# **CW01**

**September 7th 2023**

# **Transcript**

00:00:16

Speaker 1

Ohh hello I've got your form. You're very efficient. Thanks.

00:00:21

Speaker 2

To us, I think.

00:00:23

Speaker 2

I think you're also very bubbling and I think you are the best person to ever talk to on phone.

00:00:27

Speaker 1

Ohh That's a nice thing to say. I'm just really, really pleased that you want to talk to us. Brilliant. Where did you hear about the research? Then again, was it Facebook or?

00:00:45

Speaker 2

As I told you that I'm in my line of duty, I'm supposed to be looking for maybe clients to support in terms of supported living long term long term contracts for plans to be supported because Council contracts are not very reliable so.

Yeah. So when I went through and I was checking out strategies and in between I saw some company doing interest in doing research for client. How to get clients and I was like let me try out this then I saw it.

00:01:24

Speaker 1

Ohh that is so good. Thank you. So are you. Are you at work now?

00:01:33

Speaker 2

I'm home. I'm home.

00:01:34

Speaker 1

Oh. Oh, that's good, right? So I'm not. Right. Right. Well, OK. I'm gonna be as quick as possible. And then there's an electronic voucher as well to send as well. Tomorrow, which is a shopping voucher which you can use, cause it's just to recognise your time. So we're very appreciative. OK, so what's your current job title, CW1?

00:02:06

Speaker 2

Senior support worker to be precise or senior.

00:02:10

Speaker 1

Right, OK. And how long, I mean, what's your provider called and how long have you been there?

00:02:17

Speaker 2

I've been here now this is the ninth month. It's called the [name of provider].

00:02:24

Speaker 1

Oh, OK. Yeah. So that's so you've been there nine months now?

00:02:31

Speaker 2

Yeah. Previously I was In (name of place), for the last 10 years working in care.

00:02:39

Speaker 1

Ohh gosh cause so so when I spoke to you earlier, you said you'd been working care for eight years in total, is that right?

00:02:48

Speaker 2

Well, I would say 8 years in terms of now, that is now the professional aspect. Originally I started as a as a trainee and went through the system of doing the the apprentice. it was 8 years cumulatively.

00:03:10

Speaker 1

So cause yeah, the next question is, have you always wanted to work in care how? Why did you end up in care work?

00:03:20

Speaker 2

Just say that my just to take you back, I did my undergraduate studies in in finance and accounting.

00:03:27

Speaker 1

Yeah, yeah.

00:03:28

Speaker 2

But when I get my university I worked with one of the biggest companies in (name of place) dealing with social care. Amref.

00:03:45

Speaker 1

Ah, I'm rich. All right. Yeah, yeah, yeah. OK. Yeah. I think I have.

00:03:50

Speaker 2

We are sponsored by (name of funder) trust, which is Department for International Development UK. I think Big foundation in UK.

00:04:04

Speaker 1

Yeah. Yeah. Welcome trust. Yeah.

00:04:07

Speaker 2

Yeah, they were sponsored malaria in (name of place). So develop interest in humanity and what contributes to people's welfare, what can people what can contribute to peoples well-being and also ensuring that people live a very modest life because (name of place) has so many challenges so.

00:04:25

Speaker 1

Yeah, yeah,

00:04:27

Speaker 2

Developed interest because in my family we've also seen people are gone through the multiple stages of life people speak, people were sick. So during the care process, I developed interest in terms of what can be done to make sure that people enjoy their life even though they're sick. What needs to be in place to make sure people know comfortable life and even though they they might be having terminal illnesses. And also what are the implication if you don't take care of a certain generation you're going to lose it.

00:05:01

Speaker 2

We talk about the age between 80 to 100 years, there are very few because there's no social care to support the system so most people, once you. Get your once you retire, then most likely you just end up dying. Nobody cares about your next life. And it's something missing. If you count in a village of maybe 1000 people \*inaudible \*were people above 70

00:05:28

Speaker 2

And you know, social care. There's people who are maybe born with people have permanent disability. They hide them so that you find somebody is 20 or 30 years they've been they've never seen gate of their home. They just stuck in the house. So I developed that human interest in helping people to live independent.

00:05:57

Speaker 1

My gosh. So you were working in finance in this big organisation and then you developed it there.

00:06:05

Speaker 2

I decided because finance was I I've done the best I could. I started as assistant accountant. Rose to the finance manager in a period of three years, so I could. I could not see myself going past that level because I learned so much. Then I said what else could I do in life give back to the society in terms of my capacity.

00:06:26

Speaker 1

Ohh, that's that's amazing. That's amazing. And so and and what led you to the UK then? So you say because you said you saw your family and you saw them going through those stages in life and in (name of place) there's not a strong social care system, so. How did you end up in the UK?

00:06:47

Speaker 2

I worked for that company for five, five years and I was forged by another, an elderly home. It was. It was starting up this idea of elderly home is a very new thing in (name of place) because most people are not very…it’s a very modern kind of.. kind of thing, people are not willing to leave their homes to go and stay somewhere.

And so when that new company started, I went there, I did my, my.

00:07:14

Speaker 2

Because we started it off, we did.

00:07:18

Speaker 2

The proposal for funding, the strategy itself, then employing people, then during COVID time, that is, in 2020 it was taken up by another programme to run, to serve in a hospital where they were handling so many emergencies people were suffering from cold because COVID had so many.

00:07:38

Speaker 2

I would say the implications were very some people could paralyse some lost their vision. Some lost. Yeah. So some had stroke. Mental problem. Then I served there for three years and. Then In 2022, through another friend would come to the UK, told me that there were some vacancies, they were recruiting internationally for people who are doing the care.

00:08:05

Ohh wow.

00:08:07

Speaker 2

Well, when I tried, I did so many Went through then. Then I submitted in coming December.

00:08:16

Speaker 1

Ohh So what was that? I missed that. So you came, did you? You came. How did you get over? Sorry I missed that bit. So you said there was a friend who said there were vacancies. So then did you apply for a vacancy in the uK when you were in (name of place) and then you came over for that vacancy?

00:08:37

Speaker 2

Like I was saying, I met so many friends, so one of whom work came to the UK, their parents had moved to UK about 10 years ago. We kept in touch. And I kept asking what are you doing there? He was in personal care and university. I'm working in a company called the [name of provider] and they are doing their recruitment internationally people who are willing to do the care work.

00:09:09

Speaker 2

That was last year. December. They called out for vacancies in July, he shared the link. I called the people, the registered manager. She called me back. I sent my CV. She went to me. She was. I need 3 interviews. She told me. Now you need to get your documents ready if you're moving to the UK. Get your passport, driving licence, get your money, not you. For one month you get your right.

00:09:45

Speaker 2

Get your just the normal professional referencing that will apply to your CEOs.

00:09:56

Speaker 2

Over the years with the slide, it took a month and I put it. Then I applied for visa. And then December came.

00:10:01

Speaker 1

Ohh my gosh quick, so did they pay for your visa or did you pay?

00:10:09

Speaker 2

I had to pay this through my own means. I spend £9,000 to come here with my family.

00:10:21

Speaker 1

Oh my gosh that's a lot of money. And who did you bring with you? Who's in your family?

00:10:32

Speaker 2

two kids and your wife, did you?

00:10:37

Speaker 1

And you're based in (name of place). Was it (name of place), you?

00:10:40

Speaker 1

Said you were.

00:10:41

Speaker 2

I started in (name of place) than I moved and currently in (name of place).

00:10:46

Speaker 1

Very good. Thank you cause it's really good to get that background, I think about why people enter care.

00:10:56

Speaker 1

I think that's really important because we've got questions about how you enjoy it and things like that and what you think are good and bad things about it. And I think it's really important to find out about the motivation about why people are in it. So, OK, so fab. So I've.

00:11:15

Speaker 1

You've you've answered the next question, CW1. How did you hear about this role? I mean have you worked for any other providers in the UK?

00:11:29

Speaker 2

yes, I when I came. You know the DBS takes a lot of time to get it when you are from overseas, so.

00:11:38

Speaker 1

It takes a ridiculous amount of time. I mean, it's just.

00:11:42

Speaker 2

Very, very long time. Yeah. So imagine coming December, I got my enhanced DBS in three months.

00:11:49

Speaker 2

All these three months I was jobless.

00:11:52

Speaker 2

So it took very long time for myself financially. So one time I decided to walk into a care home in (name of place) called (name of organisation).

00:12:08

Speaker 2

So I went in and the manager was like ok what do you want from us then? I told I told her this is what is happening. OK. You qualified then? I sent the CV, she told me. OK, make an application. Then I'll get back to you. So when I did, she told me. I'll just do a basic search, then I'll employ you because you, seem to be very much \*\*inaudible\*\*.

00:12:32

Speaker 2

So when I did, she went to the DBS, the DB lane. Then I worked with them for more than. One and 1/2 months. Then my they enhanced DBS came then my employer now moved me to (name of place). So actually, yeah, I had to leave them.

00:12:47

Speaker 1

Yeah. And that's and that's your current employer, [name of provider]?

00:12:53

Speaker 2

Yeah, yeah, yeah.

00:12:54

Speaker 1

Yeah, OK. I mean, do you think, I mean, yeah, I mean I'll just ask cause the the projects around pay. So basically I mean what is your current hourly rate of pay as a senior care worker now?

00:13:11

Speaker 2

It's 12.50 a hour.

00:13:15

Speaker 1

And I mean in terms of how important is it for you that that pay reflects your experience or do you all get paid the same, do you get paid quite a lot more than a junior care worker? Do you know what I'm saying? Do you get quite high rate of pay compared to others.

00:13:37

Speaker 2

I'll say that the difference is one pound.

00:13:41

Speaker 1

Oh, it's £1.

00:13:43

Speaker 2

Yeah, because the minimum wage is now at 11.40. So that's what they get. They get 11.50, some get up to £12. So the difference is very little.

00:13:52

Speaker 1

Right. Yeah. That per hour. Yeah. And so, yeah. How do you feel about that then? Do you feel that's a problem, or do you think it’s ok?

00:14:04

Speaker 2

In my, in my experience, I don't see that the problem because the challenge is with the scale established by. I think the social security or something because the range is between between £20 and 33,000 pounds annually. So you cannot get someone employing me above that scale.

00:14:25

Speaker 2

And the minimum recruited staff from overseas is around £25,000, so that's the lowest they can want to pay. So the range is not that big because the system has to establish the kind of structure to follow through, but ideally, a senior carer I will say because they give direction to what needs to be done, they should and slightly maybe margin of £5 between the senior and the basic carer here something of the sort that should.

00:14:59

Speaker 1

Yeah. You think ideally it would be 5-5? Yeah. Yeah, that's interesting. What you were saying there. Sorry. Cause this that keeps cutting out this line, but are you saying that when you're international? Is there a cap on how much you can earn?

00:15:21

Speaker 2

Minimum minimum is £25,609…That would be what visa?.....the minimum scale for you to be recruited over, please.

00:15:36

Speaker 1

Gosh, so do you earn? I mean, how?

00:15:39

Speaker 1

Many hours I've got, I've got questions about your hours, but do you earn that?

00:15:43

Speaker 2

But I would say that OK, so currently I earn, mine is 29,000 and so it translating to the month over £2400 pounds every month. That's what I've been earning since I started working in June.

00:15:50

Speaker 1

Right, yeah.

00:15:58

Speaker 1

So you do hit that? Yeah, you tick that off. I see. Yeah. Yeah. Interesting. , so this is really good because I think these are themes that we need to include.

00:16:15

Speaker 2

When applying for the Home Office, they take a…lot of because, they want to have a minimum scale to be recruited overseas. If you don't get a contract with above 48 hours, then you won't get to work here.

00:16:28

Speaker 1

Yeah. Yeah, that's really interesting.

00:16:30

Speaker 1

Thanks, CW1, because I need to ask about that. I think in future interviews. OK, so I've got here. When was the last time your pay increased and by how much? Have you ever had a pay rise since you've been in your current role?

00:16:49

Speaker 2

No, no.

00:16:51

Speaker 1

OK.

00:16:54

Speaker 1

And I've got here. How does your hourly rate compare with other care jobs you've had? So you know the one you entered when you first came to the country and you were waiting for your DBS check? Was that paid a similar rate?

00:17:12

Speaker 2

No, no, no. It was I was being paid 10.50. So now the difference is an increase of £2.00. But I will say I was more of a carer I was not in that senior position. I'm just basic. Care are doing everything. So at the senior level is where now I know I need to find people in the morning in the afternoon, in the evening. So I did so many of synchronised reports, need to guide them, what we need to do. Need to get so many staff on the domiciliary, so this is the activity which I do every morning.

00:17:56

Speaker 1

Yeah. Yeah, cause you're managing and you're allocating, I mean, so when staff are sick in terms of, you know if the staff themselves can't get in, if you gotta find cover for everybody.

00:18:10

Speaker 2

Yeah, every given time you have to ask people on standby if there's an emergency. You have to deploy them and also maybe sometimes you have to go yourself to chip in for complex cases.

Speaker 1

So it sounds very varied.

00:18:35

Speaker 1

Right. What about the national living wage? CW1, did you get an increase because of that at all? No.

00:18:41

Speaker 2

Was it was originally.

00:18:46

Speaker 2

Actually, it was the salary was £11.00, but now the minimum is around 11.5, so we had to go above slightly above the minimum wage.

00:18:58

Speaker 1

That's right. That's interesting. So.

00:19:02

Speaker 1

And do you know if you do, you know if your employer signed up to the real living wage, which is a little bit?

00:19:07

Speaker 1

Higher. Have you heard of that at all?

00:19:11

Speaker 2

I think most people you know challenge we have.

00:19:14

Speaker 2

People don't go through…\*\*inaudible\*\* can get anything people desperate to live so.

00:19:24

Speaker 2

Everybody say this is what I'm paid so if it it's against the law. People are just willing to take anything to survive.

00:19:31

Speaker 1

Yeah, yeah, yeah. No, that's really, I mean, do you have you? Do you see that care workers have to do that? That they just take any job that's low paid.

00:19:45

Speaker 2

Absolutely true, because I'm telling you, when you when you are in, wherever you are in (name of place) or wherever Asia mostly where the major carers come from in UK. The picture you perceive about the UK is different from when you come.So when when you are being recruited, it's very it's very very colourful. When they do come, you find the system is very different. Sometimes there are no clients, so you really have to think through and say I'll take anything to which comes my way to survive.

00:20:20

Speaker 1

Hmm, because sorry because sometimes they haven't. It's not as the way the wage isn't as high as you thought it was. You mean?

00:20:30

Speaker 2

OK, the wage it might but it's based on the availability of work. You cannot control the number of clients you are able to serve in that day. So you can be allocated maybe only serving 5 clients a day and cumulatively will translate to about 5 hours a day, by 10 pm that will be almost maybe 60 pounds in a day. At the end of the month you pay your bills, you have nothing. You're in debt already because you can't afford rent. Most people come with their families. You can't afford to pay the basic.. \*\*inaudible\*\* It's now a deep, you end up in a very bad scenario for anything to take..

00:21:19

Speaker 1

No, that's really it is really tough cause I mean the project is about how the pay could be higher really. So that's, I mean in terms of any other benefits you receive, as you know, there's have, do you get any bonuses, for example, any bonuses? No. What about sick pay? Do you have sick pay?

00:21:48

Speaker 2

Only for maybe a week after that, there's nothing.

00:21:52

Speaker 1

Right. Yeah. What about annual leave? Do you get?

00:21:59

Speaker 2

It's there, but again it's subject to availability of. It's it's determined by so many other factors. You can you are told you are allowed to take leave, but you can only take it as a specific period of time. You cannot go when you want to go.

00:22:15

Speaker 1

So if you book it in advance, can you say?

00:22:20

Speaker 2

Let's say I want to book it in maybe October, I want to go for two straight weeks. I can't because they tell you now. You can only get maybe five days in November, 5 days in October. Six days in December, or maybe January, could not going for. So it's something which is there, but not to be, it's not very.I'll tell you not very aligned to suit your needs.

00:22:44

Speaker 1

Yeah, right. Cause how old are your children?

00:22:52

Speaker 2

3 three years, two months. The other one is 1 year five months.

00:22:55

Speaker 1

Oh, they're very little. Ohh yes. It's nice to spend time with them.

00:23:03

Speaker 2

Actually, they miss you a lot when you you you go to work. You used to have to make ends meet, so you end up spending very little time with them.

00:23:13

Speaker 1

Hmm, I know it's it is hard, isn't it. Cause you're you're doing it for them but you’re not seeing them and yeah it's it’s. It’s very hard.

00:23:27

Speaker 1

So any other sort of any other benefits, any pension contributions, anything like that, any gym membership, any, I don't know any. No, no. OK.

00:23:46

Speaker 2

It's not something. The employer might be contributing, but you have to contribute as well So I would not say it's a benefit.

00:23:59

Speaker 1

No, no. Sure. Fair enough. Yeah. OK. So do you do any sleeping shifts and are you paid for these?

00:24:10

Speaker 2

No, currently I'm not there either, but I know my colleagues would live in they’re with clients 24 hours for the night. I get calls sometimes in the middle of the night we need to take this person to be admitted because of this kind of change in health or whatever. So you have to organise the ambulance. We have to organise their families. It's something which I'm helping that about.

00:24:37

Speaker 1

Yeah. Yeah, it's a lot. And and how much do they get paid then for staying in over?

00:24:48

Speaker 2

That's the same standard. There's no difference. This where I really emphasise that the employer, OK, with these people the employer will benefit more because the Council pays like half the nights as opposed to what the employee gets because the employee gets because employee get a standard hourly rate, but the employer benefits more from the Council because they are paid a premium for the service offered at night.

00:25:18

Speaker 1

Right. Yeah. I mean, that's interesting about the Council. Are many of your clients/or service users are they privately self funded or do the council pay for their care?

00:25:36

Speaker 2

The reason why I managed to get you because I was looking the private client, all our clients currently are Council funded so you can imagine when the Council is involved it’s very regular.

00:25:51

Speaker 1

Yeah, . Gosh, yeah. That's really interesting. OK. So what about other payments? So I've got now, DBS check.

00:26:01

Speaker 1

Check did you get that paid? Did your employer pay for that?

00:26:10

Speaker 2

Yes, you did. You did. You did.

00:26:11

Speaker 1

Yeah, yeah, yeah.

00:26:12

Speaker 1

At your uniform.

00:26:15

Speaker 2

Yes, they said, yeah.

00:26:15

Speaker 1

Yeah, brilliant. And were you paid when you completed your induction training? We're trying to get to a sense of if people are paid at the beginning.

00:26:25

Speaker 2

No paid no.

Speak 1

Ok so you weren't paid for the induction. Yeah. OK. And. And you saying the company didn't the company didn't pay for the visa. You paid for the visa.

00:26:37

Speaker 2

Yeah. I paid.

00:26:43

Speaker 1

OK. And what about domiciliary care, which we're really interested in in terms of how the how do they pay for the time spent with particular the people you care for and the time spent travelling between the people that they care for? How does that work?

00:27:05

Speaker 2

I think that's the biggest problem we currently have in in the in this kind of environment because. You will find the domiciliary support worker will leave the house In the morning, travel for one hour and start to work at 6:30. For 30 minutes works another place for 20 minutes. Another place 45 minutes so that by 10 she's only worked. Or he has only worked three hours convincingly/consecutively.

00:27:35

Speaker 2

Then they go for break up to 5:00 PM. Then they work again for two hours in the night. Then the whole day is wasted. They are out for 16 hours, but only work for five hours.

00:27:48

Speaker 1

That's hard. I mean, is that common, is that is that common?

00:28:03

Speaker 2

Very common

Speaker 1

Hmm. I mean has that been your situation?

00:28:04

Speaker 2

Is affecting across all because even today I was doing my own spot checks I met by the number of carers just loitering in the park, just waiting for maybe 3 hours to another shift. So you will find basically If they only paid. For that demo one maybe 2 hours in a day or five hours, but they spent 10 hours. Waiting for nothing, you know.

00:28:44

Speaker 1

What was that? Sorry.

00:28:48

Speaker 2

The client won’t pay you for time not working.

00:28:53

Speaker 1

But do they not try and sort of, do they not try and get the clients close together geographically? And so you don't have lot or can?

00:29:06

Speaker 2

OK, we do that. But see now again the I will say you have so many staff, maybe 14 at a time. And you only have maybe 30 clients on average it's very hard to fulfil everyone's time needs.

00:29:23

Speaker 1

Ohh my gosh.. Cause how many people work for your organisation? How many care workers have you got?

00:29:31

Speaker 2

They are worth 36.

00:29:33

Speaker 1

How many, 36?

00:29:36

Speaker 1

Wow, 36 got us. I know there's a lot.

00:29:40

Speaker 1

So what about petrol or drivers mileage? Are they paid? Petrol between different clients maybe.

00:29:50

Speaker 2

That's one we pay every at the end of the month we pay normally pay for the mileage covered the whole month, so we reimburse on a scale, we slightly cover for wear and tear. But we reimburse everything for distance covered, mileage covered, something of the sort.

00:30:15

Speaker 1

OK, so that's all the petrol costs is all.

00:30:20

Speaker 2

Plus, because we pay £0.30 per mile, that’s on the high side if you consider what the AA pays, and that’s to cover for the wear and tear.

00:30:36

Speaker 1

OK. So that's really so, do you think that's quite generous compared to other providers, the 30 pence per mile? Is that a good rate?

00:30:48

I think. So most of our carers don’t have cars so we're only doing this to make sure that drivers take care of our carers as well, because they are their colleagues, so you only doing this so those who don’t have cars get the get the support they need.

00:31:06

Speaker 1

Ohh so the other the drivers take the other care workers around.

00:31:12

Speaker 2

Yes the driver is doubling up as a carer because that's what they are required to do anyway.

00:31:18

Speaker 1

Do as well. Yeah, cause I suppose (name of place)'s quite a rural area is it,

00:31:27

Speaker 2

Wow wow, this is another one all together. It's so big, so rural; the network is the worst problem, the roads are so narrow in the bush. Yeah, it's a very large area.

00:31:47

Speaker 1

That's a really interesting important point. Yeah. I mean, do all of the care providers in the area pay around that sort of rate, 30 people per mile. Do you have to compete with other providers for your care workers.

00:32:08

Speaker 2

Looking for as they I think we think we are paying the best because most people are given it according to the AA. And also what the government wants the, HRM Institute so we are slightly above everyone in the market, yeah.

00:32:29

Speaker 1

Yeah Yeah great. Any reimbursement of public transport at all for domiciliary carers.

Speaker 2

Nods no

Speaker 1

No, no, just the car. Right. OK. And and how does the mileage sort of are they paid? How does it appear on their pay slip…We're just interested how.

00:32:47

Speaker 2

Is still on the pay slip it is still tax whatever deductible so. It has, it has to be shown you cannot pay out in the system. You have to account for all the money.

00:32:59

Speaker 1

Ah, so it goes on the pay slip. Yeah. Ohh, that's good. Yeah. OK. And how does it come up on the pay slip?

So the you know.

00:33:13

Speaker 2

It's part of the allowances which need to be taxed so You put it as part of the allowance.

00:33:21

Speaker 1

That's really interesting because we're interested in how different providers tackle this really big problem.

00:33:29

Speaker 2

Yeah, yeah, yeah it’s supposed to be taxed because it’s a benefit kind of thing.

00:33:42

Speaker 1

Ok that’s really interesting. So I think we've got the answer to the next one, is your time spent travelling between people counted as working hours, you've said not. No, right. Yeah. Really interesting. Right. OK. See how. So on average, how long do you think people are out in a day in and how long do they actually get paid for? Do you think it's half?

00:33:50

Speaker 2

So they start travelling at six and the last client is at 9 in the night, so an average of 14 hours on in the in the field, but only get paid for maybe 4 hours in the day.

00:34:23

Oh my gosh.

00:34:26

Speaker 2

So it’s really sometimes it's really something to think about as part of your research.

00:34:33

Speaker 1

Gosh, sorry. I just think it's terrible.

Speaker 2

Now during winter people can be going through …during winter it can be terrible

00:34:47

Speaker 1

Oh, yeah, yeah. And yeah, OK, actually that's a good point about the winter

00:34:54

Speaker 1

OK. Gosh, right. OK. So would you say the rate of pay is good for a care worker in your local area in (name of place)? Do you think most care workers are on the same or do you think your pay rate is a good rate for (name of place)?

00:35:15

Speaker 2

I think for (name of place), I don't think it's a good rate, but the lifestyle in (name of place) is slightly a bit expensive because housing is major the problem.

00:35:28

Speaker 2

I see paid in (name of organisation) I have Heathcoss? I have have seen their pay is a bit higher to pay high, about £15 per hour. Some people, They are depending on the location because they are in a very expensive place.

00:35:56

Speaker 1

Right. Yeah, that's right. OK, so that's interesting. So and in terms of what about other jobs available in the local area generally in (name of place), do you think this is a good paid job? You know, I I don't know what the market like out there. Like out there is the lots of hospitality jobs. It's quite touristy, isn't it? It's.

00:36:18

Speaker 2

I think it's pretty.

00:36:22

Speaker 2

The lowest paid kind of service because I've seen hotel years £14.00 per hour seen people work in the factory, work in warehouses. They do £15, £17. So this [care work] is the least paid kind of thing.

00:36:42

Speaker 1

And. And what about you as a senior care worker on £12.50 an hour. So is that a good rate for senior care workers compared to did you say it was (name of organisation) or? These are the companies. Do they pay more for senior care workers?

00:37:02

Speaker 2

They do because I know I've seen 15 point something, some 17 something on the.

00:37:09

Speaker 1

OK, that's right. Yeah, but you wouldn't want, would that not make you leave? I suppose we're trying to work out if pay makes people leave.

00:37:20

Speaker 2

For now, the dynamic, it's a bit complicated, going through another visa application takes a long time so most people prefer not to move because it complicated tomorrow.

00:37:36

Speaker 1

Yeah, that's such a good point. Yeah, I think. Yeah. No, I know what you mean and.

00:37:42

Speaker 1

And is your income the main income in the household? Are you main earner?

00:37:50

Speaker 2

Yeah, my wife does short term jobs, but it's not sustaining, it for buying clothes

00:38:00

Speaker 1

The children are young, aren't they as well so.

00:38:03

Speaker 2

That cannot do anything, I left them three in the house when they go for maybe 2 hours a day???

00:38:10

Speaker 1

So you're the main earner. And do you get any in work benefits? You know like Universal Credit or anything like that? Any benefits from the government?

00:38:24

Speaker 2

It doesn't because my visa is linked to public funding so I don't get any other benefit from the government.

00:38:32

Speaker 4

Because what? Because what's public funding?

00:38:36

Speaker 2

Well, the thing, OK you see government. The UK is more than…they have to provide to the UK citizens. Me being a an outsider or a skilled worker I'm not supposed to be enjoying any public funding, you know?

00:38:55

Speaker 1

Ohh I see so you don't get any. But do you get child benefit for the children? Maybe.

00:39:03

Speaker 2

No we get the NHS free service kind of thing, but not any other, even my kids, they're not allowed to enjoy public funding.

00:39:12

Speaker 1

Right.Gosh, you know. It's not very proud to be in my country at the minute, it's it's a bit embarrassing to be honest, but OK, so. So thinking about your weekly income from care does meet your needs. And your household needs. We're trying to think, does social care meet your needs and your household needs? Does the wage do that?

00:39:43

Speaker 2

No it doesn’t I can say that the cost of living, housing is a major, major problem because it takes a lot of your it's all it takes almost 60% of your pay. Yeah. So once you pay 60% of your income then, you pay the electricity, you pay the gas, so you end up very little amount of money to survive on.

00:40:09

Speaker 1

Yeah. Are you renting CW1? Are you renting?

00:40:13

Speaker 2

Yeah, I'm renting. Very expensive.

00:40:15

Speaker 1

Yeah. Yeah, especially in (name of place). OK. So it doesn't meet your needs. And we've got a question here about has the rising cost of living affected you in any way?

00:40:27

Speaker 2

Not for me. I don't feel it because. I think where I was in (name of place) inflation was almost 18%. I do understand politics of the economy. So I think in UK inflation doesn't affect people so much. People feel that they the pinch but for me it’s very little. For me it’s the housing aspect of it so.

00:40:55

Speaker 1

That's interesting. Yeah, yeah. You're used to this. You think? This is the norm.

00:40:57

Speaker 2

Doesn't affect me, this is the experience in my life.

00:41:05

Speaker 4

Yeah, yeah, yeah, yeah. OK, that's fine.

00:41:09

Speaker 1

And to what extent are you satisfied with your pay? And do you think your pay is reasonable for the work you do?

00:41:20

Speaker 2

I would say, in some sense, this is what the best the market can offer. The only challenge we have is, I would say pay, as a professional back, even in (name of place), there are so many things the government should consider as part of maybe the package for you to motivate you to work here so that you don't end up spending all your money and feeling that you're not worth working or coming to this country, I think. They should be.. Annual maybe? And your holiday allowance, something to do with it that, that kind of thing, so that you can maybe visit your country back and come back. Maybe they give me or your family a ticket. Whatever. So that you feel appreciated that part of the service you're providing.

00:42:13

Speaker 1

Yeah, yeah.

00:42:15

Speaker 2

That's that. If you don't. If you just work the whole thing, you can't save anything because the perception people have about this kind of work if you earning £2500 a month. In (name of place),\*\*inaudible president\*\*. But in here in time, there's nothing you can save because you pay the tax. You end up with maybe 1800 you pay telephone, the rent. You end up with maybe 700 to spend. You can only save maybe 400 is very little compared to what you need to for you to be ready for the next visa application, it's not a saving in the long run.

00:42:56

Speaker 1

Yeah. Gosh, no. That is really interesting. Cause, yeah. Ohh go on. Sorry you go. Go. Yeah.

00:43:06

Speaker 2

I think if I consider what I used to make in (name of place) and saved up to £9000 for the eight years that worked, but here I've saved nothing because the pay is big, but it consumed all of. Yeah, that is. If you compare coming this way. And in the long run most people will not have this service. My perception is that the UK government will suffer in the long run because there will be no people to support the service because people don't feel the value of coming all the way you come with your family. You can't settle because housing is a problem. The basic requirements of buying a house. The referencing part of it, the bank statement sometimes your employer cannot pay you equal monthly pay because you work different hours in a month. So there's so many dynamics which needs to be considered in the long run.

00:43:59

Speaker 1

Yeah. Yeah, , I agree. Yeah. Yeah, yeah.

00:44:04

Speaker 2

Near the in (name of place) employed as an expatriate or somebody from recruited from overseas, there are so many benefits because, we pay for their tickets, they go for holiday twice a year we pay, for their tickets, they don't pay taxes. So people feel they are valued in what they provide.

00:44:28

Speaker 1

Yeah. Yeah. And we. Oh, gosh.No, we're not doing very well, are you? Yeah. Would you think of going back CW1?

00:44:39

Speaker 2

To be honest with you, most people The people I worked with, people have made people don't want to stay any longer. The visa expires they gone. So you're losing a lot of experience before the people who come are very experienced, and there are a lot of safeguards for people are coming in, because now you can't. For anyone who can come provided it \*\*inaudible\*\*.

00:45:01

Speaker 1

Hmm. So they're going to lose a lot of really good people, really good people. OK, got interesting. OK, right. So I've now got a couple of questions about working time. So what type of contract are you on first of all?

00:45:20

Speaker 2

Zero hour contract.

00:45:30

Speaker 2

OK. And are you happy with this arrangement?

00:45:31

Speaker 2

Of course, of course me as a person who is, as a critical thinker, it has to benefit the company as well as benefit myself because. The fact that it's the zero contract the employer is not guaranteed to pay for goods when you are not able to support the company. At the same time I also feel that I need to be supported when I'm not able to be supported, so I can argue both as a manager and as a carer. As a carer I think it's not what worth. But as a manager, I think it's something I have to consider because who will pay for the services not generating any income. That's the dynamics of it. So it's it's something we can argue about from both elements.

00:46:25

Speaker 1

I mean it's it's interesting because it's all of the stuff on zero hour contracts.Are you all on zero hour, everybody?

Speaker 2

Yeah,

Speaker 1

Right. Yeah. So everybody is. So it's not that some have a permanent contract.

00:46:29

Speaker 2

No everyone.

00:46:36

Speaker 1

That's really and I mean, so how many hours do you work a week.

00:46:42

Speaker 2

40 hours. But I also work over the weekend, so I do 48 hours precise.

00:46:49

Speaker 1

OK, 48 hours, yeah.

00:46:53

Speaker 1

And are you generally. Right? OK, see if its.. there's an option for you to go on more guaranteed work hours.

00:47:05

Speaker 2

I'll say in my visa I'm allowed to extra 20 hours but. You can get an extra job but the process of recruitment is too tedious that you don't see 30 minutes travelling work for three hours extra so that makes sense for me.

00:47:26

Speaker 1

I mean, what if they offered you a permanent contract? Would you want that?

00:47:32

Speaker 2

I'll really work well for that, because I'll be ready to say, OK, now I'm dedicating my time and energy to the company to achieve its objective.

00:47:46

Speaker 1

Sorry, so did you. Sorry I didn't catch that last bit. So you would say.

00:47:51

Speaker 2

I would say Ok you know you can only be motivated if you feel you're valued in terms of your efforts. So if you are employed permanently and you're guaranteed your pay full pay at the end of the month, you will put more effort towards the objectives of the company. As I feel like.

Yeah, yeah.

00:48:06

Speaker 2

If you just have to work somewhere to fulfill my needs then you are divided in terms of attention.

00:48:11

Speaker 1

That's. Yeah. Yeah. I mean, so do you feel, I mean, now you're on a 0 hour contract. Do you feel that you are motivated as much to give to the company.

00:48:23

Speaker 2

Of course, me as a manager now I have to be devoted because everybody we have to make sure the company does well but the basic level carer most of them on zero….so they're just working for the sake of it to survive.

00:48:38

Speaker 1

Yeah. Yeah. it's yeah. OK, so and do you always get those hours, CW1 or are there any weeks where you don't get the hours you need to work?

00:48:50

Speaker 2

Yeah. Yeah, I was telling you the Council sometimes, clients you are given in a particular area, some of them are passed on, some of them have withdrawn their services. So you find yourself in a week, you've lost 50 hours. Sometimes you've gained 20…\*\*inaudible\*\*

00:49:06

Speaker 1

Yeah, yeah.Yeah, yeah, yeah. I mean, yeah. So what about you personally though? Do you mean? Does that mean some weeks your hours drop?

00:49:20

Speaker 2

Mine doesn't drop because I have to be sure that the company is running. So at any given time, whether we have change of plan pay doesn't change. Yeah.

00:49:30

Speaker 1

Ohh I see. Right, that's good, right? But it does for other care workers. If they're not, you're saying it would for some care workers because.

00:49:37

Speaker 2

Yeah. Yeah. OK. for some care workers it's really, really bad for them when it's a lot of clients or lots of hours because it affects their work. But when the they, they are more hours they get more because they are paid more because they work more.

00:49:52

Speaker 1

Yeah. So it's very much to do with the Council, then, is it very much to?

Yeah, yeah, I don't even say the Council. It has to do with the funding, the Council has so many clients who need support but then can’t support because of the funding.

00:50:11

Speaker 1

Yeah, yeah, yeah. So you're not getting enough funding per client?

00:50:16

Speaker 2

Yeah, I think the government needs the federal government probably needs to do something about the Council or the Council can diversify in terms of care. Me being a finance person, I will not say it’s not doing the best it should be doing.

00:50:34

Speaker 1

Hmm. No, it's interesting. It's a really good point. Yeah. OK, that's really interesting. OK. So it's I think the next question about hours, you generally work the same hours every week? Sounds like you do, yeah.

00:50:50

Speaker 2

Of course, sometimes I get calls at midnight. I have to work so it has something I have to do.

00:50:55

Speaker 1

That's hard. I mean, I mean, what's more important for you, higher pay or a choice of when you can work your hours?

00:51:05

Speaker 2

I think for me it's I would think higher pay because you need to work to secure your Future. So you’ll be more interested in working hard, maybe resting in the future, but you take.

00:51:21

Speaker 1

Yeah, yeah, yeah. No, that makes sense. That sounds good. And is your employer generally able to give everybody the work hours and schedules they want? You know, do people generally get the hours they want.

00:51:43

Speaker 2

It's not possible because the dynamics of, let’s say, you can allocate somebody a rota in the week, then in between the client says I don't want to be served between today up to next week, so already you've already done that. You'll be working 20 hours next week. Then the client says I don't want that, I'll be going for holiday. So you know. So that's why you lose a lot of your hours. Sometimes the client goes to hospital. He's admitted. You lose those hours. Sometimes they just say I don't need to have it. Today just give \*\*inaudible\*\*

00:52:21

Speaker 1

it's a real juggle, isn't.

00:52:22

Speaker 2

Yeah. So the.

00:52:28

Speaker 1

OK, so so to what extent are you satisfied with your working hours and your work rota? Are you happy with the hours you work?

00:52:40

Speaker 2

For me, I'll think I'll be happy. But I don't like to be selfish. Most people are not happy with the number of hours available for them to work. For myself, if I was selfish and I'll say for my living basically, it's OK.

00:52:57

Speaker 1

Yeah, but that's really interesting. But you think the other care workers, they would want more hours.

00:53:03

Speaker 2

Yes, to provide. Because most of them they're not able to pay their bills.

00:53:07

Speaker 1

Gosh, right.

00:53:09

Speaker 1

It's OK so the next couple of questions are about the job and basically you know it sounds like your job involves managing people I mean what does it involve and what do you enjoy.

00:53:24

Speaker 2

00:53:36

Speaker 1

It's good you enjoy. Yeah, but I'll say. On a scale of 1 to 10, I'll say 6.

00:53:45

Speaker 1

OK, So what? Yeah. OK, what do you least enjoy about it?

00:53:51

Speaker 2

I think the bureaucracy involved. And also the lack of motivation in terms of what is my aspiration from where you want to see the future? You know, you cannot determine, you rely so much the government funding so you don't know how much the policies will change your affect your pay, affect your growth that kind of thing.

00:54:18

Speaker 1

Yeah. Yeah, yeah, yeah. No. That makes sense, actually, I mean.

00:54:22

Speaker 1

Are you worried that what you have to earn changes or things like that.

00:54:29

Speaker 2

Yeah, everything can change and you get yourself out of the system. Let's say another event COVID rendered zero work contract you'll not be able to survive in case you're not able to go to work, you know.

00:54:48

Speaker 1

Yeah. Yeah, yeah, yeah. No, that's, yeah. And if you get ill or if

00:54:58

Speaker 2

Maybe there's an emergency there like. There's there's nothing you can do about natural calamities.

00:55:03

Speaker 1

Yeah. Yeah,. Exactly. Yeah, exactly.

00:55:07

Speaker 2

I'd not survive here.

00:55:08

Speaker 1

Yeah, no, exactly. Ok and do you feel you're able to develop good relationships with the people you're caring for? What are your relationships like with the people you're caring for? Is the time to develop those or?

00:55:24

Speaker 2

I think I think it's a going concern because one time you can serve a client for two weeks they develop a relationship, then, the family feel that we need to move, we move this person to a care home. So you lose that kind of you start off another fresh one which is maybe more challenging. You then after a while, then this person feel like they need to move to another care company. So it's something you can't develop but it's only applicable in \*\*inaudible\*\* residential?? work but in domiciliary care it's not something you build over time.

00:55:58

Speaker 1

So you feel not in domiciliary like the, I mean, are the people who are domiciliary carers going into the same person for a number of years?

00:56:08

Speaker 2

Every quite often weekly or three four weekly. Because you know when you put somebody to one client they get attached. Yeah. Yeah. So it's something we do rotation basis.

00:56:21

Speaker 1

Ah, so you rotate so they don't get attached.

Speaker 2

Yeah

Speaker 1

Ah, OK, but is that not… I thought the idea was they wanted the same person. But is that a bad thing?

00:56:34

Speaker 2

That would be the best and that's how the, how do you call it? the training required us to get a client one person you get to know them, they get the best out of you. But the system doesn't allow. Once a client, maybe one client doesn't like another person. Then once this client is, maybe one day if their carer is sick or unwell or goes on leave, then they cannot accept somebody else to work with them.

00:57:04

Speaker 1

Ah, that's interesting. So actually you do rotate.

00:57:09

Speaker 2

Yeah, we do we do.

00:57:12

Speaker 1

Because I've got here how in, I mean, how important is the quality of care and delivering quality of care for the care workers? Do they have enough time to develop relationships with their the people they care for?

00:57:30

Speaker 2

I would say it's not something, it's so limiting because you have 30 minutes.

00:57:36

Speaker 1

Oh, is it a 30 minute slot? Are they 30 minutes?

00:57:41

Speaker 2

The Council doesn't have the money to support, it's just the basic minimum, because you have 30 minutes to do personal care to prepare their food, to maybe, to make them emotional needs. It's not what it can't be enough, so it's 30 minutes in the morning, 30 minutes at lunch time, 30 minutes in the evening.

00:58:02

Speaker 1

Yeah, yeah.

00:58:04

Speaker 2

Not something you can say it was the connection or the quality service…these things the system needs improving. Need another round of study with a lot of support to connect would be effective in the long run.

00:58:22

Speaker 1

That's really interesting. It is really interesting. OK. And in terms of your career and development, that's couple. Do you feel like you've received enough training and development in your current role.

00:58:36

Speaker 2

Yeah, yeah, yeah. I've done. We do a lot of training by the \*\*inaudible\*\*. Our employer also makes sure we do a lot of trainings. Training is part of the job evaluation criteria, so every 3-2 months you have to do training.

00:58:52

Speaker 1

OK, OK great. So what types of training have you done?

00:59:05

Speaker 2

Medication management. Catherterisation, \*\*inaudible\*\* over 130 trainings I have done

00:59:19

Speaker 1

Wow. No. OK, OK, that's. And what about opportunities for you to progress and develop your career? Do you think you've do you want career progression? Where do you want to?

00:59:32

Speaker 1

I really want to go on go up? I'm really looking forward to working with the council but the reality of it is not possible because you have to be a UK citizen kind of thing. That is the only aspiration I'm looking for but in reality I don't see it happening.

Ohh So what was that you'd like to work in? And what the you said? I didn't hear the exact. Did you say in a hospital?

01:00:00

Speaker 2

maybe, but not social care services in the County Council.

Speaker 1

Ohh. II see. Ohh cause they the Council delivers some social care.

01:00:19

Speaker 2

Yeah I really want to be part of people who are making decisions policymakers, because I think now my experience maybe in finance management and maybe now at this senior level, I don't need to still be doing this. Yeah, yeah. There’s no opportunity to grow here.

01:00:37

Speaker 1

You’ve obviously got the mix of skills. With the finance and now the management and you can see that wider picture. Yeah. Hmm. OK. So do you see yourself continuing to work as a senior care worker in the future?

01:00:56

Speaker 2

I would love to do that. I'm really looking for, maybe consider going back to (name of place) because. I don't think it's really beneficial to come and maybe work here as an expatriate because you're also entirely saving anything. So after four years, then you go back without anything to show for it.

01:01:19

Speaker 1

Because you can't save?

01:01:22

Speaker 2

You can't save because the system is so \*\*inaudible\*\* in terms of, the housing is not very... You really have to know financial management to rent a house.

01:01:37

Speaker 1

Yeah yeah so it sounds so if you left care work, what job would you likely go to?

01:01:45

Speaker 2

OK, if the visa was very unprotected then I would work with the finance because I am good at finance, that’s what I know. Social work will be my number one priority but now the second option will finance anything to its finance. Fast moving goods, industry, that kind of thing, yeah. here

01:02:08

Speaker 1

Yeah. Yeah, yeah, yeah. No, it sounds great. OK, we've got a last little section about the quality of working life, OK, a university trying to develop a toolkit for to try and promote quality working life for people who care. We've got different aspects of it, so the first question is we've got some choices to look at, think about your role and the difference you are making to people's lives. Which of the following statements best describes how you feel?

01:02:43

Speaker 1

By making a difference we mean about how you know basically how you support people to live their lives. So by making a difference, would you agree with this?

I am able to make as much as a difference as I'd like. I am able to make some difference. I am able to make some difference but not enough. Or I am not able to make any difference. So you can you make as much difference as you like. I'm able to make some difference. I can make some but not enough or none.

01:03:20

Speaker 2

Yeah. The third one.

01:03:23

Speaker 1

The third one I'm able to make some difference, but not enough. Oh and what makes you say that?

01:03:32

Speaker 2

It's because the system is that bureaucratic, I'll give you an example. If I found out that somebody needs to be, let's say a client is in dire need of maybe one hour to serve to support them because their bed ridden, you need more hour to do their personal care. They have sores all over the body, you need to apply cream, but you find that the 30 minutes cannot..to contact the social workers, the social worker has to contact the support team in the Council, the Council team has to support the budget, the budget has to go to review. It can take a month for the approval. So they [care worker] feel frustrated, they cannot change anything and then it like that.

01:04:22

Speaker 1

Yeah. No, that's a good example. That's a really good example. OK. The next one is thinking about your relationships with people drawing on your care and support, which describes how you feel.

Overall, my relationships with people, drawing on care and support are as good as I want them to be. Good enough. Not as good as I would like or not at all good.

01:04:47

Speaker 2

I would say not good as I would like to be because, this is something which is service based and you are dealing with people with different cultures they. The reception might be good and people are so violent. People are suffering from many mental issues. People who have some dementia. So today the mood can be good. You you're excited, you work, you blend well. The following day, they lock you out of the house. So you know that perception, makes your next approach non very receptive because if you are sent to this client again next time you feel now the last time they didn't \*\*inaudible\*\*

01:05:25

Speaker 1

That's hard. Yeah. No, that's a good example. Yeah, that's a good example. And what about the autonomy? This one's about. I think this this research has found that care workers like being autonomous, like doing, so it's sort of which of the following statements best describes how much autonomy you have in your role.

I have as much autonomy as I want. I have adequate autonomy.I have some autonomy, but not enough or I have no autonomy.

01:06:00

Speaker 2

I think the third one, third ones.

01:06:02

Speaker 1

The third one I have some autonomy, but not enough.

01:06:06

Speaker 2

Yeah, because there are so many regulators. There are so many people involved in this kind of service. So you'll feel you, you autonomous in terms of able to provide service but the service is highly regulated. The clients have so many rights, the family have rights, the staff also have their own way of working, you can be so much tough on them to provide the quality service, but they go there and they do their own thing, so it's something highly regulated.

01:06:38

Speaker 1

That is so interesting. Very interesting. OK. And thinking about the time you needed or thinking about the time you need to do your job well, do you think you have the time you need? You have adequate time, you do not have enough time or you do not have enough time to do my job well and it's having a negative effect on you.

01:07:04

Speaker 2

Yeah, I think the last one will make more sense because I don't think there's any time to review whatever happened. Most people I think it's clock in and clock out , like the social [care] worker who are assigned to this client, I think they only work basically to fulfil needs, so you are a social [care] worker for maybe 5 clients, meet their needs everyday, cannot go checking round every morning, how was your care done today? how do you feel about it, are you improving? So I think it’s just to sustain \*\*inaudible\*\* but not the end game is not to get people out of their situation and living independently because the number of people who are able to live independently after a period of time is very minimal.

01:07:57

Speaker 1

Right. Yeah, yes.

01:07:59

Speaker 2

Well, all the sense of this service is to make people live independently but they are not able to because. I'll give you an example if you are. If you are maybe you have dementia, you have Parkinsons, you have the condition when you have 20 drugs to consume in a day. If you refuse to take it, for your own liking, the social worker will tell you that if you don't take it I will write to the Council and tell them not to support you because we are trying to help you. So you see in the long run the objectivity of it is not there because you can't live independent lives you wish.

01:08:41

Speaker 1

Yeah. Gosh, that's interesting. Yeah. It's hard. It's a hard job, isn't it?

01:08:52

Speaker 2

Yes \*\*inaudible\*\* and people have so many complexities.

01:08:54

Speaker 1

Yeah, yeah, definitely. The next one is about how much you worry about work outside of your working hours. So, you know, do you?

I hardly ever worry about work. It says here occasionally worry about work. I often worry about work or I constantly worry about work.

01:09:14

Speaker 2

I often worry about it because \*\*inaudible\*\* but sometimes I’m rang at 5:00 in the morning, you have not slept enough. Then somebody called to say my car and broken down. So you have to call the client. You just don't know their mood. You call them as early as six. Some people don't pick up their calls. They expect your staff to be there. If they don't show up then the next thing the Council are calling why are your carers not attending to work?

01:09:47

Oh my gosh.

01:09:47

Speaker 2

Some wake up and decided they're not going to go to work in the morning and they resign in the morning, resignation is affecting 5 clients or five people to their next destination, then it's a whole mess up of the whole day.

01:10:03

Speaker 1

Oh, my Gosh. Yeah, so do you worry about that outside of work?

01:10:09

Speaker 2

I think when you get management it's more mental problem than the physical.

01:10:18

Speaker 1

Yeah. Yeah. So you would say you, you often worry about work then?

Speaker 2

Yeah. Yeah,

01:10:38

Speaker 1

Yeah yeah And thinking about looking after yourself at work, are you able to look after yourself? I mean, this is terms of having breaks and having time to eat and drink and rest. Are you able to look after yourself as well as you want? Are you able to look after yourself good enough? Sometimes you're not able to look after yourself or I am rarely able to look after myself.

01:10:50

Speaker 2

I'll say. I'll move it the second one.

01:10:55

Speaker 1

Yeah. Yeah. Able to look after yourself? Yeah, Yeah. OK. And what about feeling safe at work? I mean, in terms of safe and physical harm. Or psychological harm, you know, emotional verbal abuse, things like that. Do you feel safe at work or? And then we have other options. Generally, I feel adequately safe. I feel less than adequately safe or I don't feel at all safe.

01:11:24

Speaker 2

I feel less adequately…your third one

Speaker 1

The third one, feel less than adequate

01:11:35

Speaker 2

Yeah, because I remember about a month ago, I was supposed to go and do an assessment for a client who had been in prison for more than 10 years in some known to have shot people, known to have used knives to stab people.

01:11:46

Speaker 1

Oh, my word.

01:11:49

Speaker 2

So when you are sent there you are already told the risks is very high. So you have to be really careful about this person. You have to go either way, but it's part of your job, you know.

01:12:09

Speaker 1

Oh my gosh. And how did you feel about that? Did it go OK?

01:12:16

Speaker 2

The only thing I had, when I went the person refused to open the door. Then I go back home. That was the safest thing I could do because this one person who even the dad cannot step into the house to talk to him because it's very violent, fiery.

01:12:37

Speaker 1

Oh my Gosh.Wouldn't let you go in.

01:12:43

Speaker 2

No, he refused to open the door because he is not feeling like talking to me.

01:12:50

Speaker 1

Well, gosh, might have been a good thing. And a question now about your relationships with professional relationships. You know, in terms of other professionals you work with, are they as good as you want them to be? Good enough? Not as good as you would like or not good at all. You're social workers, your nurses, your doctors, your other colleagues.

01:13:20

Speaker 2

I think they're good enough as we can put enough because….there are other factors which overwhelm their performance because of maybe the pressure is too much on the system, people are overwhelmed by so many factors, they are doing their best given the current circumstances, they are.

01:13:43

Speaker 1

Yeah, yeah, that's a really good way to put it. Actually, everyone's doing their best in the current circumstance.

01:13:50

Speaker 2

Yeah they are, the system is not functionally well.

01:13:52

Speaker 1

Yeah And do you feel how supported are you in your role? Which of the following statements best describes how you feel? Do you feel highly supported by managers you feel adequately supported by managers you do not feel as supporters as you would like by managers? Or do you not feel supported at all by your managers.

01:14:21

Speaker 2

I think adequately is the right word.

01:14:23

Speaker 1

Adequately. Right. OK. OK. In terms of do you feel like you've got the skills and knowledge to do your job. Have you got the skills and knowledge you need? You've got adequate skills and knowledge to do your job, you've got some, but not enough or none at all.

01:14:39

Speaker 2

I think adequate because I realised I'm not skilled enough. Because of the system here works differently from (name of place), because here there are so many safety precautions you have to put in first. In (name of place) Instances where I have to step in in case of emergency, I can step in. But here there are so many protocols to be observed. So that skill requires a lot of improvement to be able to be...

01:15:06

Speaker 1

That's really that's really interesting. A good point actually. And in terms of career opportunities, how would you like to develop in progress in social care? Do you think you have the opportunities to advance your career as much as you would like to have adequate opportunities to advance your career some? Opportunities, but not enough or none at all.

01:15:30

Speaker 2

I don't think I have any opportunities to grow because the time for doing this training, which can give you such certification is very limited. The cost implication… I can't save enough to pay for my course to get certified. I also looked into relations? \*\*inaudible\*\* required to cover these costs. In the long run, I'll say it will not benefit me in the long run. I cannot plan myself for five years from now because I don't know whether I'll get my visa renewed. I don't know whether the policies will change for people who are working from overseas? I don't know. So many factors. so I cannot plan in the long run.

01:16:15

Speaker 1

That's no, that's a really… I think that's going to be an important theme in the research actually. So would you ideally want to do social work as the course or something to do with policy?

01:16:25

Speaker 2

if I was sure that I'm going to get my visa renewed. I would really love to work for the system. But the fact that I'm only here because of my visa, I cannot tell my future. And in (name of place), social..is the least paying thing, nobody is interested to be cared about or to be cared for.

01:16:45

Speaker 1

Yeah, yeah. Really interesting, right. Got two more financial security now thinking about your income from your work in social care. Which of the following statements best describes your financial security and your feelings about that? So that means have you got an income to meet your needs? So I have as much financial security as I want. I have enough financial security. I do not have enough or I do not have any financial security?

01:17:14

Speaker 2

I don't have enough. I don't. I would even say I don't have financial security because whatever I get, I consume all of it. If, if there's an emergency, which requires me to go back home now, I can't. Because nobody is willing to borrow, to lend you money. The banks also cannot lend you money because you've not been here for long enough to know your credit with.

01:17:40

Speaker 1

Yeah. Yeah, yeah,

01:17:41

Speaker 2

So financial security is 0.

01:17:43

Speaker 1

Right. No. OK. Yeah. last one, thinking about how you're thinking about your role in social care and whether it's valued by other people, which of the following best describes how you feel? Some by other people would mean the public people. You know how you it's represented in the media. So do you think my role is highly valued by others? My role is adequately valued by others. My role is not as valued as I would like by others or my role is not at all valued by others.

01:18:17

Speaker 2

Number 2.

01:18:18

Speaker 1

So my role is adequately valued.

01:18:21

Speaker 2

Yeah, because I've met quite a number of people that like, clients really feel that we are doing quite well. I'd say that most UK citizens are not willing to do the job. So some clients, they really appreciate so much the extent to which we do or the extra we do to save their life. But some will just feel like its your role to be here or you get paid for it, I don't care whether you.

01:18:48

Speaker 1

Ohh you know what? You can't. You can't please all people all of the time.

01:18:57

Speaker 2

Yeah That's something you …you only need to do what you need to do. You don't care about other factors, very little things which have no impact you have to forget about them.

01:19:07

Speaker 1

Umm, that's really that's interesting. What you're saying about UK, UK citizens, they don't care as much?

01:19:20

Speaker 2

I mean, they don't. They don't feel like like they need to do this kind of work so it's only the people who are coming in from overseas who can do their job because they feel it's a less value job kind of thing. Yeah. So again, the clients you are serving are you feel like we are paying you for your time here so you do what we want you to do. If you don’t do what they want you to so they report you

01:19:31

Speaker 1

That's really interesting.

01:19:37

Speaker 2

\*\*inaudible\*\* Some are very intentional (confrontational?) Very… can accuse you, maybe race factor.

01:19:58

Speaker 1

Right. Yeah. Gosh. Right. OK. thank you. I mean, I've only got a last couple of things about your age and your nationality. How old are you, CW1?

01:20:11

Speaker 2

I'm 38 years old.

01:20:13

Speaker 1

38 OK nationality.

01:20:21

Speaker 1

Kenyan, Kenyan

01:20:26

Speaker 1

And any disabilities, any anything that stops you from working now

Speaker 2

No and your educational qualifications, your degree qualified, qualified.

01:20:36

Speaker 2

Yes, degree, so many certificates so many. Training so many years of working so.

01:20:43

Speaker 1

Gosh, yeah. And you've got two children and a partner as well. So you've got a household to support as well. That's just been so useful. thank you so much for talking to us. I mean, is there anything you would like to add that you think we've missed if we're trying to get a full picture about things, do you think is there anything you'd like to add?

01:21:06

Speaker 2

I would really love to work with you because and now that my previous job in working with the Welcome Trust, we are doing so much research and calling so much policy making too. I think we really love to work with because you are really would say one of the best people I've ever worked with in terms of trying to understand the dynamics of our industry, because you are very open in terms of your approach it objective. You're not subjective. You're open, you are feeling you want to understand the system and how it works, you know.

01:21:40

Speaker 1

Yeah. I think that's what's fascinating. I think you and you've got a really overview, you've got such a good overview of what's going on.

01:21:50

Speaker 2

Yeah. Yeah, because you are understanding you, you have a doctorate in your field, but you know a good reply should be able to make you to make the person even doing the question or the questionnaires should be a bit objective, not subjective or your kind of question is a bit objective, is not subjective. 50 degrees kind of….It was worth something to to do.

01:22:20

Speaker 1

Yeah. You know what it's just been so helpful for us, honestly. I mean, we'll we'll have to keep in touch. I'll obviously I'll, I'll e-mail you the voucher tomorrow. But we'll have to keep in touch as well. I mean, do you think I mean, do you think there's other people who would like to talk to us that you know?

01:22:44

Speaker 2

And if you want people I can be able to do the sampling and give you more.

01:22:49

Speaker 1

Do you think people who are, I'm just really fascinated what you were talking about. The people who are out for most of their day and only getting paid about four hours. It's tough. It's really tough.

01:23:13

Speaker 2

Yeah. It's good to get understanding from them so that they also tell you what the dynamics they have because it's part of. It should be something worth transferring for future, the government has to plan, you know.

01:23:25

Speaker 1

I think, yeah, that's it. The government does have to plan for that. So I mean, that would be amazing if one of those sort of people, if you knew anybody and you could give them my number.

01:23:36

Speaker 2

No, I'll. I'll give them your number. No, no, your, your e-mail they do. I'll do that.

01:23:44

Speaker 1

Get them, but we'll send you your voucher tomorrow, cause that'll and just thank you. So much. Really lovely to meet you and I just think you're doing an amazing job.

01:23:58

Speaker 2

Yeah. So actually you, you, you are doing amazing job as well because if the government. We'll get the views from yourself to action them then the things will improve actually.

01:24:09

Speaker 1

Ohh that makes me feel better. Thank you. Right. We'll keep in touch. Thanks, CW1. Thanks so much. Lovely to meet you. Bye.

01:24:22

Speaker 2

Bye. Bye bye bye bye.