

Retention and sustainability of social care workforce (RESSCW) Survey of the impact of COVID-19 on frontline care workers

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ENRICH National Meeting

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University of
Kent

LONDON
SCHOOL of
HYGIENE
& TROPICAL
MEDICINE



Aims

Overarching study

Aims to help social care providers, commissioners, regulators and policy-makers understand the specific organisational and individual drivers of staff retention in the social care sector

COVID-19 survey

Aims to examine the impact of COVID-19 on the social care workforce.

Methods

- Longitudinal panel survey
 - On the NIHR Portfolio
 - 2 waves of data collection: April-June and November-January
 - Hoping to get follow up data on the people from wave one.
- Supplementing with new participants in wave two
 - This is where we need your help!

Preliminary findings from wave one

- 1,037 valid responses at wave one (were aiming for >2k)
 - 82% female
 - 78% White British
 - 41% working in social care more than 10 years
 - 54% private sector, 18% public sector, 13% charity, 6% other
- Roles:
 - Majority direct care roles (74%) and management (19%)
 - Just over a third of respondents work in care homes

Since the start of 2021:

Among the people they work with



7 out of 10 had **confirmed** COVID-19 cases among staff or clients



Had first dose of COVID-19 vaccine

87% ✓ 9% ✗ 3% !

Source: canva.com

Asked to do continuous working days at the time our nursing home has covid outbreak as all staff tested positive and needed to isolate, and offered without pay increase or proper recognition of work after the covid crisis

Regulated professional, older adults, care home w or w/o nursing

Pressure to take covid vaccine at work, no sensitivity about that

Direct care, older adults, care home w or w/o nursing

I am very happy that we had both doses of vaccine and I hope for this whole thing to be over with and to go back to normal as before Co-vid started

Regulated professional, older adults, care home w or w/o nursing

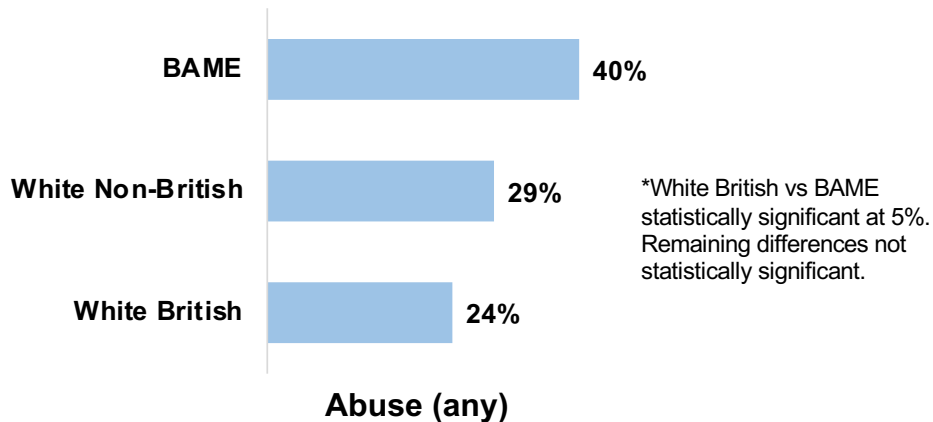
Vaccines shouldn't be forced on ourselves or risk losing our jobs if not wanting to have the injection

Direct care, older adults, care home w or w/o nursing

Experienced in relation to COVID-19:

26%

reported being abused
(verbal abuse, bullying,
threat or physical violence)



Being called names,
being threatened,
being followed

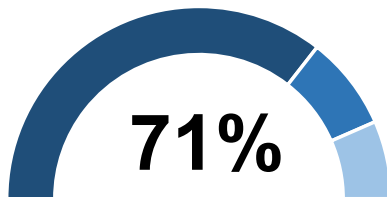
Direct care, adults with
physical and/or sensory
disability, supported
living/extra care housing

A huge amount of negative
comments on social
media, blaming carers for
so many residents who
died of covid, and blaming
care homes of keeping
residents hostage,
unwilling to allow visits

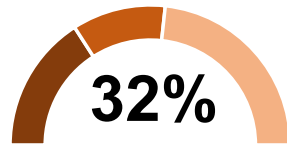
Direct care, older adults, care
home w or w/o nursing

Social care workers have been the target
for blame from all areas during covid 19,
we were told to stop family visits then lots
of documentaries on how cruel we were.
DNAR were put on files then we were
blamed for this? the general population
now see us as a low paid, in a role where
we don't need to be respected - yet we are
caring for your loved ones

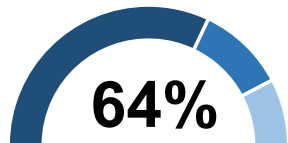
Management, care home w or w/o nursing



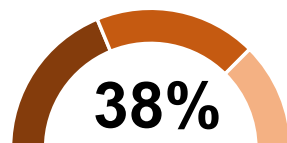
very satisfied/satisfied
with job (overall)



very satisfied/satisfied
with amount of pay

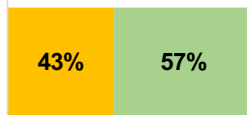


very satisfied/satisfied
with job security

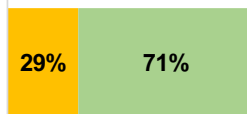


very satisfied/satisfied
with promotion prospects

Current employer
voluntarily



Social care
altogether



■ Very/quite likely
■ Not very/at all likely

Intention to leave in the next 12 months

The desperately low pay, zero hours & no paid travel time is, the killer for this job. It's the most fulfilling job I have had, in some ways, despite having worked in prestigious jobs. But I am constantly angry with the unfairness of the wages, pretence that it is unskilled labour, and so on. Which is why I can't stay.

Direct care, older adults and adults with physical and/or sensory disability, domiciliary care

We were hung out to dry , we don't want clapping support we want fair wages for an extremely difficult job , appreciation in the pay packet not standing on front doors . Jobs stacking shelves in supermarkets pay better how is that right?

Direct care, older adults, care home w or w/o nursing

I feel undervalued, definitely under paid and have been looking for other jobs, not in care.

Management, care home w or w/o nursing

Next steps

- Drafting wave two:
 - We'll be asking a lot of the same questions to see what's changed.
 - Some new questions too (in draft).
- Working with partners to support recruitment
 - ENRICH, UNISON, Skills for Care, Care Worker's Charity, UK Home Care Association, National Care Forum.
- Aiming to have the survey online and ready to share in November
- Will keep it open over Christmas until early January 2022.

Acknowledgments

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The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK. The views expressed are entirely those of the authors.

Thank you for listening!

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<https://www.pssru.ac.uk/resscw/frontpage/>

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