

# Looking after your care



The Scottish Social Services Council and the Care Inspectorate regulate social care services - and the people who work in them.

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

## Who regulates social work and social care professionals?

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 home services 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
- housing support and care at home services.

We help to protect you by keeping a Register of the workers who must meet our standards 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 services professionals, visit [www.sssc.uk.com](http://www.sssc.uk.com) or call us on **0845 60 30 891**.



## Who regulates social care and social work services?



The Care Inspectorate regulates and inspects social care, social work and child protection services in Scotland. We have a significant part to play in improving these services for adults and children. To see how good your service is, you can read the inspection report. A copy should always be available at your service, and you can ask to see it. Or, you can find it on our website [www.careinspectorate.com](http://www.careinspectorate.com)

## What standards can I expect from social services?

All individual social service workers must meet standards of practice and behaviour set out in the SSSC Code of Practice for Social Service Workers. All care services must meet the National Care Standards for the service they provide and they 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 we can send you a copy if you call **0845 60 30 891**.

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

Find out more about the about the National Care Standards at [www.nationalcarestandards.com](http://www.nationalcarestandards.com)

## 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 provided 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 Register which means they cannot work in social services.

## **What should I do if I have concerns about a regulated care service?**

If you are dissatisfied with the level of care that you or someone that you know is receiving you have every right to question why something is going on and if the service is failing to meet the National Care Standards.

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

- fill in the Care Inspectorate complaint form online at [www.careinspectorate.com](http://www.careinspectorate.com)
- contact us on 0845 600 9527
- write to any of our offices
- fax us on 01382 207289.

## **Who can make a complaint to the SSSC or Care Inspectorate?**

Anyone can raise a concern or complain. Often the quickest way to resolve a complaint is by raising it directly with the provider. We would encourage this in the first instance wherever possible.

If you make a complaint, 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
- we always try to resolve complaints locally.

## Our contact information

### SSSC

Lo-call tel: **0845 60 30 891**

Email: **enquiries@sssc.uk.com**

Web: **www.sssc.uk.com**

### Care Inspectorate

Tel: **0845 600 9527**

Email: **enquiries@careinspectorate.com**

Web: **www.careinspectorate.com**

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



## **Other regulators**

Other professionals can also work in social services for example nurses, teachers and physiotherapists.

### **Health Professions Council (HPC)**

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: **020 7582 0866**

Website: [www.hpc-uk.org](http://www.hpc-uk.org)

### **Nursing and Midwifery Council (NMC)**

Nurses and midwives

Phone: **020 7333 9333**

Website: [www.nmc-uk.org](http://www.nmc-uk.org)

### **General Teaching Council for Scotland**

Teachers

Tel: **0131 314 6000**

Website: [www.gtcs.org.uk](http://www.gtcs.org.uk)

## **Scottish Social Services Council**

Compass House  
11 Riverside Drive  
Dundee DD1 4NY

**Lo-call** 0845 60 30 891

**Telephone** 01382 207101

**Fax** 01382 207215

**Email** [enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)

[www.sssc.uk.com](http://www.sssc.uk.com)

## **Care Inspectorate**

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11 Riverside Drive  
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