

Rules social service workers and their employers have to follow when they give care



Easy read booklet

Who we are



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



We make sure **social service workers** in Scotland give people good care.



Social service workers make sure people are safe and have the help they need.



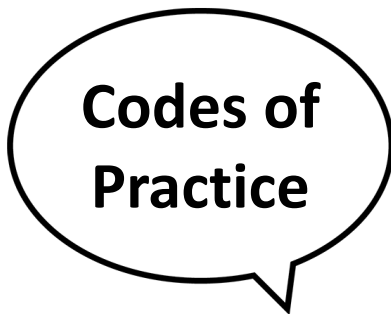
We also make sure their **employers** do their job and help social service workers give good care.

An **employer** is the person they work for.

What this booklet is about



Social service workers and their employers have to follow our rules to make sure they give good care.



Our rules are called **Codes of Practice** but in this Easy Read booklet we call them rules.

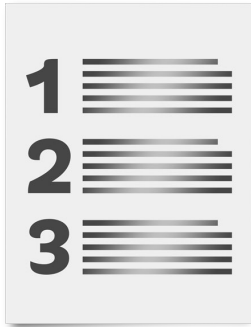


Social service workers and their employers each have a different set of rules they must follow.

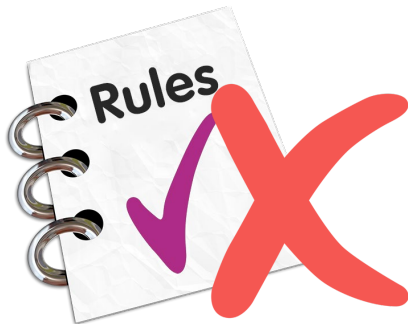


This booklet tells you about our rules and how social service workers and their employers follow them.

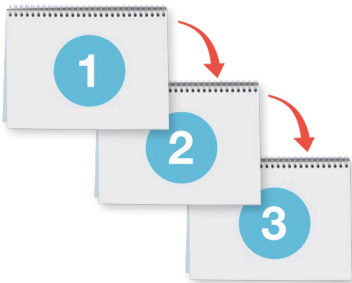
About our rules



Under each rule we explain what social service workers and their employers should do to follow this rule.



We have a process we follow if a social service worker or an employer does not follow the rules.



A **process** tells you how to do something step by step.



Our process is called **fitness to practise**.



Fitness to practise tells us if someone is able to give good care.



If someone is not fit to practise this means they need more training or they are not allowed to give care.



The Care Inspectorate check all care services in Scotland to make sure they give good care.



The Care Inspectorate can also give advice to people about how to give good care.



They can also help us decide if a social service worker is not fit to practise.

Why the rules are important



The rules tell you how you should be treated by social service workers.



They help social service workers know how to give good care and treat you in a good and kind way.



They help employers to make sure their social service workers are **confident** and **trusted** by the people they care for.



Confident means you know you can do something well, like your job.



Trust is when you believe someone is being honest.

Rules for social service workers

Rule 1 care about the **rights** and **interests** of the people they care for



Rights make sure you are treated well by others and can make decisions about your own life.

To follow this rule, social service workers should

- be kind to you and treat you with **respect** and **compassion**.
- listen to what you think and let you make your own choices about your care.
- let you have your **privacy**.
- talk to you in the language and format that is best for you.
- care for everyone no matter who they are.



Respect means you are treated or talked to in the right way.

Compassion is when someone treats you in a way you want to be treated.

Privacy means to be on your own if you want to be and do things by yourself.

Rule 2 work hard to keep the trust of the people they care for

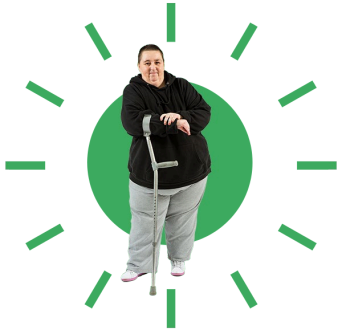


To follow this rule, social service workers should

- be honest and talk to you in a way that is respectful and easy to understand.
- do what they say they will do.
- be careful with your private information and explain how they will use it.
- do what they agree to do and tell you if they cannot.
- follow rules about how accepting gifts and money.
- tell their employer about any **conflict of interest**.
- have good relationships that are professional and honest.
- think about if the people around them are safe and happy.

Conflict of interest is when your personal life is likely to affect how you make decisions at work. For example, if your social service worker is your friend.

Rule 3 look after the people they care for and help them to be **independent** and happy



Independent means you can do activities or tasks by yourself and make choices about your care.

To follow this rule, social service workers should



- tell the right people if someone does or says anything that is mean or could hurt someone.



- follow other rules about how to keep themselves and others safe.

- tell their employer if they think another social service worker is not fit to practise.



- be honest and tell their employer if they have done something that has or could hurt someone.

- help you to say if you are unhappy with your care.



- talk to us if we need their help to do the fitness to practice process.

- understand the impact and control they have on the people they care for.

Rule 4 understand that the people they care for have the right to **take risks**



To **take risks** means to do something even if something bad might happen or someone might get hurt.



To follow this rule, social service workers should

- help you make your own decisions by telling you about the risks.
- try to make risks smaller when they can.
- do **risk assessments** to help them decide if someone might hurt themselves or someone else.
- share what they learn from risk assessments with the people they work with.



A **risk assessment** is a document that looks at the risk of someone hurting themselves or someone else. For example, if they are left alone with someone they do not get along with.

Rule 5 be **responsible** for how well they do their job and for learning new skills



Being **responsible** for something means you must make sure it is done.



To follow this rule, social service workers should

- follow laws about how to give care in a good and safe way.
- make sure any **records** they write are honest and up to date.
- tell their employer about anything that might mean they are not fit to practise.
- ask for help if they cannot care for someone or they do not know how to do a part of their job.



Records are information a social service worker writes about the people they look after. They must keep this information safe.

Rule 5 be responsible for how well they do their job and for learning new skills



Social service workers should also

- learn new skills to help them get better at their job.
- respect the people they work with and work well with them.
- think about how **trauma** can affect each person they care for and work with.
- be responsible for the work they give other people to do.
- work well with people who have different jobs to them and might know more about different things.
- respect your family or carer and what they think about your care.
- ask for **supervision** at work.

Trauma is when something very hard or scary happens to you and it still affects you after it happens.

Supervision is when a manager supports you to do your job and makes sure you are confident and do it well.

Rule 6 work hard to make sure people trust them



To follow this rule, social service workers should not

- hurt, **neglect** or **exploit** you, your family or your carer.
- use information they have about you and your life in a bad way.
- hurt you or be mean to you because of something about you. For example, your race or if you have a disability.
- let other people hurt you or be mean to you.
- put you or them at risk.
- do anything outside of work that would make them not fit to practise.

Neglect is when you are not given enough care. This includes leaving you dirty, hungry or cold.

Exploit is when someone tricks you to make you do something, like send them money.

Rules for employers

Rule 1 make sure social service workers are fit to practise and understand what their job is

To follow this rule, employers of social service workers should



- hire people who have the right **values** to be a good social service worker.
- ask people for **job references**.
- check **criminal records** and ask people why they have gaps of time where they did not work.
- tell social service workers who they can talk to and ask for help at work.
- make sure social service workers know how to do their job.

Values are what you care about and are important to you.

A **criminal record** is a record of any crimes someone has done.

A **job reference** is written by someone your social service worker used to work for. It says what job they did and how well they did it.

Rule 2 support social service workers and give them a good place to work

To follow this rule employers of social service workers should

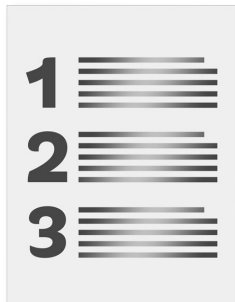


- manage people in a kind and compassionate way so social service workers are kind and compassionate too.
- make sure everyone has their rights, is treated as an **individual** and feels included at work.
- make sure social service workers include you in the decisions they make.
- find ways to ask you about your care and how your care could be better.
- help social service workers to talk to each other about how to give good care.
- help social service workers to always learn more about care.

To treat someone as an **individual** means to think about what each person needs to be happy and do well.

Rule 2 support social service workers and give them a good place to work

Employers should also



- make it easy for social service workers to **report** when things go wrong at work. For example, when equipment breaks.
- help social service workers to report people who are mean to them or make them feel unsafe.
- help social service workers to follow their set of rules.
- report social service workers who do not give good care to organisations like **Disclosure Scotland**.

Disclosure Scotland make sure the right people give care. They check if people have broken laws that mean they are unsafe to work with others.

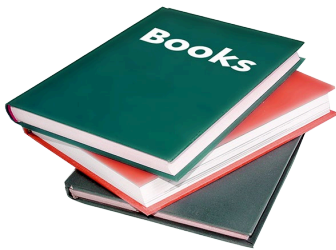
Report means to say when something happens by writing it down or talking to someone.

Rule 3 give social service workers chances to learn new skills and get better at their job



To follow this rule, employers of social service workers should

- give new social service workers good training and chances to keep learning.
- help social service workers if they need to learn how to do new things.
- support social service workers who do not think they can care for someone or know how to do a part of their job.
- give social service workers supervision.





Employers of social workers should

- help new **social workers** to learn everything they need to in their first year.
- help new social workers to learn by giving them good choices of places to work for **work placements**.

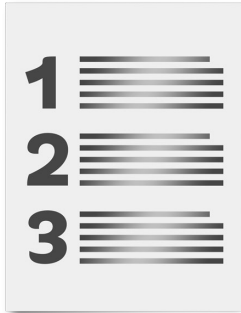


Social workers work with people and families to help them find ways to solve certain problems.



A **work placement** is when you work somewhere for a short amount of time so you can learn how to do a job.

Rule 4 value safety and understand that people have the right to take risks



To follow this rule, employers of social service workers should

- have their own rules about how to keep you, your family and social service workers safe.
- have a process for how to report neglect and people who are mean or hurt someone.
- deal with all reports made by social service workers quickly.
- test if this process works well or if it needs to be made better and easier to use.
- teach social service workers how to know if someone is being hurt or neglected.
- make sure social service workers know it is not okay to hurt or be mean to someone because they do not like something about them.
- have a process for social service workers to follow when they think a social service worker is not fit to practise.

Rule 4 value safety and understand that people have the right to take risks



Disclosure
SCOTLAND



Employers should also

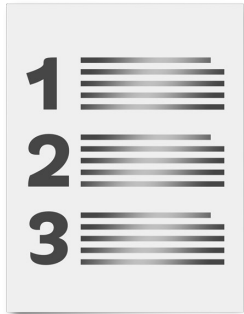
- think about how trauma and **abuse** can affect social service workers.
- support social service workers who deal with trauma and abuse.
- support social service workers who are not fit to practise and explain to them what will happen next.
- talk to organisations like **Disclosure Scotland** if a social service worker has or could have hurt someone.
- do risk assessments to help them decide if someone might hurt themselves or someone else.



Abuse is when someone hurts or treats you badly. It can happen in different ways. For example, someone might hit you or steal your money.

Rule 5 talk about and share the rules for social service workers and the rules for their employers

To follow this rule, employers of social service workers should



- follow their rules and tell social service workers they follow them.
- tell social service workers about the rules they need to follow.
- talk about how important the rules are and how well they work if everyone follows them.
- think of their set of rules when they decide if a social service worker is fit to practise.
- follow rules about how to report a social service worker who is not fit to practise.
- Help us to **investigate** social service workers who have been reported as not fit to practise.
- talk to social service workers after we investigate them about how they can give better care.

Investigate means to look closely at something to find out the facts.

Thank you for reading our rules