The impact of the COVID-19 pandemic on the care workforce in the UK

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Retention and Sustainability of Social Care Workforce ([RESSCW](#)) project

Funder: Health Foundation (Efficiency Research Programme). Collaboration between UoK, UCL, LSHTM, City and Skills for Care: 2019-2022

Aim: 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

Work has been extended to examine the impact of COVID-19 on workforce retention and sustainability

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Disclaimer: 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.

The onset of COVID-19
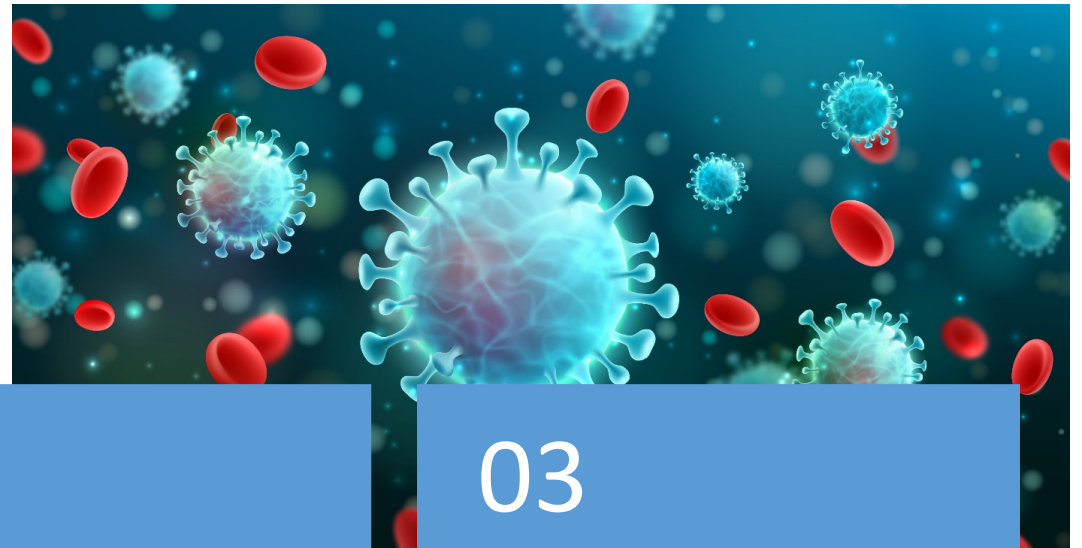
01

What are the implications of COVID-19 on care workers' general wellbeing, working conditions, and intentions to quit the sector?
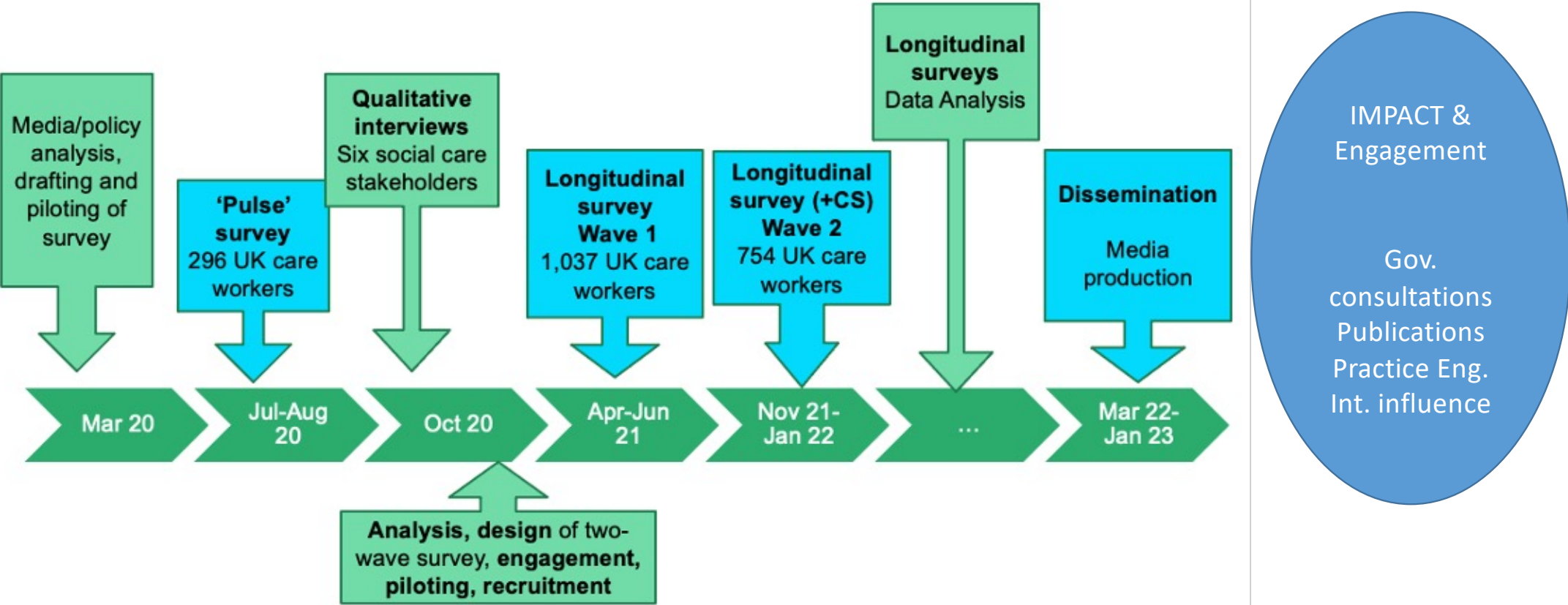
02

Are certain workers with specific individual and work characteristics more negatively impacted by the COVID-19 pandemic?

03

Do any of these implications differ by care settings, especially between domiciliary and residential care?

C-19 WP timeline

Background: The UK social care workforce

- The UK social care system
  - Mixed care economy
  - Personalisation & marketisation
  - Disconnected and fragmented care delivery models
  - Underfunded
  - Long-standing recruitment and retention challenges
  - *Legacy of political neglect*

- Emotionally taxing work
- Working conditions
  - Contract (in)security, wages,
- The profile of the workforce
  - Gender, age, ethnicity, nationality
- Societal image and (under)value
- Relationship to the NHS

Ongoing UK Reforms
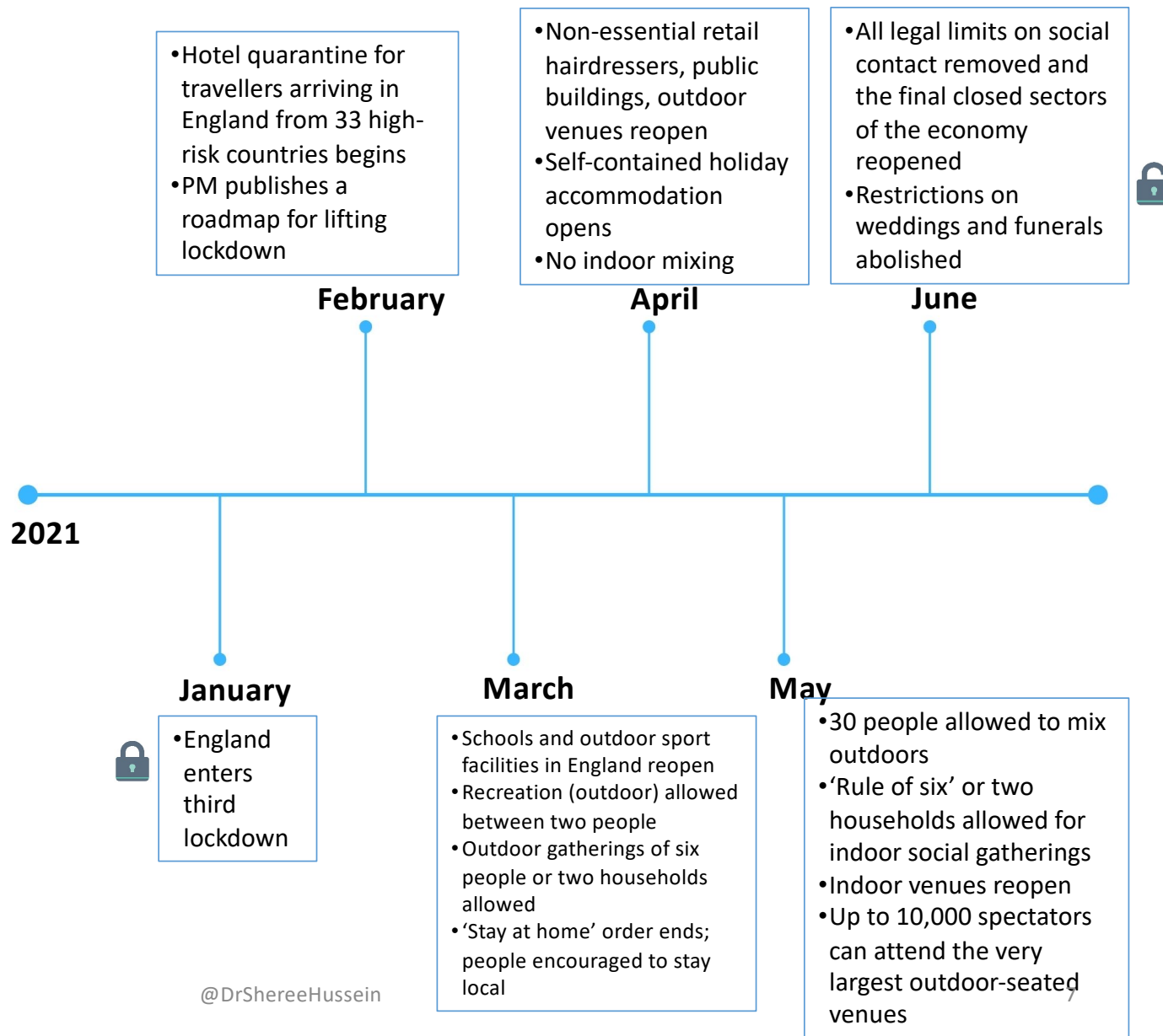
COVID19 policies & the social care workforce

- A complex assembly of policies.. For social care many guidance were fragmented and came too late
- The government's COVID-19: adult social care action plan was published in April
  - Almost a month after countrywide social distancing measures
  - In May, introduced a dedicated fund to fund to support infection control in care homes.
- Challenges in accessing PPE and testing
- System fragmentations → difficult to co-ordinate support
- Attention, when arrived, was primarily on care homes

Health Foundation, July 2020
King's Fund, July 2020

Timeline leading to Wave 1

Source: Institute for Government analysis

2021

January
- England enters third lockdown

February
- Hotel quarantine for travellers arriving in England from 33 high-risk countries begins
- PM publishes a roadmap for lifting lockdown

March
- Schools and outdoor sport facilities in England reopen
- Recreation (outdoor) allowed between two people
- Outdoor gatherings of six people or two households allowed
- 'Stay at home' order ends; people encouraged to stay local

April
- Non-essential retail hairdressers, public buildings, outdoor venues reopen
- Self-contained holiday accommodation opens
- No indoor mixing

May
- 30 people allowed to mix outdoors
- 'Rule of six' or two households allowed for indoor social gatherings
- Indoor venues reopen
- Up to 10,000 spectators can attend the very largest outdoor-seated venues

June
- All legal limits on social contact removed and the final closed sectors of the economy reopened
- Restrictions on weddings and funerals abolished

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Survey content

Pulse survey
Jul-Aug 20

Demographics

Job-related characteristics (e.g. tenure, contract, role, setting, employer, client group)

COVID-specific topics (e.g. PPE)

Current vs. pre-COVID: employer, care setting/client group

Changes since onset of COVID: job-satisfaction-related aspects (e.g. pay, workload), intention to quit, overall job satisfaction, feelings at work, general health

Longitudinal survey: Wave 1
Apr-Jun 21

Demographics
Job-related characteristics (incl. union membership)
COVID-specific topics (incl. cases and vaccine uptake)

Current/past few weeks: job-satisfaction-related aspects but extended, feelings…

Current: organisational commitment (e.g. seeking views, responding to suggestions) and job supports (e.g. respect, fair treatment, feedback)

Abuse (prevalence, type, perpetrator, action taken)

Longitudinal survey: Wave 2
Nov 21-Jan 22

Since July 21: COVID-specific topics (incl. cases, vaccine uptake and mandate awareness)

Since July 21: Abuse (prevalence, type, perpetrator, action taken)

All other topics as in Wave 1

All surveys included open-ended questions (e.g. about abuse, wellbeing support received)

Key findings

Since the start of 2021:

32% increased workload without additional pay

27% self-isolated

20% increased paid working hours

18% took sick leave due to COVID-19

13% redeployed to a different role or workspace

13% stopped or was stopped by employer from working in different places to reduce spread of COVID-19

If self-isolated, took sick leave or stopped working

Pay

48% normal pay

28% statutory sick pay

9% employers' sick pay

11% no pay

Employers should have more staff to avoid increased workload

Domiciliary care, older adults

Care workers are now on thier knees and fatigued and yet still no light at the end of the tunnel.

Management, domiciliary care

We had to work longer hours with less staff

Direct care, supported living/extra care housing

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

it is such a struggle .. to keep my head above water to pay bills and council tax as i only received about £93 for the 11 days I had off with COVID 19

I work more hours than the legal limit.

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

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 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

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
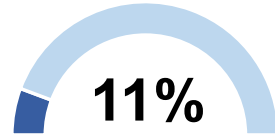
Experienced in relation to COVID-19:

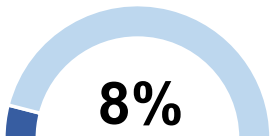**26%** reported being abused (verbal abuse, bullying, threat or physical violence)
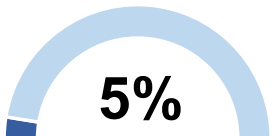
Experienced in relation to COVID-19:

20% Verbal abuse

11% Bullying

8% Threat

5% 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

Verbally abused by

43% service user/client

32% service user's/client's family

24% colleague/staff member

24% general public

19% manager/supervisor

Bullied by

31% colleague/staff member
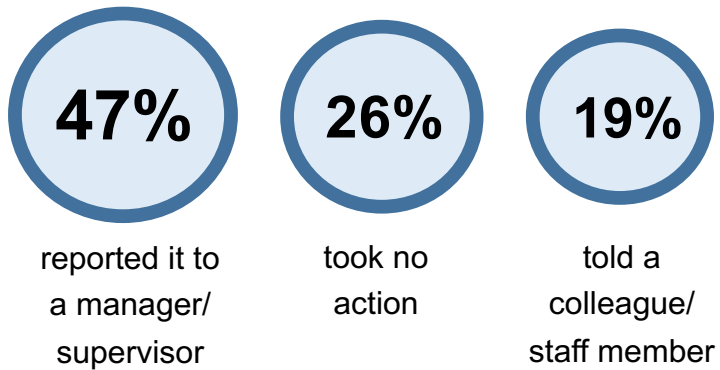
29% manager/supervisor

24% service user/client
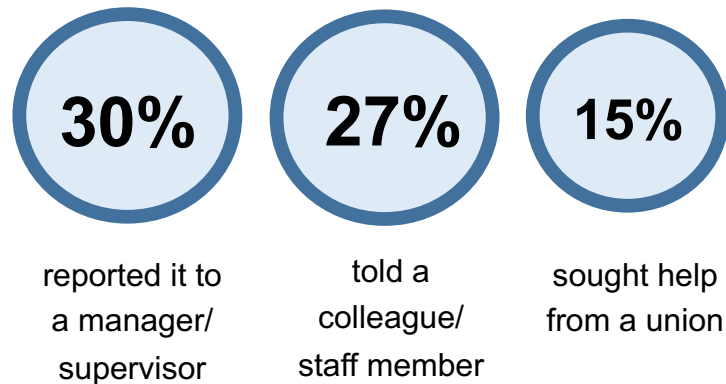
16% service user's/client's family

10% general public

Experienced in relation to COVID-19:

Verbally abused – action taken

47% reported it to a manager/ supervisor

26% took no action

19% told a colleague/ staff member

Bullied – action taken

30% reported it to a manager/ supervisor

27% told a colleague/ staff member

15% sought help from a union

There was nothing I could do. It was reported to line management. I was trying to keep all within the government guidelines and to keep people safe but colleagues wanted to and did work against the directives given placing all others at risk. When this was raised they bullied and used threatening behaviour.

Management, care home w or w/o nursing

Direct care, adults with mental health needs, domiciliary care

It was reported to police and management, but they did nothing because "can't do anything about it because of covid restrictions and tenancy agreements". So we had to take the abuse for almost a year…

It's not safe to get help.

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

Abuse (any): differential experience

Nationality & ethnicity

BAME **40%**

White Non-British **29%**

White British **24%**

Abuse (any)
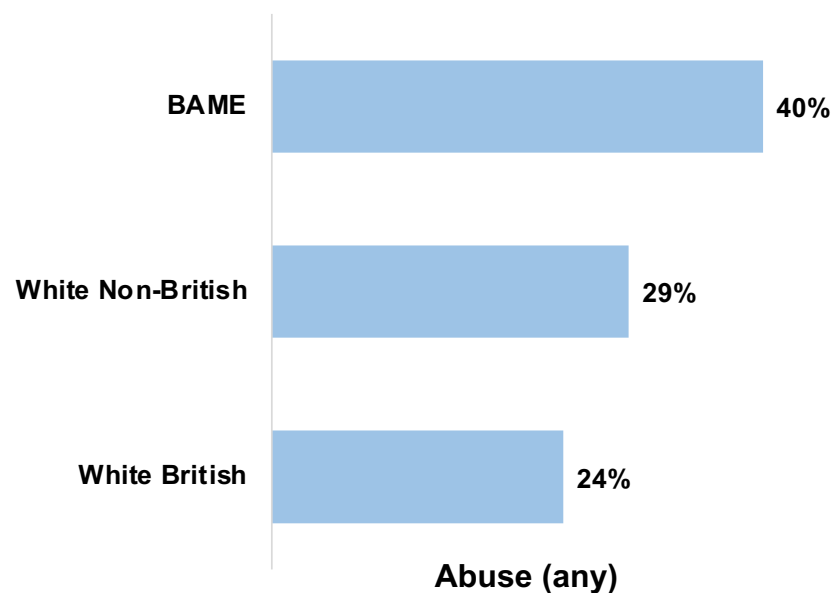
*White British vs BAME statistically significant at 5%.
Remaining differences not statistically significant.

Care setting

Domiciliary care/other **22%**

Residential care **31%**

Abuse (any)
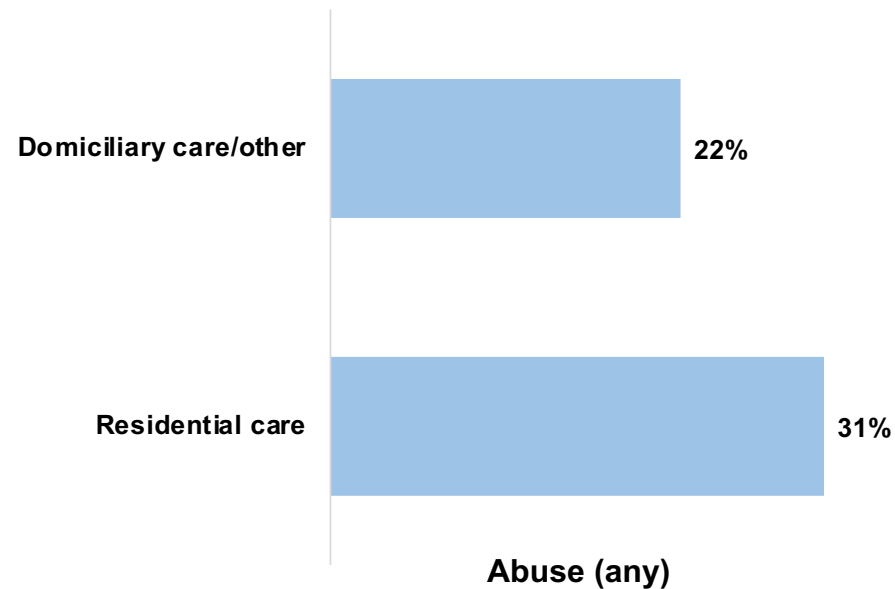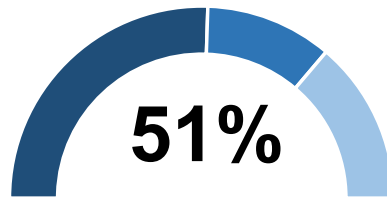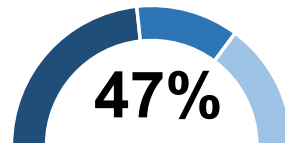
*Difference is statistically significant at 5%.

No significant differences by country

Work-life Balance, Health and Wellbeing (I)

51%

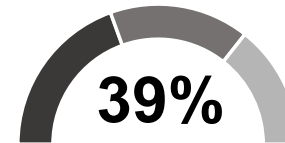very satisfied/satisfied
with **work-life balance**

47%

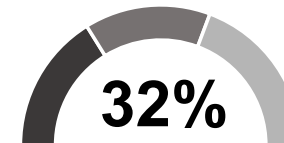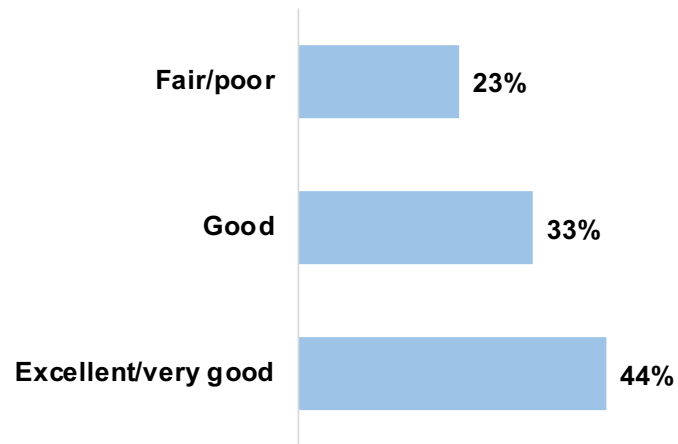very satisfied/satisfied
with **workload**
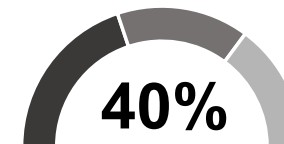
In the past few weeks, job has made you feel

39%

all/most of the time
tense, uneasy or worried

32%

all/most of the time
calm, contended or relaxed

40%

all/most of the time
cheerful, enthusiastic or optimistic

General health (now)

Fair/poor	23%
Good	33%
Excellent/very good	44%

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Work-life Balance and Wellbeing (II)

Linear regression	Wellbeing [proxy][+]	Wellbeing [work-life balance]
Abuse		
Yes	-0.185*** (0.023)	-0.312*** (0.064)
Abuse (count)		
Single	-0.128*** (0.028)	-0.143* (0.081)
Multiple	-0.254*** (0.030)	-0.519*** (0.082)
Abuse (type)		
Verbal abuse	-0.093*** (0.027)	-0.182** (0.077)
Bullying	-0.145*** (0.035)	-0.222** (0.096)
Threat	-0.033^{ns} (0.046)	-0.015^{ns} (0.123)
Physical violence	-0.107** (0.050)	-0.381*** (0.138)

[+]Composite index created from feelings questions. All specifications include controls for age band, gender, ethnicity & nationality, regional COVID-19 cases, regional COVID-19 deaths, employer type, care setting, client group, job role, tenure, contract type, union membership and north-south dummies. Robust standard errors in parentheses. ***$p<0.01$, **$p<0.05$, *$p<0.1$, ^{ns} not significant.

Job Satisfaction and Intention to Quit (I)
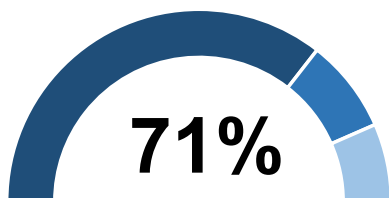
71%
very satisfied/satisfied
with **job (overall)**
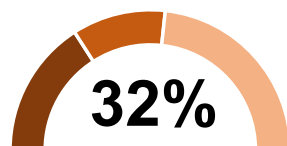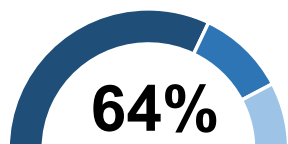
32%
very satisfied/satisfied
with **amount of pay**

64%
very satisfied/satisfied
with **job security**
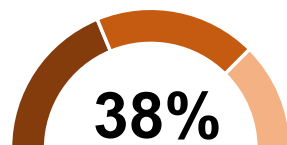
38%
very satisfied/satisfied
with **promotion prospects**

Current employer voluntarily: 43% Very/quite likely, 57% Not very/at all likely

Social care altogether: 29% Very/quite likely, 71% Not very/at all likely
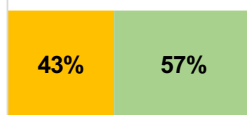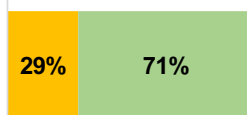
Legend:
- Very/quite likely
- Not very/at all likely

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. 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

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Job-related attitudes & aspects

- A set of job-related attitudes and job aspects
  - Workplace Employment Relations Survey + Extra items relevant to social care
  - 5-point Likert-type scales [1,…,5]
- How best to utilise these variables?
  - Longitudinal dimension
  - Descriptively
  - Regression analysis
- Challenge: Many items, some of which are highly correlated
  - **Factor analysis (FA):** exploratory, as we do not have a clear idea of the structure or dimensions in a set of variables; *varimax* rotation; pooled sample
  - How to create the scales? Steps: a) reorder ordinal scales [-2,…,2]; b) additive per category
  - Pseudo-continuous (median cut-off) [-1,0,1] or normalised [0,…,1]?

Worker's perceptions

Organisational commitment

Work-related factors

Job satisfaction

Feeling good at work

Job supports

Job satisfaction	Organisational commitment	Feeling good at work	Job supports
Proud to tell people - who I work for - I work in social care **Feel loyal to my organisation** **Share many of the values of my organisation** **Job aspects** - workload - job safety - job security - work-life balance - promotion prospects - amount of pay you receive - opportunities to use your skills - extent to which you can use your own initiative - support you receive from managers and/or co-workers - quality of care you provide	**How good the managers at the workplace are at:** - Listening to the views of employees or employee representatives about work-related issues - Responding to suggestions from employees or employee representatives - Seeking the views of employees or employee representatives - Allowing employees or employee representatives to influence final decisions	**Thinking of the past few weeks, the amount of time that your job made you feel:** - cheerful, enthusiastic, optimistic - depressed, gloomy or miserable - calm, contended or relaxed - tense, uneasy or worried	**Immediate supervisor, line manager or boss:** - Helps me perform well in my job - Provides useful feedback on my work - Treats me fairly - Is supportive if I have a problem - Recognises when I have done a good job - Respects me as a person - Can be relied upon to keep promises - Is successful in getting people to work together - Supports my learning and development

Factor loadings

Job satisfaction

Variable	Factor1	Uniqueness
JB_PRIDE	0.7854	0.3831
JB_SAT	0.7539	0.4316
JB_SUPPORT	0.7334	0.4622
JB_LOYAL	0.7274	0.4709
JB_SKILL	0.6969	0.5143
JB_SAFETY	0.6940	0.5184
JB_WORKLOAD	0.6589	0.5659
JB_VALUE	0.6502	0.5772
JB_PROMO	0.6409	0.5892
JB_SECURITY	0.6261	0.6080
JB_BALANCE	0.5730	0.6716
JB_INIT	0.5656	0.6801
JB_PAY	0.5342	0.7146
JB_QUALITY	0.5001	0.7499
JB_PRIDESC	0.4711	0.7780

Organisational commitment

Variable	Factor1	Uniqueness
JB_LISTEN	0.9438	0.1093
JB_RESPOND	0.9359	0.1241
JB_SEEK	0.9095	0.1729
JB_INFL	0.8820	0.2221

Feeling good at work

Variable	Factor1	Uniqueness
JB_CHEERFUL	0.7649	0.4149
JB_DEPRESSED	-0.7498	0.4379
JB_CALM	0.7432	0.4477
JB_TENSE	-0.7387	0.4543

Job supports

Variable	Factor1	Uniqueness
JB_PERFORM	0.8976	0.1944
JB_FEEDBACK	0.8863	0.2146
JB_FAIR	0.8857	0.2155
JB_SUPPORT~E	0.8839	0.2188
JB_RECOGN	0.8722	0.2392
JB_RESPECT	0.8709	0.2416
JB_RELY	0.8703	0.2426
JB_TOGETHER	0.8642	0.2531
JB_LEARNING	0.8117	0.3411

Scales by subgroups – ethnicity & nationality

	White B	White NB	BAME
Job sat	0.639	0.606	0.670
Org com	0.568	0.527	0.658
Work feelings	0.492	0.482	0.560
Job sup	0.624	0.629	0.690

Significant differences at **1%**: job sat (White Non-British vs. BAME), org com (White Non-British vs. BAME; White British vs. BAME), work feelings (White Non-British vs. BAME; White British vs. BAME), job sup (White British vs. BAME)
Significant differences at **5%**: job sat (White British vs. BAME)

Intention to quit

- Intention to leave/quit
  - current employer voluntarily in the next 12 months
  - social care altogether in the next 12 months
  - 4-point Likert-type scales [Very likely, Quite likely, Not very likely, Not at all likely]
- Long-standing issue of high turnover for care workers in England (SfC, 2021)
  - 28.5% (~410K people) over a year
  - ↓ in turnover rates during the pandemic; by 3.7 percentage points for care workers
  - Domino impact (vacancies): 8% pre-COVID; 6.2% Apr 20-July 21; 8.2% Aug 21
- COVID-19 era – so far, a) emphasis on actual turnover; b) England
- Contribution: a) comprehensive work-related scales (job satisfaction, organisational commitment, feeling good at work, job supports); b) employee's perspective; c) UK
  - Longitudinal COVID-19 workforce survey; unbalanced panel (N=1,791)
  - Pooled and panel regression analysis

Intention to quit – analysis in progress

- Outcome measures: 1. intention to quit current employer; 2. intention to quit the whole social care sector- in the next 12 months
- Independent variables:
    - Demographic & work characteristics: gender, age, nationality& ethnicity, tenure, main employer, job role, setting, contract type, union membership
    - An indicator of abuse severity in relation to COVID-19
    - Impact of COVID-19 on the individual
    - Job-related scales (explained earlier)
    - Local market characteristics: linking first half of postcode to local unemployment rate
    - Survey wave effect (dummy)
- Applying different models (with(out) random effects)

QUIT_EMP	(1) LPM/OLS β	(2) Logit ME	(3) Probit ME	(4) FE LPM β	(5) Probit RE ME
Male	0.063** (0.029)	0.088** (0.044)	0.086** (0.041)		0.078* (0.041)
White Non-British	0.045 (0.045)	0.068 (0.068)	0.071 (0.064)		0.071 (0.065)
BAME	0.141*** (0.035)	0.220*** (0.053)	0.202*** (0.049)		0.209*** (0.047)
Under 35 years	-0.063** (0.030)	-0.096** (0.045)	-0.091** (0.042)	0.068 (0.293)	-0.091** (0.041)
35-44 years	-0.052* (0.029)	-0.082* (0.045)	-0.074* (0.042)	0.109 (0.183)	-0.073* (0.041)
55+	-0.053** (0.026)	-0.082** (0.040)	-0.078** (0.037)	0.181 (0.183)	-0.076** (0.037)
Sector: Public	-0.049* (0.026)	-0.073* (0.039)	-0.066* (0.036)	-0.037 (0.105)	-0.067* (0.036)
Sector: Charity	-0.053 (0.034)	-0.076 (0.050)	-0.061 (0.047)	0.184 (0.141)	-0.051 (0.047)
Sector: Other	-0.009 (0.034)	-0.017 (0.054)	-0.011 (0.048)	0.070 (0.096)	-0.007 (0.049)
Care setting: Residential	-0.007 (0.024)	-0.010 (0.037)	-0.014 (0.034)	-0.012 (0.129)	-0.018 (0.034)
Service user: Older adults (incl. dementia)	0.017 (0.022)	0.024 (0.033)	0.024 (0.031)	0.093 (0.105)	0.031(0.031)
Service user: Adults with phy and/or sens disab	0.027 (0.029)	0.043 (0.045)	0.045 (0.042)	0.154* (0.087)	0.051 (0.042)
Service user: Adults with mental health needs	-0.027 (0.031)	-0.039 (0.047)	-0.034 (0.044)	0.064 (0.104)	-0.026 (0.044)
Service user: Other (incl. children)	-0.010 (0.037)	-0.012 (0.054)	-0.012 (0.050)	-0.080 (0.095)	-0.021 (0.050)
Role: Direct care	-0.036 (0.025)	-0.053 (0.038)	-0.045 (0.035)	-0.055 (0.107)	-0.040 (0.035)
Tenure: <2 years	0.006 (0.032)	0.004 (0.051)	0.004 (0.047)	0.204 (0.263)	0.006 (0.047)
Tenure: 2-5 years	-0.004 (0.028)	-0.006 (0.043)	-0.006 (0.040)	0.049 (0.193)	-0.011 (0.039)
Tenure: 6-10 years	-0.043 (0.029)	-0.071 (0.043)	-0.064 (0.040)	-0.002 (0.123)	-0.067* (0.039)
Contract type: Permanent	0.046* (0.024)	0.078** (0.038)	0.077** (0.035)	0.054 (0.091)	0.077** (0.035)
Union member: Yes	0.005 (0.022)	0.009 (0.034)	0.013 (0.032)	0.098 (0.095)	0.016 (0.031)
Abuse: Single	0.079*** (0.030)	0.118*** (0.044)	0.107*** (0.041)	-0.006 (0.072)	0.108*** (0.040)
Abuse: Multiple	0.077** (0.037)	0.110* (0.057)	0.114** (0.051)	0.102 (0.086)	0.116** (0.050)
Scale: Job satisfaction+	-0.130*** (0.017)	-0.146*** (0.020)	-0.141*** (0.019)	-0.159*** (0.039)	-0.139*** (0.019)
Scale: Organisational commitment+	-0.024 (0.016)	-0.038* (0.021)	-0.037* (0.020)	-0.007 (0.037)	-0.036* (0.020)
Scale: Feeling Good at work+	-0.128*** (0.014)	-0.174*** (0.018)	-0.166*** (0.017)	-0.066* (0.034)	-0.163*** (0.017)
Scale: Job supports+	-0.070*** (0.016)	-0.093*** (0.020)	-0.087*** (0.019)	-0.107*** (0.035)	-0.090*** (0.018)
Observations	1,791	1,791	1,791	1,791	1,791

Significance level: *** $p<0.01$, ** $p<0.05$, * $p<0.1$, +pseudo-continuous; robust standard errors in parentheses.

Estimation results (selected control variables)

QUIT_SC	(1) LPM/OLS β	(2) Logit ME	(3) Probit ME	(4) FE LPM β	(5) Probit RE ME
Male	0.074** (0.031)	0.087** (0.036)	0.083** (0.035)		0.078** (0.035)
White Non-British	0.014 (0.052)	0.022 (0.057)	0.029 (0.058)		0.040 (0.059)
BAME	0.065* (0.036)	0.085 (0.048)	0.088* (0.045)		0.089* (0.045)
Under 35 years	-0.073** (0.030)	-0.077** (0.034)	-0.077** (0.034)	0.263 (0.296)	-0.078** (0.034)
35-44 years	-0.044 (0.030)	-0.048 (0.035)	-0.042 (0.035)	0.001 (0.184)	-0.042 (0.034)
55+	0.007 (0.027)	0.008 (0.033)	0.010 (0.032)	-0.036 (0.184)	0.007 (0.032)
Sector: Public	-0.026 (0.026)	-0.031 (0.031)	-0.029 (0.031)	-0.016 (0.106)	-0.030 (0.030)
Sector: Charity	-0.049 (0.035)	-0.053 (0.037)	-0.046 (0.038)	0.226 (0.142)	-0.041 (0.038)
Sector: Other	-0.013 (0.033)	-0.020 (0.040)	-0.014 (0.040)	0.038 (0.096)	-0.012 (0.041)
Care setting: Residential	0.008 (0.025)	0.008 (0.028)	0.005 (0.029)	-0.035 (0.130)	0.005 (0.029)
Service user: Older adults (incl. dementia)	-0.026 (0.023)	-0.033 (0.027)	-0.028 (0.026)	-0.066 (0.106)	-0.028 (0.026)
Service user: Adults with phy and/or sens disab	0.038 (0.031)	0.043 (0.037)	0.049 (0.037)	-0.093 (0.088)	0.038 (0.037)
Service user: Adults with mental health needs	-0.042 (0.032)	-0.049 (0.038)	-0.049 (0.038)	0.077 (0.105)	-0.042 (0.038)
Service user: Other (incl. children)	-0.032 (0.035)	-0.033 (0.040)	-0.031 (0.040)	0.045 (0.095)	-0.026 (0.041)
Role: Direct care	-0.013 (0.026)	-0.011 (0.030)	-0.012 (0.030)	-0.124 (0.108)	-0.011 (0.030)
Tenure: <2 years	-0.009 (0.035)	-0.019 (0.042)	-0.021 (0.041)	0.542** (0.262)	-0.016 (0.041)
Tenure: 2-5 years	-0.043 (0.029)	-0.051 (0.033)	-0.052 (0.033)	0.182 (0.194)	-0.056* (0.033)
Tenure: 6-10 years	-0.028 (0.029)	-0.039 (0.033)	-0.036 (0.033)	-0.026 (0.124)	-0.036 (0.033)
Contract type: Permanent	0.061** (0.025)	0.080** (0.032)	0.078** (0.031)	0.145 (0.091)	0.079** (0.031)
Union member: Yes	0.021 (0.024)	0.027 (0.028)	0.030 (0.028)	0.149 (0.095)	0.035 (0.027)
Abuse: Single	0.128*** (0.032)	0.142*** (0.037)	0.144*** (0.036)	0.074 (0.073)	0.142*** (0.035)
Abuse: Multiple	0.106*** (0.040)	0.101** (0.042)	0.109*** (0.042)	0.154* (0.086)	0.110*** (0.041)
Scale: Job satisfaction[+]	-0.087*** (0.016)	-0.090*** (0.017)	-0.090*** (0.017)	-0.062 (0.039)	-0.090*** (0.017)
Scale: Organisational commitment[+]	-0.022 (0.015)	-0.028 (0.017)	-0.027 (0.017)	-0.010 (0.038)	-0.025 (0.017)
Scale: Feeling good at work[+]	-0.120*** (0.014)	-0.135*** (0.015)	-0.136*** (0.015)	-0.014 (0.034)	-0.127*** (0.015)
Scale: Job supports[+]	-0.009 (0.015)	-0.012 (0.016)	-0.126 (0.016)	-0.050 (0.035)	-0.015 (0.016)
Observations	1,791	1,791	1,791	1,791	1,791

Significance level: *** p<0.01, ** p<0.05, * p<0.1, [+]pseudo-continuous; robust standard errors in parentheses.

Estimation results (selected control variables)

Early findings: Intention to quit

Current employer

- Gender
- Ethnicity/nationality
- Contract type
- Abuse severity
- Job satisfaction
- Job support
- Psychological wellbeing
- *Org commitment*

Social care sector

- Gender
- Contract type
- Abuse severity
- Job satisfaction
- Psychological wellbeing
- *Ethnicity/nationality*

Summary and Conclusion

Implications

Care workers feel neglected and undervalued

- **Workload**; job satisfaction; sense of responsibility
- **Wellbeing**: physical, mental and financial
- Further **retention** issues

Brexit & COVID-19

- The nature and structure of **social care provision**?
- **Live-in care**
- **Migrant workers**: who will fill the gaps?

Sector-wide changes

+ Better **pay** & better jobs
+ Funding & reforms
+ Pool of recruits
+ Sector wide support mechanisms
- Geographical disparities
- Impact on **users** and their **informal carers**

Wellbeing?

Where to find more

RESSCW website

- 'Pulse' survey findings [report] can be found here: https://www.pssru.ac.uk/resscw/files/2020/12/COVID19-and-the-UK-Care-Workers_FINAL_01dec20.pdf]
- Implications and impact of COVID-19 on the sustainability and retention of the social care workforce (hosted by the National Care Forum) [slides can be found here: https://www.pssru.ac.uk/resscw/files/2021/10/RESSCW-NCF-Webinar-FINAL.pdf]

Academic papers:

- Saloniki, E.-C.; Turnpenny, A.; Collins, G.; Marchand, C.; Towers, A.-M.; Hussein, S. Abuse and Wellbeing of Long-Term Care Workers in the COVID-19 Era: Evidence from the UK. Sustainability 2022, 14, 9620. https://doi.org/10.3390/su14159620
- More in progress

Video summary: Published on the MENARAH website and YouTube Channel

- https://www.menarah.org/research-activities/international_learning/the-impact-of-the-covid-19-pandemic-on-the-long-term-care-workforce-evidence-from-the-united-kingdom/

Thank you for listening

Happy to respond to questions

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