**Scottish Social Services Council Codes of Practice video – adult service**

We spent the day at Capability Scotland, Dundee to see how they use the SSSC Code of Practice for Social Service Workers

**Code 1 – I will listen to you and protect your rights**

Amy, Community Learning Assistant

‘We believe that each of our customers have the right to be included and the right to be treated as an individual. We treat them with dignity, respect, their wishes are always taken into consideration as well. There’s a difference between doing something for someone than giving someone the tools to do it themselves and we really do believe at Capability Scotland, who is my employer, that we empower people living with an impairment, a physical impairment where we don’t see ourselves as carers, we are enablers.’

Sinead, Community Learning Assistant

‘The more we learn about our customer, after reading their file, the more time we spend with them, the more we know each person’s individual needs the more equipped we are to support them.

**Code 2 – I will speak to you openly, honestly and clearly**

Scott, Community Learning Assistant

‘I like to think of myself as honest, open and trustworthy and very approachable and I use this in my work and profession, in my working life with customers. I hope they’d come up to me if they had any problems or would like to know anything, but I’d also let them know that if they told me something that was going to harm them that I would have to pass that on and take action with it. The first and foremost thing is the duty of care to this person and that is always in the front of my mind when I’m talking to the customers. I hope that they’d come across and tell me things that they were worried about, they were anxious about or just anything in general. But I’d also be listening to their views and what they’re saying to me and if I thought there was anything that was going to harm them I’d act on it appropriately.’

**Code 3 – I will help you be independent and live your life**

Paul, Community Learning Assistant

‘So, the customers that I support, I ideally want them to live an independent life, a very happy life to do the things that they like to do like swimming, bocha, snooker. Anything that I love doing. Singing, if it means joining a choir and helping them sing. Yeah, just to make them happy, feel special.’

Sinead, Community Learning Assistant

‘I think everybody deserves to have their needs met and to be able to stand on their own two feet and obviously some people need more help than others but just maybe we can just stand back a little and make sure no harm comes their way so they can make their own choices and decide what they want to do themselves instead of just assuming they need help with every single thing. Just take a step back and let them see what they’re capable of because everybody’s capable of a lot of things.’

Scott, Community Learning Assistant

‘With doing the risk assessments the customers get their independence. They know what they’re capable of, we know what safeguards to put in as support staff and if we keep an eye on them, they’re able to go about their everyday business and fulfil their potential.’

**Code 4 – I will help keep you and others safe**

Scott, Community Learning Assistant

‘Safeguarding our customers is fundamental to us. And as well as safeguarding the public we do risk assessments on an individual basis and when we’re out in the community we implement these risk assessments. And that way people can enjoy their activity and what they are doing and it also gives them boundaries to work to and their responsibilities that they’ve to adhere to.’

Sinead, Community Learning Assistant

‘I would protect my customers if we are just doing something simple like going to the shops or to the post office, by making sure we’re shoulder to shoulder, making sure you press the green man on the lights, getting them to check both ways. Even letting them press the green man themselves so they get into the habit of doing that. Making sure they’re not talking to strangers and just looking after them I suppose.’

**Code 5 – I will behave in a way that maintains trust in the profession**

Scott, Team Leader

‘They are trusting us to look after family members, they are trusting us to look after their kids, so they need to have trust in our organisation for us to promote healthy risk taking as well. So, taking positive risks as well as being able to manage the risks. We’ve got training for risk assessments, the staff do dynamic risk assessments when they’re out and about in the community. If they’re taking a customer in somewhere they’ll do a dynamic risk assessment before even entering the building. I think the customers and the parents and guardians need to have trust in us for them to be able to provide the best support we can.’

**Code 6 – I will keep on learning to improve my skills**

Dave, Community Learning Assistant

‘There’s quite a few things we do as Community Learning Assistants to improve our skills. Starting possibly from team meetings, we will discuss certain individuals and what their needs are and how we can meet these needs through different activities, different group meetings. I think what we are trying to achieve is we are trying to help our customers reach their full potential, whatever that might be. And we want to ensure that our customers at Capability are getting the best service they possibly can and that’s why it’s really important to keep all your skills updated and to constantly improve and strive to do just that little bit more for your customers.’

Find out more about the Code of Practice for Social Service Workers

[www.sssc.uk.com/codes](http://www.sssc.uk.com/codes)