

Looking after your care



Who regulates social services and the people who work in them?

The Scottish Social Services Council and the Care Inspectorate regulate social care services and the people who work in them to protect you and to make sure you get good quality of care that meets your needs. Regulation in social services means that social services and the people who work in them must meet high standards of care and practice.

What standards can people expect from care services and workers?

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.

What can you do if a person using social services comes to you with concerns over the standard of care or about an individual working in a service?

If someone is:

- dissatisfied with the level of care that they or someone that they know is receiving in a service
- concerned about the ability or behaviour of an individual social service worker

they have every right to question this.

Anyone can complain and they can complain directly to the service (the person, other staff, their manager, the employer). Often the quickest way to resolve a complaint is by raising it directly with the provider. We would encourage this wherever possible.



However, if that doesn't help or if they or you think what's happened is serious either you or they can speak directly to:

- the SSSC if the complaint is about an individual worker
- the Care Inspectorate if the complaint is about the standards of care in a service.

We can investigate complaints and take action if necessary. You can also make a complaint anonymously.

You can find out more about the SSSC and the Codes of Practice at www.sssc.uk.com or call us on **0845 60 30 891**.

You can find out more about the Care Inspectorate at www.careinspectorate.com or call **0845 600 9527**.

Find out more about the National Care Standards at www.nationalcarestandards.com or call **0845 370 0067**.