

Proposed changes to the Codes of Social Service Workers

When we spoke to registrants, employers and stakeholders last year as part of the Codes review engagement, you told us there was a lot you liked about the Codes and also that we need to make some changes.

We used that feedback to revise the Codes that we are now consulting on.

You can read the planned changes below.

Original	Revision	Reason
1 As a social service worker, I must protect and promote the rights and interests of people who use services and carers.	I must protect and promote the rights and interests of people who use services and carers.	Update to language. Please give views on whether 'people who use services' should be changed to 'individuals' throughout the Codes.

I will	OR I must protect and promote the rights and interests of individuals and carers. I will	
1.1 Treat each person as an individual.	1.1 Work with compassion and respect and treat each person as an individual.	Addition of compassion and respect links to the Health and Social Care Standards.
	1.1.1 Support individuals and carers to develop and thrive.	Reflects culture change and the Health and Social Care Standards.
1.2 Respect and, where appropriate, promote the views and wishes of people who use services and carers.	1.2 Respect and promote the rights, and where appropriate the wishes, of people who use services and carers.	Updated to include 'rights' rather than 'views'.
1.3 Support the rights of people who use services to control their lives and make informed choices about the services they use.	1.3 Work with people who use services to exercise their right to informed choice and control over their lives and their care.	Wording changed to focus on care rather than service.
	1.3.1 Support individuals to be involved in decisions relating to their care and work towards achieving meaningful outcomes from the decisions.	Reflects importance of outcomes, and involvement in decision making (beyond informed choice).

1.4 Respect and maintain the dignity and privacy of people who use services.		No change.
1.5 Work in a way that promotes diversity and respects different cultures and values.	1.5 Work in a way that promotes diversity and respects different values, cultures, language and rights.	Addition of 'rights.'
2 As a social service worker, I must create and maintain the trust and confidence of people who use services and carers. I will	I must build and maintain the trust and confidence of people who use services and carers. I will	
2.1 Be truthful, open, honest and trustworthy.	2.1 Be truthful, open, honest, trustworthy and respectful. 2.1.1 Build and maintain the trust and confidence of people who use services and carers.	Addition of 'respectful'.
2.2 Communicate in an appropriate, open, accurate and straightforward way.	2.2 Communicate with people in a respectful, open, accurate and straightforward way.	Addition of 'respectful'.
	2.2.2 Support individuals and carers to express their views and preferences using their preferred method and language.	Reflect importance of communication and preferred language.
2.3 Respect confidential information and clearly explain my employer's policies about	2.3 Respect confidential information and clearly explain policies about confidentiality to	Minor wording change.

confidentiality to people who use services and carers.	people who use services and carers.	
2.5 Honour work commitments, agreements, and arrangements and, when it is not possible to do so, explain why to people who use services, carers and my employer.	2.5 Honour work commitments, agreements and arrangements and, when it is not possible to do so, explain why to those involved.	Simplified wording.
2.6 Declare issues that might create conflicts of interest and make sure they do not influence my judgement or practice.		
2.7 Keep to policies and procedures about accepting gifts and money from people who use services and carers.	2.7 Follow policies and procedures about exchanging gifts and money with individuals and carers.	Wording change to 'exchanging gifts' reflects that this may be an issue in both directions.
	2.8 Not exploit relationships or situations involving people who use services, carers, colleagues or others. 2.8.1 Ensure I maintain professional boundaries in my relationships at all times.	Highlight importance of professional boundaries.
3	3	

<p>As a social service worker, I must promote the independence of people who use services while protecting them, as far as possible, from danger and harm.</p> <p>I will</p>	<p>I will promote the wellbeing and independence of people who use services and carers while protecting them, as far as possible, from harm.</p> <p>I will</p>	<p>Importance of 'wellbeing' was a strong message from our engagement work.</p> <p>We would also like to know whether the revised wording will support appropriate risk enablement.</p>
<p>3.1 Promote the independence of people who use services and empower them to understand and exercise their rights.</p>	<p>3.1 Promote the wellbeing and independence of individuals and carers and work with them to understand and exercise their rights.</p>	
<p>3.2 Use established processes and procedures to report allegations of harm and challenge and report exploitation and any dangerous, abusive or discriminatory behaviour or practice.</p>	<p>3.2 Use established systems and procedures to report allegations of harm and challenge and report exploitation, abuse or discrimination within agreed timescales.</p>	<p>Addition of 'agreed timescales'.</p>
<p>3.3 Follow practices and procedures designed to keep me and other people safe from violent and abusive behaviour at work.</p>	<p>3.3 Follow practices and procedures designed to keep me and other people safe at work.</p>	<p>Being safe goes beyond violent and abusive behaviour.</p>
<p>3.4 Tell my employer, or the appropriate authority, about any resourcing or operational difficulties that might get in the way of providing care.</p>	<p>Tell my employer, or the relevant authority, about any resourcing or operational matter that might get in the way of providing care.</p>	<p>Simplified wording.</p>

3.5 Tell my employer, or an appropriate authority, when a colleague's fitness to practise may be impaired.	3.5 Tell my employer, or a relevant authority, when a colleague's fitness to practise may be impaired.	Simplified wording.
3.6 Be open and honest with my employer, people who use services and carers when care has or may have caused physical, emotional, financial or material harm or loss.	3.6 Be open and honest with my employer, individuals and carers when care has or may have caused exploitation or physical, emotional, financial, or material harm or loss.	Addition of 'exploitation'.
3.7 Cooperate with any investigations by my employer, the SSSC or another authority into my fitness to practise or the fitness to practise of others. This may include attending hearings and providing witness statements, documents or other information.		
3.8 Keep to my employer's health and safety policies, including those relating to substance misuse.	3.8 Keep to my employer's health and safety policies.	Removed specific reference to substance misuse.
3.9 Enable people who use services and carers to make complaints. Take complaints seriously and either respond to them or pass them to the appropriate person. Take appropriate action when there is an allegation of harm.	3.9 Support individuals and carers to provide feedback or make complaints. Take complaints seriously and respond to them or pass them to the appropriate person within agreed timescales.	Include importance of 'feedback' as well as complaints.
3.10 Recognise and use responsibly the power and	3.10 Recognise and use responsibly and sensitively the	Wording change to 'sensitively' – fits better with the Health and Social Care Standards.

authority I have when working with people who use services and carers	power and authority I have when working with individuals, carers and colleagues.	
4 As a social service worker, I must respect the rights of people who use services, while striving to make sure that their behaviour does not harm themselves or other people. I will	4 I respect the rights of individuals and carers and others, to safety and protection, while considering risk. I will	More rights-based and positive.
4.1 Recognise that people who use services have the right to take risks and support them to work positively with potential and actual risks to themselves or others.	4.1 Recognise that people who use services have the right to take risks and work with them to make informed choices about potential and actual risks to themselves or others.	'Informed choice' instead of 'work positively'.
4.2 Follow risk assessment policies and procedures to assess whether the behaviour of people who use services presents a risk of harm to themselves or others.		
4.3 Take necessary steps to reduce the risks of people who use services harming themselves or other people.	4.3 Take necessary steps to reduce the risks of individuals harming themselves or others.	Minor wording change.
4.4 Make sure that relevant colleagues and agencies are	4.4 Make sure that relevant colleagues and agencies are	Word change from 'outcomes' to findings.

informed about the outcomes and implications of risk assessments.	informed about the findings and implications of risk assessments.	
5 As a social service worker, I must uphold public trust and confidence in social services. I will not	5 I uphold public trust and confidence in social services. I will	'I will' rather than 'I will not'. Change of tone towards more empowering language. Please give your views on whether this section is still clear.
5.1 Abuse, neglect or harm people who use services, carers or my colleagues.	5.1 Not exploit, abuse neglect or harm people who use services, carers or colleagues.	
5.2 Exploit people who use services, carers or my colleagues.	5.2 Not exploit individuals, carers or others.	
5.3 Abuse the trust of people who use services or carers, or the access I have to personal information about them or their property, home or workplace.	5.3 Maintain the trust of individuals and carers. I will respect the confidentiality of information I may hold about them or their personal circumstances.	Updated phrase about confidentiality.
5.4 Form inappropriate relationships with people who use services or carers.	5.4 Form open and positive relationships with people who use services or carers that respects their dignity, wellbeing and safety.	Supporting relationship-based practice.
5.5 Discriminate against people who use services, carers or my colleagues.	5.5 Work in a way that is fair, inclusive and not discriminatory.	Updated wording. Is this as clear as the original?

5.6 Condone any discrimination by people who use services, carers or my colleagues.	5.6 Defend and uphold rights by challenging and exposing discrimination.	Rights focused
5.7 Put myself or other people at unnecessary risk.	Behave in a way that will not place me or others at unnecessary risk or harm.	
5.8 Behave, while in or outside work, in a way which would bring my suitability to work in social services into question.	Behave, inside or outside the workplace in a way that upholds my suitability to work in social services.	
6 As a social service worker, I am accountable for the quality of my work and will take responsibility for maintaining and improving my knowledge and skills. I will	6 Be accountable for the quality of my work and take responsibility for maintaining and improving my knowledge and skills. I will	
	Know and understand the links between the Codes of Practice and other relevant regulatory frameworks which support high quality care.	Link to other standards (highlighted as important in various policy reviews).
6.1 Meet relevant standards of practice and work in a lawful, safe and effective way.		
6.2 Maintain clear, accurate and up-to-date records in line with procedures relating to my work.		

	<p>6.2.1 Use digital methods of recording and sharing information that follow legal and work requirements and, practice in a way that respects people's rights to confidentiality and access.</p> <p>6.2.2 Develop my digital capability to practice safely with digitally enabled resources that enhance the quality of care for individuals and carers.</p>	<p>Reflecting importance of digital information.</p>
<p>6.3 Tell my employer or the appropriate authority about any personal difficulties that might affect my ability to do my job competently and safely and tell the SSSC about anything that may affect my fitness to practise.</p>	<p>6.3 Tell my employer or the relevant authority about any personal difficulties that may affect my ability to do my job competently and safely and tell the SSSC about anything that may affect my fitness to practise.</p>	<p>Change 'appropriate' authority to 'relevant' authority.</p>
<p>6.4 Ask for assistance from my employer or the appropriate authority if I do not feel able to, or well enough prepared to, carry out any part of my work or if I am not sure about how to proceed.</p>	<p>6.4 Seek support from my employer or the relevant authority if I do not feel able to, or well enough prepared to, carry out any part of my work or if I am unsure about how to proceed.</p>	<p>'Seek support' is more positive and developmental. Change 'appropriate' authority to 'relevant' authority.</p>
	<p>6.4.1 Take part in and use supervision to identify my development and learning needs</p>	<p>Strengthening importance of supervision and support.</p>

	<p>and critically reflect on and improve my practice.</p> <p>6.4.2 Use supervision to discuss ethical practice and professional boundaries.</p>	
6.5 Work openly with and cooperate with colleagues and treat them with respect.	6.5 Work openly with and cooperate with colleagues and others and treat them with respect.	Inclusion of 'others' as well as colleagues.
6.6 Recognise that I remain responsible for the work that I have delegated to others.	6.6 Be responsible for the work that I delegate to others.	Simplified wording.
6.7 Recognise and respect the roles and expertise of workers from other professions and work in partnership with them.	<p>6.7 Recognise and respect the roles and expertise of workers from other professions and work in partnership with them.</p> <p>Recognise and respect the roles and expertise of families, friends and carers and work in partnership with them as appropriate.</p>	Highlighting importance of working with families and carers – links to the Health and Social Care Standards.
6.8 Respect the responsibilities of colleagues who follow different professional codes.	6.8 Respect the responsibilities of others who follow different professional codes.	Change to 'others' instead of 'colleagues'.
6.9 Undertake relevant learning to maintain and improve my knowledge and skills and contribute to the learning and development of others.	6.9 Seek and carry out relevant learning to maintain my continuous professional learning, improve my knowledge and skills and contribute to the learning and development of others.	Active involvement in learning and development.

<p>6.10 Listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve my practice.</p>	<p>6.10 Invite and listen to feedback from individuals, carers and others and consider the feedback to improve my practice.</p>	<p>Actively gathering feedback.</p>
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