

The rules that your social service worker must follow when they give you support



Codes of Practice for Social Service Workers and Employers



About us



We are called the **Scottish Social Services Council**.



Our job is to check social service workers in Scotland.

We help make sure they are good enough and do a good job.

Social service workers give people support to do things.

For example, they may support people to stay at home and look after themselves.



We do things like:

- make rules about how social service workers must work
- do something about social service workers who do not follow the rules.

About this document



This document has some rules that all social service workers in Scotland must follow.

The rules are called the **Codes of Practice**.



There are rules for:

- social service workers (they are the staff who give you support)
- the organisations they work for.



The rules will help make sure that social service workers are safe to work and do a good job.



The rules will also help you know how social service workers should treat you.

The rules that social service workers must follow



Social service workers are the staff who give you support.

Here are the things they must do.

1

Social service workers should make sure you and your carers get your rights and can live how you want



For example, social service workers should:

find out what you like and what you need



 support you to make your own choices and have your say.



2



Social service workers should make it easy for you and your carers to trust them

For example, social service workers should:

- be on time and work when they say they will
- tell you the truth
- tell you about any problems that may happen with your support and why.



Social service workers should support you to do things on your own but also keep you safe

For example, social service workers should:

- support you to understand your rights
- follow the rules about keeping people safe
- do something if someone may be unsafe



- make sure you and your carers can complain if you are not happy with your support
- make sure something is done about your complaint.



Social service workers should support you to do things in a way that is safe for you and other people

For example, social service workers should:

- support you to do new things if you want to
- work with you to see what may be safe and unsafe
- check if anyone may hurt themselves or other people
- try to stop problems like this happening.



Social service workers should behave in a good way and help everyone trust what they do

For example, social service workers should:

- never hurt you or anyone else
- never treat you badly or unfairly
- never try to be your friend or your boyfriend or girlfriend.

6

Social service workers should work in the best way they can.

They should try to make their work better



For example, social service workers should:

follow all the rules and work in a safe way



 speak up if they cannot do their jobs or need more support

 get the right training and skills to do their jobs well

• listen to what people say about them to see what they can do better.

There are also some rules for organisations to follow.

They start on the next page.

The rules that social service organisations must follow



They are the organisations that social service people work for.

Here are the things they must do.

1

The organisations should make sure that social service workers are good enough

For example, they should check that all social service workers who work for them:

- want to do a good job
- have the right skills or can learn them
- know what they need to do
- are good and safe to work there.



2





The organisations should make sure that social service workers can do a good job

For example, they should:

• have good rules for social service workers to follow.

For example, rules about what to do if someone may be unsafe.

- Give social service workers good support to do their jobs well.
- Make sure social service workers can speak up if something is wrong.

- Listen to what people say about the organisation and how it can be better.
- Work to solve any problems.

3



The organisations should make sure that social service workers can keep learning new things and do well

For example, social service organisations should:

 help social service workers do good training and learn new skills



• support social service workers who need more help.



The organisations should make sure there are good rules about keeping everyone safe



For example, social service organisations should:

 make sure everyone knows that it is wrong to hurt someone or treat them badly



- have good rules about what to do if something bad happens
- have good rules to help stop violence



• sort out any problems in a good and fair way



 always make sure that people who get support are safe while any problems are sorted out.



The organisations should make sure that people know about the rules in this document

For example, social service organisations should:

 make sure you, your carers and social service workers know about the rules in this document



 make sure you know what to do if social service workers or organisations do not follow these rules



 tell us if a social service worker is not following these rules.

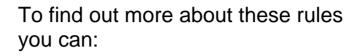
And give us the information we need.

To find out more









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Or look on our website at: www.sssc.uk.com/codes

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