

## 2.2.2 Codes of Practice

### What are codes of practice?

**Codes of practice** or **codes of conduct** are the standards which are expected of health, social care or childcare workers (including teachers). The code of conduct outlines the expected behaviours and attitudes that service users should experience from these professionals and providers and is seen as best practice.

Service providers have codes of practice specific to their job roles and sign up to them by registering with regulatory councils. If the code of conduct is broken, the regulatory council will investigate and this could result in a person being deemed unfit to practice and removed from registration with the council. The codes of practice are there to protect the public and to uphold the proper standards within a profession.

### Quality Assurance

- Quality assurance and standards are maintained in the areas of Health, Social Care, Children's Services and Education. This is done through monitoring processes, setting standards and inspection.
- The **NHS** in Wales is inspected by Healthcare Inspectorate Wales (HIW), the Care Quality Commission (England), the Care Inspectorate (Scotland) and the Regulation and Quality Improvement Authority (NI).
- **Social Services** are inspected by the Care and Social Services Inspectorate Wales (CSSIW), Health and Safety Executive (England), Care Inspectorate (Scotland) and Regulation and Quality Improvement Authority (NI), while
- **Education** is inspected by Estyn (Wales), Ofsted (England), Education Scotland (Scotland) and the Education and Training Inspectorate (Northern Ireland).

### How to complain about the NHS in Wales

1. Raise a concern with the staff involved with care or treatment as soon as possible.
2. Speak to the Practice Manager (for GPs, dentists, pharmacists or opticians) or to the Health Board concerns/complaints team.
3. The Community Health Council can support the complaint and act as an advocate if necessary.
4. If no resolution, contact the Public Services Ombudsman for Wales, NMC or GMC.

### How to complain about Social Services in Wales

1. Read the Care Council Wales guidance on suitable practice for social workers.
2. Contact the Local Authority and follow their complaints procedure (this is a 3-stage process).
3. If the issue is not resolved, contact the Public Services Ombudsman for Wales or Social Care Wales.

### How to complain about the Education Workforce in Wales

1. Contact the board of governors at the school.
2. Contact the Local Education Authority and follow their complaints procedure.
3. If the issue is not resolved, contact the Public Services Ombudsman for Wales or EWC.

**Nursing and Midwifery Council:** professional regulator for nurses, midwives and nursing associates. Maintains a register and set the requirements for the professional education that nurses and midwives need to develop their **knowledge, skills** and **behaviours**. If serious concerns are raised about a professional on their register, they investigate and take action.

**General Medical Council:** protects patients and improves medical education and practice by supporting students, doctors, educators and healthcare providers. Maintains a register of doctors and investigates concerns over a doctor's ability to practice safely. Provides on-going training and support.

**Social Care Wales:** maintains a register of social care workers and ensures that they are following the Code of Professional Practice for Social Care (the code) and Guidance. The public's rights are protected by investigating concerns and removing professionals from the register if they are not fit to practice.

**Education Workforce Council:** regulates the education workforce in Wales to include teachers, learning support staff, qualified youth workers and work-based learning practitioners. Improves and maintains standards of teaching and professional conduct. Safeguards the interests of learners and parents by ensuring codes of conduct are followed and investigating allegations of professional misconduct.