



Practice guidance for domiciliary care workers

1. Purpose of report

- 1.1 This report is a summary of the consultation on The Domiciliary Care Worker, Practice Guidance for Domiciliary Care Workers registered with Social Care Wales (the guidance). It includes a description of the engagement and consultation processes, and an overview of the feedback received and information on the next steps.

2. Background

- 2.1 Social Care Wales publishes guidance for each group of registrants (currently social workers, social care managers and residential child care workers). Guidance builds on the Code of Professional Practice for Social Care (the Code) and is intended to be a practical tool. It also has a regulatory function and can be used to illustrate a breach of the Code. Failure to follow guidance can therefore put a worker's registration at risk. Guidance is tailored for a specific group of registrants drawing on relevant National Occupational Standards, other relevant sources (including in this case research into the views of people who use domiciliary care services) and also legal advice. Guidance for domiciliary care workers has been developed to coincide with their registration beginning in April.

2.2 Engagement and consultation

- 2.2.1 In August 2017 we held face to face meetings with domiciliary care workers and their managers in North and South Wales to discuss the guidance. In October 2017 we launched a 12 week consultation. Particular efforts were made to reach domiciliary care workers, for example, by direct appeals for help to domiciliary care managers and training managers.
- 2.2.2 82 separate consultation responses were received, many of which were on behalf of organisations, groups or teams, so the number of individuals contributing is much higher (See appendix 1).
- 2.2.3 In the consultation, stakeholders were asked if the guidance will support workers to deliver a good service. Of the responses using the yes / no boxes, **over 90%** answered yes.

In comments, respondents highlighted that the guidance supports the Code of Professional Practice. Several also identified other essential support required for workers: good leadership, supervision, training and adequate pay and conditions. Several commented that employers should have similar expectations placed on them.

Example of comment:

'Yes I think it summarizes our expectations as an employer in a concise and understandable booklet'

2.2.4 Stakeholders were also asked their views on the content of the guidance. Generally respondents agree the content is relevant with some different views about the level of detail and the length.

Suggested additions and changes to the content include:

- Making explicit reference to the role of employers supporting workers to meet the guidance.
- Strengthening the description of and references to person centred care and support.
- Avoiding descriptions that suggest 'doing to' (i.e. care tasks) and strengthening references to 'doing with' / enabling.
- Strengthening references to an individual's rights and making explicit reference to human rights.
- Re-visiting the section on use of social media: strong representation was made and the advice (including from Care Forum Wales) is it is too draconian to 'ban' people from using personal social media accounts for work issues. Many employers are using Facebook etc to contact their staff. In some cases workers and individuals using the service message each other, e.g., if the worker is running late. In small communities, banning comments on social media on "any persons connected with your work" is unworkable.

Amendments have been incorporated to respond to these and other points.

Example of comments:

'This will help our company build and keep track on how we are all progressing'.

'Workers are needed who are committed to facilitating and assisting individuals in doing what is important to them and moving away from the idea that we do things for or on behalf of other people'.

2.2.5 Some suggested changes, although not incorporated in the final guidance, will be used to inform the forthcoming review of the guidance for social care managers. For example, the Older People's Commissioner advises more content on legislation, independent professional advocacy and legal duties on safeguarding.

2.2.6 Stakeholders were asked for their views on the language and style. The comments are generally very positive. There is a suggestion we re-visit the numbering system and this will be addressed before final publication.

Example of comments:

'It is clear and easy to follow – bold headings - no jargon – staff when asked – confirmed that this is helpful'.

'Very straightforward and easy to read without being patronising'.

3. Communication and implementation plan

3.1 As part of the engagement and consultation, stakeholders were asked how we make the guidance available to all workers. This generated a lot of ideas and we will use a number of these:

- publishing the guidance on-line and in an app
- ensuring all workers receive a copy when they register
- encouraging employers to make the guidance available to all workers
- use of Facebook
- use of our face to face engagement to explain the guidance.

It is essential we embed the roll out of this guidance in the wider communication and implementation plan on registration.

3.2 Stakeholders also suggested ways in which employers and managers can embed the guidance such as using it as part of induction and in supervision, appending or referencing it in staff handbooks, discussing in team meetings and making 'office copies' available. When we launch the guidance we can actively promote these suggestions.

4 Next steps

4.1 The final draft guidance was approved by Social Care Wales' Regulation and Standards Committee on 8 March. The guidance will be published in April to coincide with the opening of the register for domiciliary care workers.

Appendix 1 – list of those responding to the practice guidance for domiciliary care workers

- Individual domiciliary care workers
- Individual using the service and carers (4 responses)
- Care Management Group
- Mount Pleasant
- Domiciliary Care Association Wales
- Cardiff and Vale Care and Support Regional Workforce Partnership
- Drive Domiciliary Care
- GMB trade Union
- Rhondda Cynon Taff County Borough Council
- Home Care Service
- Intermediate Care and Rehabilitation Service
- Prospects for People with learning Disabilities, part of Livability Group
- Cartrefi Cymru (organizational response and individual workers)
- Right at Home, Swansea
- Tender Loving Care Domiciliary Care Agency
- HART CARTREFI CYMRU (including individual worker responses)
- M and D Care
- Abacare Agency
- Bluebird
- Wrexham County Borough Council
- Liberty Care Ltd
- Action on Hearing Loss
- J – Care Support Services
- Home Instead
- Absolute Care (Wales) Ltd
- Older People's Commissioner for Wales
- Gwynedd Council
- Neath Care (individual worker responses)
- Conwy Council
- Swansea Council (individual worker and independent sector responses collated)
- Care Forum Wales
- Unnamed local authority – collated responses of domiciliary care staff
- TLC Nursing & Homecare Plus Ltd
- UNISON
- UKHCA