



CYNGOR GOFAL CYMRU
CARE COUNCIL FOR WALES

Guidance on telling the Care Council for Wales
your concern about a registered
social care worker



Noddir gan
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Introduction

If you have a concern about the action(s) of a social care worker, you should fill in the form. If you need more help, or if you are still not sure whether or not you should refer the information or concern to us, please contact the Investigations Officer on 0845 0700 248.

The Care Council for Wales

We were set up by the Care Standards Act 2000 to promote high standards of conduct and practice among social care workers and to promote high standards in their training.

We set standards and regulate them for more than 70,000 social care workers in Wales.

We began registering social care workers in April 2003.

Our aim is to boost the general public's confidence in social care services. We will do this by setting Codes of Practice which social care workers and employers of social care workers should work to.

Standards for social care workers and employers

We have issued a **Code of Practice for Social Care Workers** which sets out the standards that social care workers should meet.

Social care workers must:

- protect the rights and promote the interests of service users and carers
- strive to establish and maintain the trust and confidence of service users and carers
- promote the independence of service users while protecting them as far as possible from danger or harm
- respect the rights of service users whilst seeking to ensure that their behaviour does not harm themselves or other people
- uphold public trust and confidence in social care services
- be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

Enclosed with this form is a copy of the Codes of Practice for Social Care Workers and Employers of Social Care Workers for your information.

Receiving information about registered social care workers

Our role in dealing with information

We are responsible for holding a register of social care workers. We are phasing in registration, so it will take time to register all social care workers.

As part of the registration process, workers have to agree to work to the standards set out in the Code of Practice for Social Care Workers.

We may investigate information if it shows that the registrant in question has not met the standards set in the Code of Practice.

What kind of issues should I refer?

We will be able to investigate:

- information about a social care worker who is registered with us; and
- information that is about that worker's conduct.

To find out if a social care worker is registered, you can call 0845 0700 399 or go to our website www.ccwales.org.uk.

We will not be able to investigate cases:

- if the social care worker is not registered with us; or
- involving information about services or resources, for example, the amount of day care that someone receives.

If you are not sure whether or not we would be able to look into your concern or the information you have, please contact us and we will discuss it with you.

However, we would also suggest you consider the employer's complaints procedure in the first instance. They would also need to know about your concerns.

If the social care worker is already being investigated by other organisations, such as the police or the employer, we may put our investigation on hold until we know the outcome of the other inquiry.

Please fill in the form as fully as possible as it will help us to decide what to do next.

What may be the outcome of an investigation?

We will look carefully at all the information we receive.

If it is clear that the information is about a registered social care worker and calls into question their suitability to stay on the register, we will refer the matter to a Preliminary Proceedings Committee.

If you need any more information or advice, we will be happy to help you.

Please contact:

Investigations Officer
Care Council for Wales
South Gate House
Wood Street
Cardiff.
CF10 1EW.

Phone: 0845 0700 248

Fax: 029 2078 0661

E-mail: conduct@ccwales.org.uk

Please remember to keep the guidance and a copy of the form.