Catalysts for Care

Social Enterprise Code of Practice

Self-declaration Form for 'Wellbeing and Community Services'
*Required

Purpose of the Code of Practice
As many enterprises are exempt from registration with the Care Inspectorate Wales (CIW), potential customers / families and signposting professionals can be understandably reluctant to engage with an unregulated service due to concerns over safety, quality and professionalism.

The Catalysts for Care Code of Practice provides a benchmark of what is expected from care and well-being support social enterprises in Pembrokeshire in regards to being legal, safe, high quality and professional. Its purpose is to provide customers / families and professionals with the confidence to engage with enterprises that are signed up to it.

The Code of Practice will also provide a benchmark to be included on the Catalysts for Care directory of enterprises in Pembrokeshire. The purpose of the directory is to make it easier for people to find the care and support they want.

How the Code of Practice is used
In order to appear on the Catalysts for Care directory of care and support enterprises in Pembrokeshire and use the Catalysts for Care logo, enterprises must self-declare to having achieved all points on the Code of Practice by completing the form below.

All social enterprises that have achieved the Code of Practice are responsible for ensuring that their conduct does not fall below these standards.

Catalysts for Care reserves the right to refuse an application or remove an enterprise from the directory if they are not able to uphold all points on the Code of Practice or demonstrate any behaviour deemed to be unacceptable.

The Code of Practice
The definitions of 'care' and 'support' used in the code of practice follow that of the Regulation and Inspection of Social Care (Wales) Act 2016, used by the CIW. See here for definitions:
http://www.legislation.gov.uk/anaw/2016/2/section/3/enacted

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 (if required), 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 provide cover or 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; risk assessments completed as appropriate; and records kept of any incidents concerning the customer
• 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 cover arrangements and ending the service
• Clear and transparent marketing
• Enterprise details and information on services available are accessible online - for example via Facebook and / or www.dewis.wales
https://en.infoengine.cymru/

Self-declaration to the Code of Practice
If your social enterprise has achieved all points on the code of practice above, please complete the form below to self-declare this and confirm that you'd like to appear on the Catalysts for Care directory of care and support enterprises in Pembrokeshire.
For more information about the Code of Practice for social enterprises, please contact:

Steffan Lemke-Elms , Social Enterprise Development Officer at PAVS.

steffan.lemke-elms@pavs.org.uk

Self-declaration to the Code of Practice

If your enterprise has achieved all points on the code of practice above, please complete the form below to self-declare this and confirm that you'd like to appear on the Catalysts for Care directory of care and support enterprises in Pembrokeshire.

Required field which must be answered

Your name*

……………………………………………………………

Your email address*

……………………………………………………………

Your contact telephone number*

………………………………………………………………

The name of your Social Enterprise*

…………………………………………………………

Have you signed the Social Enterprise Support Registration Forum?*
Yes/NO

I hereby self-declare that my Social Enterprise and its activity has achieved all points on the Catalysts for Care Code of Practice (above) *

Signed …………………………………..   Date ………………………………………….

I would like my Social Enterprise to be listed in the Catalysts for Care 'Directory of Care and Support Enterprises' in Pembrokeshire *

Signed …………………………………..   Date ………………………………………….

I consent for my contact details to be used by the Catalysts for Care Social Enterprise Programme and its partners: PLANED, PAVS and Pembrokeshire County Council in line with the Data Protection Act 2018 - the UK's implementation of the General Data Protection Regulation (GDPR). *

Signed …………………………………..   Date ………………………………………….