Measuring the impact of workforce registration and professional standards on the quality of social care services in Northern Ireland

Evaluation Report - January 2019

Workforce Registration Data
The Social Care Register is held by the Northern Ireland Social Care Council - the regulatory body for the social care workforce in NI.

Year 2 Online Survey for Staff and Managers/Employers
The survey was issued to all registered social care workers and their managers/employers by email.
850 Social Care Workers responded
109 Managers/Employers responded

Year 2 Focus Groups
7 Social Care Managers/Employers engaged across 3 focus groups
29 Social Care Workers engaged across 3 focus groups
35 Social Care Users engaged in one focus group

Percentages have been rounded to whole numbers and as a consequence some percentages may not sum to 100.
Compulsory registration of Social Care Workers was introduced in Northern Ireland - the first of any UK jurisdiction.

At 30 November 2018, 34,882 people were registered Social Care Workers.

The registered Social Care Workers’ main job areas* were:

- Residential Care: 47%
- Domiciliary Care: 39%
- Day Care: 7%
- Supported Living: 4%

* A further 4% were in ‘other’ work areas, e.g. advocacy worker, driver or educational welfare officer.

Alongside the registration, Standards of Conduct and Practice were introduced for Social Care Workers (every new registrant receives a copy in their registration pack).

92% of survey respondents said they had a copy of the Standards of Conduct and Practice.

- 2017: 70%
- 2018: 92%

Social Care Workers were asked: “How often do you use the Standards?”

- Never - don’t have a copy: 8%
- Never - have a copy: 7%
- Every 3–6 months: 14%
- Once a month: 22%
- Once a week: 50%
Online Surveys of Social Care Workers and Employers

**QUALITY**

73% of employers thought that the Standards of Conduct and Practice has improved the quality of the service delivered.

**CONFIDENCE**

2 out of 3 Social Care Workers said the introduction of the Standards of Conduct and Practice has improved their confidence in what they do.

**RISK**

Social Care Workers' survey:

“Registration has helped reduce the risk to people I care for”
“Can you tell us what registration means? Will it make any difference to the services we use?”

“I believe strongly in registration – it makes people accountable for what they do.”

“Living up to the values and behaviours in the Standards are most important - it’s not just about the work.”

“Registration is needed to help protect people.”

“I use the Standards to help show colleagues how to do things well.”

“I find that the care workers in NI are very professional.”

“The most important thing is that care workers have a full picture of what each person needs.”

“Staff are aware of the consequences now and it makes them less likely to take risks that might lose their registration.”

“Registration and Standards for social care gives staff confidence to challenge culture or practices that aren’t appropriate.”

“Registration increases the accountability of workers – both to their employer and NISCC.”

“Standards are included in induction for new workers and this gets workers started on the right approach.”

The most important thing is that care workers have a full picture of what each person needs.