

What can you expect from your care worker?



If they are not all of these things, we are here to help



SSSC

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The Scottish Social Services Council regulates the people who work in social care services.

We are here to make sure that people receive the highest quality of care from social service workers and that their rights are promoted and protected. Various kinds of organisations provide the services which employ the workers we regulate: local authorities, individuals, businesses, charities and voluntary organisations.

What do we mean by a care or social service worker? There are lots of different job titles. Here are some of them.

Carer, social worker, nursery worker, child care worker, home carer, care home worker, housing support worker, care at home worker, adult day care worker, care assistant, early years worker, play leader, childhood practitioner, out of school carer, residential child care worker.

If you are not sure, you can ask your worker if they are registered with the SSSC.



Who regulates people working in social work and social services?

The Scottish Social Services Council (SSSC) regulates individual social workers, social work students and people who work in a range of different social services to make sure that you can have confidence that they are skilled, trained and able to do the job, including:

- care homes for adults
- adult day care services like day centres for people with learning disabilities
- residential care services for children and young people
- day care of children services like nurseries and out-of-school clubs
- housing support and care at home services.

We help to protect you by keeping a register of the workers who must meet the behaviour and values set out in the SSSC Code of Practice for Social Service Workers and have the right qualifications and skills for the job they do.

Most people will be registered with the SSSC however it is not yet compulsory for everyone working in social services. Some people may be registered with other regulators, for example, nurses may be registered with the Nursing and Midwifery Council. Where registration is compulsory, if someone isn't registered but is working, their employer will be breaking the law.



If you want to know if someone is registered with the SSSC or to find out more about how we regulate social service professionals, visit [sssc.uk.com](https://www.sssc.uk.com) or call us on 0345 60 30 891.

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What standards can I expect from social service workers?

All individual social service workers must meet the behaviour and values set out in the SSSC Code of Practice for Social Service Workers. All care services also have responsibilities as employers which are set out in the SSSC Code of Practice for Employers.

You should receive a copy of the Codes of Practice from the service you are using or you can find the SSSC Codes on our website [sssc.uk.com/codes](https://www.sssc.uk.com/codes)



Find out more about what the SSSC Codes mean for social service workers and for you at [sssc.uk.com/codes](https://www.sssc.uk.com/codes)



“We help to protect you by keeping a register of the workers who must meet the behaviour and values set out in the SSSC Code of Practice for Social Service Workers”



What can you expect from your care worker?

What should I do if I have concerns about a social service worker?

If you have concerns about the ability or behaviour of someone who works with and cares for you, your family or someone you care for you should complain to the service that provides the care, for example a local authority, care home or nursery.

You may want to talk to the person themselves or to their manager or employer to see if they can put things right.

However, if that doesn't help or if you think what's happened is serious and questions the person's ability to do their job you can speak to the SSSC too. We can investigate complaints and, if necessary, we can remove a person from the SSSC Register which means they cannot work in social services.



Who can make a complaint to the SSSC?

Anyone can raise a concern or complain. Often the quickest way to resolve a complaint is by raising it directly with the care service. We would encourage you to do this wherever possible. If you make a complaint to us, you can be sure that:

- complaints are taken seriously and handled thoroughly
- complaints are dealt with on an individual basis, and can be made anonymously
- we will decide how your complaint will be investigated, depending on what your complaint is about
- if we think there will be a delay, we will let you know and give you the reasons for the delay.

Our contact information

Scottish Social Services Council
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Phone: 0345 60 30 891
Email: FTP@sssc.uk.com
Web: sssc.uk.com

This leaflet is also on our website for you to download and please let us know if you need it in another format.

“Anyone can raise a concern or complain. We would encourage you to speak to the service first wherever possible.”





Other regulators

Other professionals can also work in social services for example nurses, teachers and physiotherapists and they will also be regulated by other organisations, for example:

Health and Care Professions Council

Arts therapists, biomedical scientists, chiropodists/podiatrists, hearing aid dispensers, clinical scientists, dietitians, occupational therapists, operating department practitioners, orthoptists, paramedics, practitioner psychologists, physiotherapists, prosthetists/orthotists, radiographers, and speech and language therapists.

Phone: 0300 500 6184

Web: hcpc-uk.co.uk

Nursing and Midwifery Council

Nurses and midwives

Phone: 020 7637 7181

Web: nmc.org.uk

General Teaching Council for Scotland

Teachers

Phone: 0131 314 6000

Web: gtcs.org.uk

If you have any concerns about a regulated care service in Scotland you can:

- fill in the Care Inspectorate complaint form online at careinspectorate.com
- contact the Care Inspectorate on 0345 600 9527
- write to any of their offices
- email enquiries@careinspectorate.com

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 0345 60 30 891

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Scottish Social Services Council

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