

Taking account of the views of staff and people who use services

Statutory guidance chapter 15.12

The views of those who work in care services and people who use these services are crucial to ensuring individuals' dignity and rights are respected and standards and outcomes are improved. Care service providers must be able to demonstrate how the views of people who use their service and those working in their service have been gathered and how they have informed decision making.

This reflects existing guidance such as the Codes of Practice for Social Service Workers and Employers - Scottish Social Services Council. This states in paragraph 2.3 that employers will have systems in place to listen to and consider feedback from people who use services, carers and other relevant people, to shape and improve services and the performance of social service workers and in paragraph 2.4 that employers will have systems in place for social service workers to report inadequate resources or difficulties which might have a negative effect on the delivery of care.

Documents you may consider:

- [Self-evaluation for improvement - your guide](#)
- [SSSC Codes of Practice for Social Service Workers and Employers](#)
- Local whistleblowing policy
- [Meaningful connection factsheet: Supporting positive peer relationships](#)
- [Raising concerns in the workplace](#)