



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

# Code of Professional Practice for Social Care



Noddir gan  
**Lywodraeth Cymru**  
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# Contact details

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## Social Care Wales

South Gate House  
Wood Street  
Cardiff  
CF10 1EW

Tel: 0300 303 3444

Minicom: 029 2078 0680

E-mail: [info@socialcare.wales](mailto:info@socialcare.wales)

Website: [socialcare.wales](http://socialcare.wales)



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# Code of Professional Practice for Social Care

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## The Code

The Code is a list of statements that describe the standards of professional conduct and practice required of those employed in the social care profession in Wales. The Code plays a key part in raising awareness of the standards of conduct and practice that are expected of the profession.

The Code supersedes the Code of Practice for Social Care Workers published in 2002 by the Care Council for Wales (Care Council). The Code applies from 1 July 2015.

The Code was republished in April 2017, when the Care Council changed to Social Care Wales. Minor changes were made to incorporate the Social Care Wales name and brand, however no changes were made to the content or standards of the Code. Versions of the Code published since 1 July 2015 may look different but the standards are the same.

Social Care Wales builds on the functions of the Care Council by, in particular, registering more groups of social care workers; agreeing priorities for funding social care training and regulating that training; setting priorities for research; working to improve specific care services and providing an information hub.

## The Code and the Register of Social Care Workers

Social Care Wales maintains the Register of Social Care Workers (the Register). The Register is a public record that those registered have met the requirements for entry onto the Register and have agreed to abide by the standards set out in the Code. The Welsh Government determines which groups of workers need to be registered with Social Care Wales. The current groups can be found at [socialcare.wales](http://socialcare.wales)

We will take account of the Code in considering issues of fitness to practise and decisions as to whether a registered worker should remain on the Register, or whether an applicant should be registered.

## The Code and practice guidance

The Code is the primary document setting out the standards for conduct and practice. It also forms part of the wider package of legislation, practice standards and employers' policies and procedures that social care workers must meet.

We may also publish additional practice guidance. Practice guidance is intended as a practical tool, aiding social care workers in their practice and contributing to good outcomes for individuals. The practice guidance may also be used to illustrate a potential failure to uphold the standards in the Code. Registrants should ensure they are familiar with the practice guidance relevant to their role.

## The Code and the wider social care workforce

Registered social care workers are required to comply with the Code. However, the Code is also relevant to other social care workers who are not obliged to be registered with Social Care Wales as it sets clear standards of the conduct and practice expected of the social care profession in Wales.

### What the Code means for: Social care workers

As a social care worker you are responsible for making sure that you work to the standards in the Code. You must ensure that your conduct and practice do not fall below the standards, and that no action or omission on your part harms the well-being of individuals.

For all of those working in the social care profession, the Code provides criteria to guide your practice and clarity about the standards of conduct that you are expected to meet. You are encouraged to use the Code to examine your own conduct and practice and to look for areas in which you can improve.

### Individuals and the public

As an individual receiving care or a member of the public, the Code will help you understand how a social care worker should behave towards you and how employers should help them to do their jobs well.

### Employers

As an employer of social care workers, you are expected to promote the use of the Code and take account of it in making any decisions about the conduct and practice of your staff.

# Glossary

The glossary below provides an explanation of the various terms used in the Code.

Term	Meaning
Active participation	A way of working that regards individuals as active partners in their own care rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible.
Carer	A carer provides unpaid care and / or support and could include family members, partners, neighbours or friends.
Colleague	A colleague could be any person that a social care worker practices with directly, or whose work contributes to the well-being of individuals.
Individual	The person accessing care; whether a child, young person or adult.

<b>Term</b>	<b>Meaning</b>
Person centred working	Approaches and ways of working that fully recognise the uniqueness of the individual and establish this as the basis for the planning and delivery of care.
Social care worker	Any paid worker contributing to the delivery of social care and support.
Well-being	Well-being is a broad concept including physical, mental and emotional well-being, protection from abuse and neglect, access to education, training and recreation, support for relationships, having suitable accommodation and securing rights and entitlements.

# The seven sections of the Code

## As a social care worker, you must:

1. Respect the views and wishes, and promote the rights and interests, of individuals and carers.
2. Strive to establish and maintain the trust and confidence of individuals and carers.
3. Promote the well-being, voice and control of individuals and carers while supporting them to stay safe.
4. Respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people.
5. Act with integrity and uphold public trust and confidence in the social care profession.
6. Be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills.
7. In addition to sections 1 – 6, if you are responsible for managing or leading staff, you must embed the Code in their work.



# Section 1:

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You must respect the views and wishes, and promote the rights and interests, of individuals and carers.

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## This includes:

- 1.1 working with individuals in person centred ways and using this as the basis for social care and support
- 1.2 respecting and, where appropriate, promoting and upholding the rights, values, beliefs, views and wishes of both individuals and carers
- 1.3 supporting individuals to maximise their decision making and control over their lives
- 1.4 working with individuals and carers in ways that respect their dignity, privacy, preferences, culture, language and rights
- 1.5 ensuring that your actions promote equality, diversity and inclusion.

## Section 2:

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You must strive to establish and maintain the trust and confidence of individuals and carers.

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### This includes:

- 2.1 being honest and trustworthy
- 2.2 communicating in an appropriate, open, accurate and straightforward way
- 2.3 actively supporting individuals and carers to communicate their views and preferences using their preferred method and language
- 2.4 respecting confidential information and clearly explaining policies about confidentiality to individuals and carers
- 2.5 being reliable and dependable
- 2.6 honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why to individuals and carers
- 2.7 declaring issues that might create conflicts of interest and taking steps to ensure that they do not influence your professional judgement or practice
- 2.8 adhering to policies and procedures about accepting gifts and money from individuals, their families and carers.

## Section 3:

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You must promote the well-being, voice and control of individuals and carers while supporting them to stay safe.

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### This includes:

- 3.1 working with individuals in ways that maximise their well-being and active participation and balances their rights and responsibilities
- 3.2 working in partnership with colleagues and other professionals to promote the well-being, voice and control of individuals and carers
- 3.3 working with individuals and carers to keep themselves safe
- 3.4 recognising and using sensitively and responsibly the power that comes from your work with individuals and carers
- 3.5 supporting individuals and carers to express concerns or make complaints, taking complaints seriously and responding to them or passing them to the appropriate person
- 3.6 using agreed systems and procedures to share information appropriately with colleagues and other professionals and in a timely manner.

- 3.7 using relevant processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice
- 3.8 raising concerns with your employer or an appropriate authority where the practice of colleagues or other professionals may be unsafe or adversely affecting standards of social care and support
- 3.9 bringing to the attention of your employer or the appropriate authority, resource or operational difficulties that might get in the way of the delivery of safe social care and support.

## Section 4:

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You must respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people.

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### This includes:

- 4.1 working with individuals to balance rights, responsibilities and risks
- 4.2 following risk assessment policies and procedures to assess whether the behaviour of individuals presents a risk of harm to themselves or other people
- 4.3 taking necessary steps to minimise the risks of individuals' behaviour causing actual or potential harm to themselves or other people
- 4.4 ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.

# Section 5:

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You must act with integrity and uphold public trust and confidence in the social care profession.

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## In particular you must not:

- 5.1 directly or indirectly abuse, neglect or harm individuals, carers or colleagues
- 5.2 exploit individuals, carers or colleagues in any way
- 5.3 abuse the trust of individuals and carers or the access you have to personal information about them, or to their property, home or workplace
- 5.4 form inappropriate personal relationships with individuals, their families or carers
- 5.5 discriminate unlawfully or unjustifiably against individuals, carers, colleagues or other people
- 5.6 condone any unlawful or unjustifiable discrimination by individuals, carers, colleagues or other people
- 5.7 put yourself or other people at unnecessary risk
- 5.8 behave in a way, in work or outside work, which would call into question your suitability to work in the social care profession.

# Section 6:

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You must be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills.

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## This includes:

- 6.1 meeting relevant standards of practice, following procedures and working in a lawful, safe and effective way
- 6.2 maintaining clear and accurate records in accordance with legal and work setting requirements
- 6.3 being open and honest with people if things go wrong, including providing a full and prompt explanation to your employer or the appropriate authority of what has happened
- 6.4 informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely
- 6.5 seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work or you are not sure about how to proceed in a work matter.

- 6.6 working openly and co-operatively with colleagues and treating them with respect
- 6.7 understanding that you remain responsible for the work that you have delegated to other workers
- 6.8 recognising and respecting the roles and expertise of other professionals and working in partnership with them
- 6.9 undertaking relevant learning and development to maintain and improve your knowledge and skills to ensure you are fit to practise, and contributing to the learning and development of others
- 6.10 co-operating with investigations into your practice, or the practice of others, undertaken by your employer, Social Care Wales, or by any other appropriate bodies.



# Section 7:

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In addition to sections 1 – 6, if you are responsible for managing or leading staff, you must embed the Code in their work.

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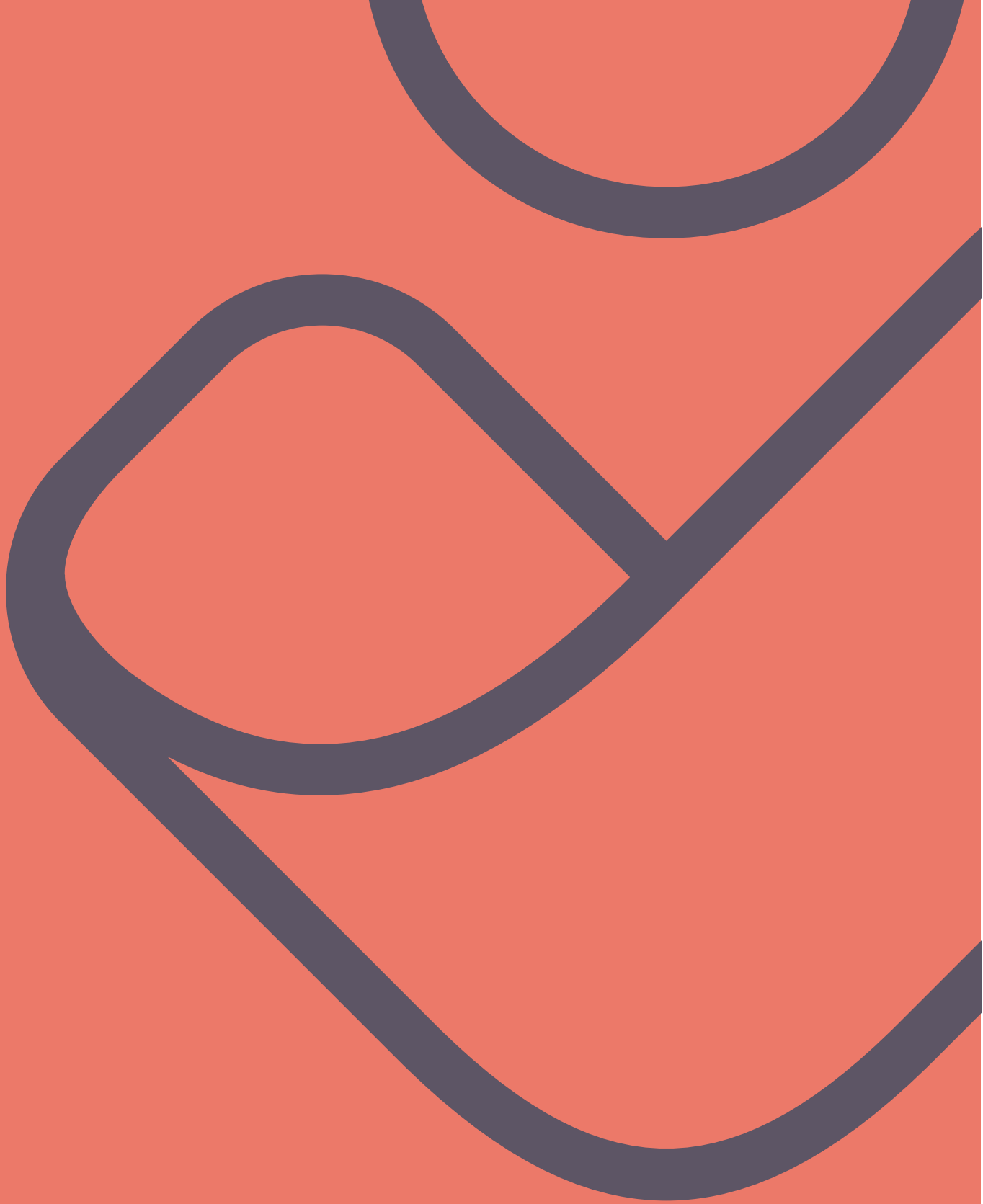
## This includes:

- 7.1 ensuring staff know about the Code and how it applies to their conduct and practice
- 7.2 supporting an open and learning culture in the workplace where staff have the opportunity to raise concerns and access, discuss, reflect on and share best practice
- 7.3 ensuring induction, training, learning and development opportunities support staff to maintain and develop their knowledge, skills and understanding
- 7.4 providing supervision and appraisal to guide, support and motivate staff to meet their role, responsibilities and accountabilities
- 7.5 taking steps to know what is happening in the delivery of social care and support provided by your staff and giving constructive feedback
- 7.6 monitoring performance and taking immediate steps to address unsatisfactory performance or misconduct by staff.

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For more information about the Code, including practice guidance, explanatory guidance, training materials and information for individuals using services, visit our website:  
[www.socialcare.wales](http://www.socialcare.wales)

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