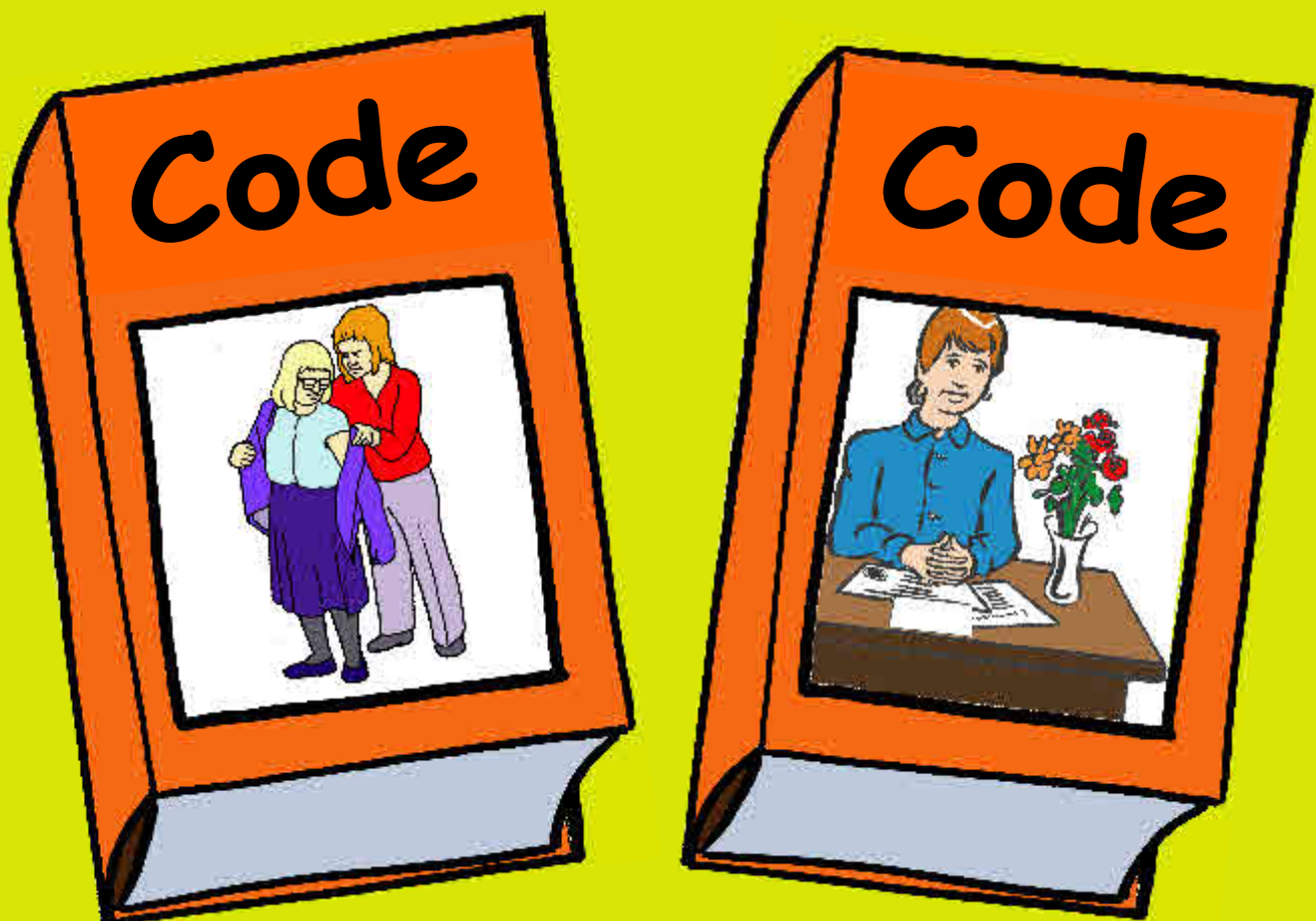


# **Code of Practice for Social Care Workers**

## **and Code of Practice for the Bosses of Social Care Workers**



**Easy read version**



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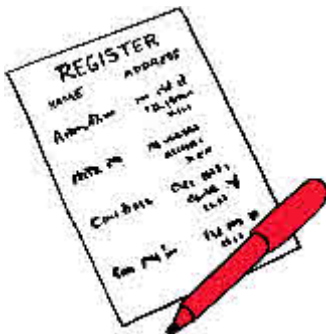
# Introduction



The General Social Care Council was set up on 1st October 2001. This also happened in Northern Ireland under the Northern Ireland Social Care Council, Scotland under the Scottish Social Services Council and Wales under the Care Council for Wales.



These Councils have to bring in codes (rules) to make sure social care services are good for people.



The General Social Care Council is responsible for setting up and keeping a register (list) of social care workers who are ok to work in social care.

Social care workers are paid staff. They support people who need help to manage by themselves as much as possible.



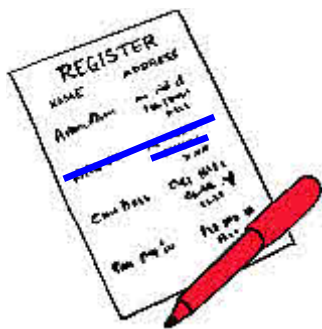
Having a register (list) of social care workers means that checks can be made to make sure staff are people service users and carers can trust and feel safe with.



The register (list) also means that checks can be made to make sure people who are not safe and trustworthy can not get on the register.



This means they will not be able to work with service users and carers.



Staff can be taken off the register if they have done something wrong. This means they can not work in social care anymore.

# What are the codes (rules)?



This paper sets out the rules that social care workers and their bosses should use in their work. This will make sure social care work is of a high standard. The rules are called 'codes of practice'. This is the first time rules like these have been set across the whole country.



The codes (rules) are about what is seen as working well. It is called 'good practice'. A lot of people already work this way. The codes (rules) are set out to make sure everyone works well.



There are 2 type of codes (rules) - 1 for bosses and 1 for the workers. In this paper we have put them together. This is because people have to work together well.



The Code of Practice (rules) for Bosses sets out that they have to help the workers do a good job.

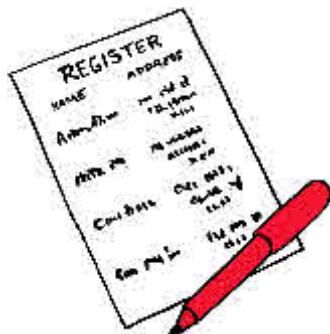


The Code of Practice (rules) for Social Care Workers is a list that says how people should go about their daily work. This is so everything is made clear to everyone. Everyone knows what is supposed to happen.



Everyone who works in or uses social care should be able to get hold of the codes (rules).

# How will the codes of practice (rules) be used?



The codes (rules) are very important. People who work in social care have to go on a register (list). The General Social Care Council is in charge of this list.

The list is open to the public. People who are on the list have to promise to stick by the rules.



If someone has done something which is against the codes (rules) the General Social Care Council may take them off the register (list) and they will not be allowed to work with people in social care again.

# What will the codes of practice (rules) mean to you?



**Social care workers** must follow their code (rules) and make sure their work is good.

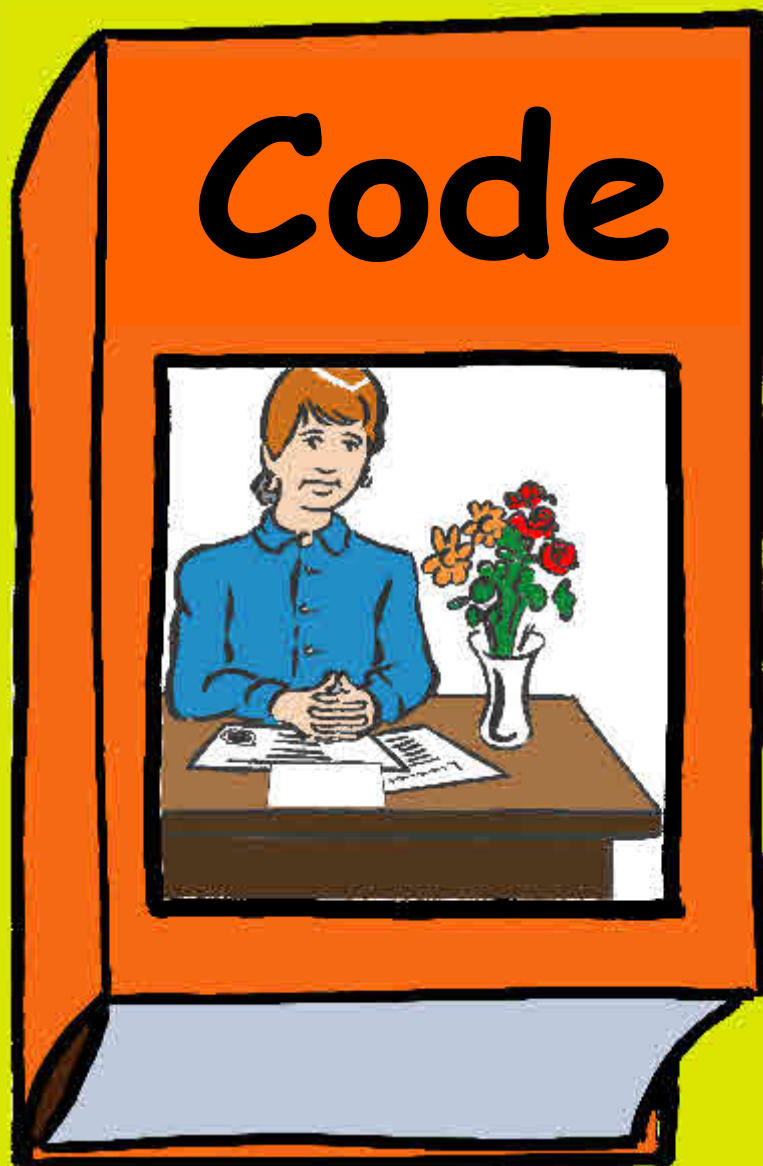


**Social care bosses** will know what part they have to play in making sure social care is delivered to service users and carers at a high standard. They will also need to look at their own work and see what can be made better.



The codes will help a member of the **public or a person who uses care services** understand how workers should do their job and behave towards them.

# Code of Practice (rules) for Bosses of Social Care Workers



# Code of Practice (rules) for Bosses of Social Care Workers



The code (rules) is set down to be clear about what the bosses have to do. Their job is to make sure work is done in a good way.



The bosses have to protect people who use their services. The code has to be used as well as all the other legal rules bosses have to follow.

## The job



There is a Commission for Social Care Inspection whose job it is to make sure things are working properly in social care. They will need to look at what the code says when checking social care bosses.

## Here is the code (rules) for bosses:



- 1 Social care bosses, must make sure the right people enter social care work and that they understand what they have to do.**

This will mean:



- 1.1 They have to be very careful about how they advertise and choose people. The people they choose must have the right skills and experience.**



- 1.2 Check criminal records and other lists. The bosses have to make sure people are able to carry out the work before they give them a job.**



- 1.3 Bosses need to make sure they have good references (letters written by trustworthy people to say the worker is good).**



1.4 Bosses need to give staff clear information about their roles and what they have to do. Staff need to know about the law and requirements to do with their job.



1.5 Bosses need to manage to see how staff are doing to make sure the work is of a high standard.



**2 Social Care Bosses, must have written guides in place so the workers can meet the code (rules).**

This means:

2.1 The boss makes sure there are written guides on:



- confidentiality (keeping things private)



- equal opportunities (making sure all people have a chance to do things)



- risk assessment (looking at what could go wrong to keep people safe)



- drug and alcohol abuse



- record keeping (keeping notes of what is happening)



- being given money or gifts from service users or carers.



2.2 Bosses need to manage and look at what staff are doing to make sure they do their job well. They will need to help staff with things they need to get better at.



2.3 Have ways to make sure social care workers can say when things are wrong and ways to help staff make things right.



2.4 Help social care workers to meet the Code of Practice for Social Care Workers. This also means not asking them to do things that go against the code (rules).

**3 Social care bosses, must provide training to make sure workers can get better at what they do.**



This means:

3.1 Give training about the job when people are new. Then help social care workers get better at their jobs through training. Help them get ready for new things that have to be done.



3.2 Take part in the training of social care workers and check to make sure they are using it in their job.



3.3 Help staff in posts who are trying to get on the register (list) make sure they know what they have to do to get on and stay on the register (list).



3.4 Help social care workers who do not feel able to carry out any parts of their work.

**4 Social care bosses must put guides in place so it is easy to deal with dangerous or bad behaviour by workers which favours one worker above another.**

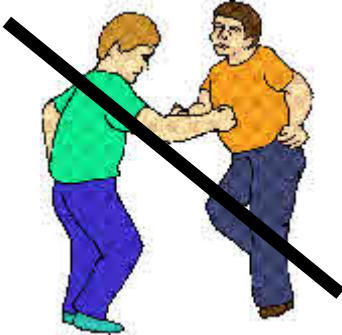
This means:



4.1 Make it clear to social care workers that bullying, or any type of bad behaviour is not allowed. Take action to deal with this sort of behaviour.



4.2 Make sure there are good ways for social care workers to report dangerous, bad or abusive behaviour. Deal with these reports quickly and openly.



4.3 Make it clear to social care workers, service users and carers that violence, threats or abuse to staff are not acceptable. Have clear ways for making sure there is little risk of violence. Make sure any violence is dealt with.



4.4 Support social care workers who experience upsetting things or violence in their work.

4.5 Put in place ways to look after staff welfare and equal opportunities for workers.



4.6 Make sure the care and safety of service users is their first priority. Even so, bosses should help staff whose work is poor because of ill health or if they use drugs and alcohol.

They should give clear guides about what they can and cannot do in their work while they are getting treatment.

- 5 Social care bosses must make sure the codes (rules) are known by social care workers, service users and carers and the bosses must work with the General Social Care Council if the worker does something which means they may have broken the rules.**

This means:



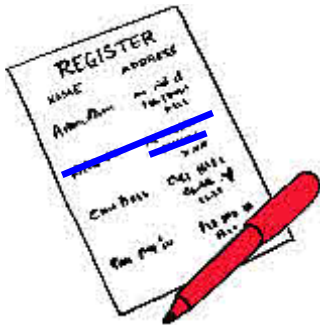
- 5.1 Make sure social care workers know about the Code of Practice for Social Care Workers and what they have to do to meet the code (rules).



- 5.2 Make service users and carers aware of the codes (rules). Tell them how to contact the General Social Care Council to report things that are wrong.



- 5.3 Take notice of the Code of Practice for Social Care Workers in making any decision that is to do with the conduct of workers.



5.4 Tell the General Social Care Council about any social care workers on the register (list) that are not sticking to the rules which may mean they have to come off the register (list). Tell the worker that this has been done.



5.5 Work with the General Social Care Council to sort it out.

# Code of Practice (rules) for Social Care Workers



# Code of Practice (rules) for Social Care Workers



The code (rules) is set down to be clear about what social care workers have to do. It is also there to tell people who use services and the public what to expect.

The code is to be used as well as all the other legal rules social care workers have to follow.



Social care workers have to make sure their work is meeting the standards set out in this code and they do not harm services users.

## The job



The General Social Care Council says social care workers have to meet this code. They may take action if workers on the list fail to do so.

Bosses of social care workers have to take into account the code in deciding what to do about staff who break the rules.

## Here is the code (rules) for social care workers:



- 1 Social care workers must protect the rights and look after the interests of service users and carers.**



This means:

- 1.1 Treat each person as an individual.**



- 1.2 Respect and, where needed, put forward the views and wishes of both service users and carers.**



- 1.3 Support service users' rights to control their lives and make real choices about the services they receive.**



- 1.4 Respect and keep the dignity and privacy of service users.**





1.5 Put forward equal opportunities (making sure all people can have the chance to do things) for service users and carers.



1.6 Respect differences between people (diversity) and different cultures and values.



**2 Social care workers must earn and keep the trust and confidence of service users and carers.**

This means:

2.1 Be honest and trustworthy.



2.2 Communicate in an open, truthful and clear way.



2.3 Respect private information. Clearly explain agency guides about privacy to service users and carers.



2.4 Be reliable, so that people can trust them.



2.5 Do what they say they will do. If they are unable, then they must explain why to service users and carers.



2.6 Be clear about problems that may affect their work. Make sure they are fair in how they do things.



2.7 Keep to the guides when people give them gifts and money.



### 3 Social care workers must put forward the independence of service users whilst keeping people safe.

This means:



3.1 Putting forward the independence of service users and helping people to understand and use their rights.



3.2 Use the guides already set out to challenge and report dangerous, abusive or bad behaviour.



3.3 Follow the guides made to keep social care workers and other people safe from violent and bad behaviour at work.



3.4 Tell their boss (or someone higher) about what is happening at work that might get in the way of giving safe care.



3.5 Tell their boss (or someone higher) when other staff may be working in an unsafe or bad way.



3.6 Keep to health and safety guides, including those about drug or alcohol abuse.



3.7 Help service users and carers to make complaints. Take complaints seriously and reply to them or pass them to the right person.



3.8 Social care workers must be aware of the power that comes with their job and must use it carefully when working with people who use services.



- 4 Social care workers must respect the rights of service users. At the same time they need to make sure a person's behaviour does not harm themselves or other people.**

This means:



- 4.1 Understand that service users have the right to take risks. Help them to think about the risks to themselves and others.



- 4.2 Follow risk guides to work out whether the behaviour of service users is a real risk to themselves or others.



- 4.3 Take the right steps to lower the risks of service users doing harm to themselves or other people.



- 4.4 Make sure that other people who need to know are aware of the risk plan.



## 5 Social care workers must keep public trust and confidence in social care services.

It is very important that they do not:



5.1 Abuse, neglect or harm service users, carers or other staff.



5.2 Take advantage of service users, carers or other staff in any way.



5.3 Abuse the trust of service users and carers due to the freedom they have to get personal information about them. This also includes their property, home or workplace.



5.4 Form personal relationships that are not appropriate with service users.



5.5 Act against the law or in any bad way against service users, carers or other staff.



5.6 Support anything that happens that is against the law or discriminates against people.



5.7 Put themselves or other people at risk that can be avoided.



5.8 Behave in a way, in work or outside work, which would question whether they are ok to work in social care services.



## 6 Social care workers must be responsible for their own work and getting better at their work.

This means:



6.1 Working to the right standards. Working in a lawful, and safe way.



6.2 Keeping clear and true records asked for by their bosses.



6.3 Tell their boss (or someone higher) about any personal difficulties that might make their work suffer.

6.4 Get help from their boss (or someone higher) if they do not feel ready or are not sure how to carry on with their work.



6.5 Work openly and well with other staff and treat them with respect.



6.6 Know that the social care workers are responsible for their work, even if they have passed it to others.



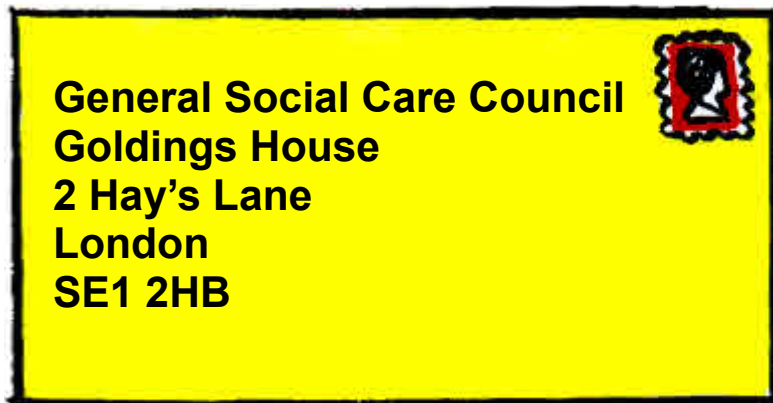
6.7 Understand and respect the roles and experience of workers from other places. Work together well with them.



6.8 Do training to keep up with the skills they need to do their job well and help the people they work with to do the same.

# To contact the General Social Care Council

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## Who designed this paper

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