about



the **Social Care Worker's**



behaviour



The **Social Care Manager** will tell

GSCC

about



a **Social Care Worker**

if that

Social Care Worker



does

not

obey

the

rules



The **Social Care Manager**



must



tell the Social Care Worker



if



he/she

has



told



General
Social Care
Council

the

GSCC



about



him/her



General
Social Care
Council

The **Social Care Manager** will work

with the

GSCC



if a **Social Care Worker** has not

obeyed

the

rules



This



book

of



rules

is



easy

to



understand



General
Social Care
Council

The **GSCC**



has



another



book



with



more



information



The **GSCC** will **look** at the **book** **with** **more** **information**



General
Social Care
Council



if

you

tell **the**

GSCC **that** **a** **Social Care Worker**



has

not

obeyed

the

rules



A lawyer



and

the



General
Social Care
Council

GSCC

will



decide



about

the

Social Care Worker





You



can



get

the



book



with



more



information



by telephoning

020 7397 5800

The GSCC Codes of Practice for Social Care Workers and Social Care Managers is provided in two separate books, for ease of handling.

These books should be used together. The books are:

- Codes of Practice with Makaton symbols
- Codes of Practice with Makaton line drawings of signs

If you do not have a copy of both the Makaton symbols and Makaton line drawings of signs versions, further copies can be downloaded from the GSCC website at www.gsc.org.uk or call 020 7397 5100 to request copies.



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www.gsc.org.uk

G_MCPU_V2_Jun 2004

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(Tel 01276 61390, mvd@makaton.org)