



‘Catalysts for Care’ - Code of Practice for Home Care, Home Help and Support Services

Safe and Legal:

- Compliant with all legislation and regulatory requirements for the enterprise and its activity
- Registered with the HMRC
- Public Liability and other insurance covers all relevant aspects of the service the enterprise offers
- Disclosure and Barring Service (DBS) checks no more than 3 years old for any workers
- Clear procedures for assessing the needs of the customer, which are regularly reviewed, to ensure that the service is able to meet them
- All workers undertake activities which they are experienced, competent and qualified to deliver; and are clear about what activities they cannot provide. Workers understand when they can no longer meet the needs / requirements of the customer and are able to signpost to other services as appropriate
- In the case of worker sickness / holiday, the enterprise is able to signpost to other services that can provide the agreed activity
- Understanding of Pembrokeshire County Council’s guidance on safeguarding and how to report a concern; as well as making clear to the customer / family how they can report a concern
- Guidelines on risk management and risk assessments completed as appropriate
- Guidelines on GDPR and confidentiality
- Written contracts with all customers or their representatives

High Quality:

Services and workers adhere to the Social Care Wales ‘Code of Professional Practice for Social Care’ (2017): This is made up of seven sections:

1. Respect the views and wishes, and promote the rights and interests, of individuals and carers
2. Strive to establish and maintain the trust and confidence of individuals and carers.
3. Promote the well-being, voice and control of individuals and carers while supporting them to stay safe
4. Respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people
5. Act with integrity and uphold public trust and confidence in the social care profession.
6. Be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills

7. In addition to sections 1 – 6, if you are responsible for managing or leading staff, you must embed the Code in their work

To view the 'Code of Professional Practice for Social Care' (2017) in full, go to:

https://socialcare.wales/cms_assets/file-uploads/Code-of-Professional-Practice-for-Social-Care-web-version.pdf

- Introduction conversations with the customer / representative discussing what outcomes they would like to achieve and how they would like to be supported
- Outcome-focused and person-centred plans for each customer / representative, which are regularly reviewed
- Commitments, agreements and arrangements to provide services are honoured, and where it is not possible to do so, an explanation is given
- Wherever possible, ensuring the continuity of staff in order to build a supportive relationship and understanding with the customer / family
- Clear and responsive lines of communication between the customer and enterprise
- Clear complaints and compliments procedure
- Commitment to continually improving the quality of the service based on feedback

Professional:

- Professional boundaries with customers / families are maintained
- Clear, transparent and fair pricing
- Clear notice periods agreed for holiday and ending the service
- Clear and transparent marketing
- Enterprise information accessible online - for example via Facebook and / or www.dewis.wales / www.en.infoengine.cymru