



**EASY
READ**

Our rules for how social care workers should behave and how they should do their job

Easy read version of the

**Northern Ireland Social Care Council Standards
of Conduct and Practice for Social Care Workers**

(There is a separate booklet for the Social Care Council rules for social workers).

About this book

- The Northern Ireland Social Care Council (Social Care Council) wrote this book.
- This book tells you about our rules (known as Standards of Conduct and Practice) for people who are working in care services.
- The rules help you know what to expect from someone who is giving you care.

You should tell someone if you are worried that a care worker may have broken the Northern Ireland Social Care Council rules. If you can, tell your key worker, the care manager or a family member. They can help decide if this is serious and should be reported to the Social Care Council. You can also contact the Social Care Council to speak to one of our staff about it. Our contact details are on the back of this book.

About the Northern Ireland Social Care Council

Our job is to help protect the public. We make sure social care workers are able to do their job well and safely. We make sure they behave properly when they are doing their job.

This means that we will:

- Make the rules (Standards of Conduct and Practice) for workers in social care and social work
 - Keep a list (Register) of these workers in Northern Ireland
 - Check that people who are on the list (Register) are giving Service Users and Carers good care and treating them well.
 - Take action when a worker has broken our rules (Standards of Conduct and Practice).
 - If we decide to take action, we could make the worker do more training to improve their work.
- In serious cases, we may stop them from working in care jobs.

Standards of Conduct and Practice (rules) for Social Care Workers

All social care workers who are registered (on the list) must follow the Northern Ireland Social Care Council's Standards of Conduct and Practice (rules).

- The Standards of Conduct tell social care workers how they should behave and do their job.
- The Standards of Practice explain the skills and information social care workers need to do their job correctly.

The standards will be used to check that social care workers are behaving properly and doing a good job. Social care workers who break the rules could be taken off the register (list) and not allowed to work as a social care worker in Northern Ireland. You can tell someone if think your care worker has broken the rules.



Values in the Standards (rules) for Social Care Workers

Values are the things (ideas and beliefs) that matter to us and help us to know what is good and right. The Standards of Conduct and Practice say that workers must:

- Respect the rights, dignity (self-respect) of everyone
- Treat people respectfully and with kindness
- Support and help service users to be independent (do things for themselves)
- Always have the needs and wishes of Service Users at the centre of what they do
- Make sure everyone is treated fairly and included
- Make sure that care given is safe and of good quality



The Standards of Conduct for Social Care Workers

There are six main Standards of Conduct. These are the rules for how a social care worker must behave towards service users, carers and the people they work with.

A social care worker must:

1. **Protect the rights and support the safety and well-being of service users and carers**
2. **Earn and keep the trust of service users and carers**
3. **Support service users to be independent and safe**
4. **Respect service users rights and keep them safe from hurting themselves or other people**
5. **Behave well so that the public (people who live in the community) trust and respect social care services**
6. **Make sure that they do a good job and keep learning new skills to do a good job**

1 A social care worker must protect the rights and support the safety and well-being of service users and carers

This means that social care workers should:

- ✓ Treat people as an individual and with respect and kindness
- ✓ Listen well and talk clearly to service users
- ✓ Respect the views and wishes of service users and carers
- ✓ Respect the privacy of service users



2 A social care worker must earn and keep the trust of service users and carers

This means that social care workers should:

- ✓ Be honest and trustworthy
- ✓ Listen well and talk clearly
- ✓ Keep service users information safe
- ✓ Follow all care agreements and plans
- ✓ Not take or borrow money from service users or carers



3 A social care worker should support service users to be independent and safe

This means that social care workers should:

- ✓ Make sure service users understand their rights
- ✓ Make sure service users can keep themselves safe
- ✓ Report all problems and risky things to the manager
- ✓ Follow health and safety rules



4 A social care worker should respect service users rights and keep them safe from hurting themselves or other people

This means that social care workers should:

- ✓ Understand that service users have the right to take positive risks
- ✓ Reduce (lower) any risks of harm or danger to service users
- ✓ Follow the rules of risk assessment



5 A social care worker should behave well so that the public (people who live in the community) trust and respect social care services

This means that social care workers should not:

- ✗ Abuse or harm service user, carers or other workers or have inappropriate (wrong) personal relationships with service users
- ✗ Discriminate - treat people differently and wrongly
- ✗ Put themselves or other people at risk
- ✗ Behave inappropriately (badly) outside of work or on social networking sites such as Facebook or Twitter



6 A social care worker should make sure that they do a good job and keep learning new skills to do a good job

This means that social care workers should :

- ✓ Be responsible for their work and the decisions they make
- ✓ Keep good records
- ✓ Let their manager know if there are problems that could make working difficult
- ✓ Help service users and carers to make a complaint if they need to
- ✓ Take any training or learning needed to do their job properly



The Standards of Practice for Social Care Workers

There are six main Standards of Practice. These are the rules for how a social care worker must do their job well and keep improving their skills and knowledge for their social care job.

A social care worker must:

1. Understand their job role and what they are responsible for
2. Be good at listening and talking
3. Provide care that is safe and puts service users at the centre of what they do
4. Help keep people safe
5. Follow health and safety rules at work
6. Learn more about their job and build new skills to help them be a better social care worker

1 A social care worker should understand their job role and what they are responsible for

This means that social care workers should :

- ✓ Know what their manager wants them to do
- ✓ Know and keep up to date with all the rules for their job
- ✓ Keep up to date with their work
- ✓ Work well with others to provide good care
- ✓ Keep good records of the work they do
- ✓ Report anything that may be risky or dangerous
- ✓ Reply to comments and complaints about their work



2 A social care worker should be good at listening and talking

This means that social care workers should :

- ✓ Work well with service users and carers
- ✓ Use different ways to listen and talk to service users
- ✓ Help and support people to tell others what they think
- ✓ Share information with other workers and managers when needed and work as part of a team



3 A social care worker should provide care that is safe and places service users at the centre of what they do

This means that social care workers should :

- ✓ Keep service users and carers at the centre of what they do
- ✓ Work with service users and carers to check out anything that may be risky or dangerous
- ✓ Report any risks or worries about a service user's safety or wellness
- ✓ Help service users and carers to make choices about their lives and be part of making decisions
- ✓ Support service users to have personal relationships with their friends



4 A social care worker should help keep people safe

This means that social care workers should :

- ✓ Help keep service users safe from harm and danger
- ✓ Know what to do to help keep people safe
- ✓ Know the signs of harm or abuse
- ✓ Report any harm or abuse to their manager



5 A social care worker should follow health and safety at work

This means that social care workers should :

- ✓ Follow the health and safety rules in the workplace
- ✓ Follow the rules of medication (tablets) and moving and handling service users
- ✓ Know what health and safety jobs they can and cannot do
- ✓ Keep themselves safe in work



6 A social care worker should learn more about their job and learn new skills to help them be a better social care worker

This means that social care workers should :

- ✓ Know the standards (rules and guidelines) in their job
- ✓ Always try to make the work they do better
- ✓ Ask other people for feedback on the work they do to help make it better
- ✓ Record (write down) how they have made their work better



Further Advice & Support

You should tell someone if you are worried that a social care worker may have broken the Northern Ireland Social Care Council rules.

If you can, tell your key worker, the care manager or a family member. They can help decide if this is serious and should be reported to the Northern Ireland Social Care Council.

You can also talk to the Northern Ireland Social Care Council about it. You can write, call or email

to: Northern Ireland Social Care Council
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**Working together.
Making a difference.**