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Respondent: … Taffy and then there’s a 22-month-old German Shepherd.

Interviewer: Oh, you've got your hands full then, haven't you? They're a handful, aren’t they, but we wouldn't have our lives without them.

Respondent: No, we wouldn't.

Interviewer: Hopefully mine won't bark whilst I'm on the call. Most interviews I’ve been doing there's a bit of barking in the background at times.

So, Cw11, thank you so much for being part of our study. We wouldn't be able to do this research without people like yourself. Obviously there's a voucher involved, there's an Amazon voucher, so I can send that over after the interview.

Tell me a little bit about your current role and your current organisation. Are you working in a care home or are you working in a domestic setting?

Respondent: No, I work in a community hub.

Interviewer: Oh, right, okay, brilliant. That's interesting. So, is your job title care worker or care assistant or…?

Respondent: Support worker.

Interviewer: Brilliant. Is it like care support worker?

Respondent: Yeah, yeah.

Interviewer: Yeah. And tell me a little bit about the community hub that you work in then. Is that privately funded or a charity?

Respondent: It’s council funded. It's part council, part owned. And we have various different people with different abilities, different disabilities, that we support. And they go there Monday to Friday and it's respite for the families as well as us trying to encourage them to learn new skills.

Interviewer: Oh, amazing.

Respondent: Yeah. And previously I was in residential. So, I come out of residential and I'm doing this now and I love it.

Interviewer: That's really refreshing because lots of people I've spoken to have kind of said, “Yeah, I like the sector, but I don't…” I've not heard the words, “I love it.” So, that's really positive. So, when did you join this organisation?

Respondent: I've been there two years in September.

Interviewer: Two years in September? And before that, you said you were in residential care work. Was that a care home?

Respondent: Yeah, it was. Yeah.

Interviewer: And when did you join the care sector overall, Cw11?

Respondent: 2021 I started in care. Oh no, 2020 during Covid.

Interviewer: Right. What kind of things did you do before that?

Respondent: Well, I'm a full-time mum to two children that are on spectrum.

Interviewer: Right.

Respondent: Before that my husband had a garage, vehicle repair garage that we ran together, but Covid hit and unfortunately we lost it. And I've done various different jobs really and sort of always knew I wanted to go into care but had to wait for the children to be old enough for me to be able to do the hours. And then Covid came, no school, we lost the garage and I needed something. So, then I started doing at the residential and that was 12-hour shifts and it was a killer.

Interviewer: I can imagine. Yeah. Well, it's such a fast-paced world of work, isn’t it, the residential care sector? So, what attracted you to the particular role that you're in now?

Respondent: It's less hours.

Interviewer: Right.

Respondent: The reason why I left the old job was, I'm actually taking them to court for an accident that I had in one of their vehicles. So, that's why I left there. But this particular job, it's more community based. We get to see the families. They come in and collect our customers and we take them, we can get out, we go out in the community. We also do stuff in the hub, we do cooking. And it's more about them being person-centred than it is about just being there for 12 hours and cleaning and stuff like that. So, yeah, I really enjoy it.

Interviewer: Yeah. Oh, that's good. It sounds quite different, as you say, from the residential side of things.

Respondent: Yeah.

Interviewer: So, in terms of the pay, so I’ve got a few questions around the pay, what hourly rate of pay are you paid in the hub then? Is that different from what you had in the residential home?

Respondent: Yeah, the residential home was, I think that was at the time about £11 an hour, and I was doing 72-hour weeks there.

Interviewer: Oh my gosh.

Respondent: And I've taken a cut. We’re on £10.69 an hour now. And I do 35 hours a week.

Interviewer: But you're much happier by the sound of it.

Respondent: Yeah. (Laughter)

Interviewer: And when was the last time your pay was increased? Has it been increased since you've been in this particular job?

Respondent: Yeah, that was… at the moment it's all going through because it's part of, some of the people belong to Unison. So, everything obviously has to go through the union before it gets agreed. We had a pay rise in December which was backdated to the previous April last year. And now they're saying again that we are going to be getting a pay rise, but it's all through consultation. They don't know when it's going to happen and it could be December, it could be January or February next year. They're not sure, but it will be backdated to the April.

Interviewer: Right. Do they know, have they said what that will be when it happens?

Respondent: Yeah, well, they said it's £1,400 for anyone that does full-time and would you believe they class full-time as 37 hours. So, I'm [Crosstalk 0:05:17] I am…

Interviewer: Yeah. (Laughter)

Respondent: So, I've worked it out about, I'm on £10.69 at the moment and that will probably be around £11.11 an hour.

Interviewer: Right. So, is that in response to the minimum wage changes that came in last April, do you know?

Respondent: I would think so. Yeah.

Interviewer: Yeah. So, when you say they're going to give you an extra £1,000, is that a backdated payment then and then going forward they would increase the hourly rate? Yeah.

Respondent: Yes, yes, yeah.

Interviewer: That that makes sense. And how do you see that the rate of pay in your current job compares with other care jobs in the area?

Respondent: We're quite poorly paid. We're probably one of the lowest paid in the area. Being council led you'd like to think that it would be more. But I think it's all about budgets and things with the council. I don't think we get paid nowhere near enough for what we do.

Interviewer: Yeah, yeah.

Respondent: We can be punched, we can be hit, we can be spat at. And it's personal care. Sometimes it's almost nursing that we do. When you have to deal with people’s stomas and PEG feeding and different things like that. And it's abysmal really for what we get paid. I could go and work in Lidl for pretty much the same amount of money.

Interviewer: I know. A lot of people have said exactly the same, Cw11, and then they've gone back to the point of, “But I probably wouldn't enjoy it as much,” or “I probably wouldn't get the same job satisfaction.” So, it's almost like you're tied, aren't you, in a way.

Respondent: Yeah, and I think that's what a lot of companies realise. And I think that's why a lot of support staff don't change jobs very often because you do get attached to those that you care for and you think they almost become like part of your family. You're not supposed to get attached, but you do. It's just human nature. But yeah, I think that's why people, they either change a lot because they don't care, they want more and more money, and I always say there's difference between caring and really, really caring. Some people go into the job just because it's a job, because that's all they can find at the minute, which is when you look on Indeed, that is all there is. It’s care work. And other people do it because they want to do it and they're the ones that stick it out even though they know they're worth more than what they get.

Interviewer: Yeah, yeah, it's a sorry sort of state of affairs in that sense, isn't it, that there's those competing pressures. Do you know if your employers signed up to the Real Living Wage?

Respondent: I don't know.

Interviewer: No? Most people don't know that either. That's fine. And do you receive any other benefits in your role, for example, like any bonuses, any sick pay, annual leave, pension contributions, anything like that?

Respondent: Yeah, yeah. We get annual leave, we get pension contributions and we get sick pay. The first year we get a week and then half pay and then after you've been there for a year I think that's one month full pay, one month half pay. And then the longer you're there, the more you accrue.

Interviewer: Okay, that's interesting. So, if you get one week full pay and then how long would you get half pay for after that?

Respondent: For another week [Crosstalk 0:08:47]…

Interviewer: So, another week? And then it would go [Crosstalk 0:08:48]

Respondent: … in the first year.

Interviewer: Right. And then it would go down to statutory. So, that's actually, yeah, most people said that they don't get that, so that's an interesting difference. Yeah. Is that one of the things that is attractive about this job then in terms of the fact that you do get that or…?

Respondent: Yeah, I think so, yeah. Yeah, it is the benefits definitely. And you don't know if you're going to be, you don't know, life happens, don't you? You're poorly and it's just one of those things. And I think when you're not paid a lot and then you've got to take a week off because you've got Covid or whatever, that's difficult. But to know that you're getting some part makes it a little bit easier.

Interviewer: Yeah, definitely. It just it means you're not forcing yourself back before you're ready, does it, in that sense. And what about the pension contributions? Do you know how much they are? It doesn't matter if you don't, but…

Respondent: I'm not sure off the top of my head, no.

Interviewer: That's okay, don't worry. And are there any other benefits that you're aware of with the role that are different to pay? Outside of pay?

Respondent: They've got a support line for mental health that we can use, and also our families can use. And also, they offer, if you hurt yourself within the role, you get physiotherapy that you can go to for six weeks.

Interviewer: Well, that's something, isn't it? And is the helpline, is it counselling or is it more just like a support kind of…?

Respondent: I think it's support or then I think they can chcw11l you off to, if you need any more support than they can offer, they sort of signpost you to where you can go.

Interviewer: Right, okay. That's really interesting. And do you do any sleeping shifts then?

Respondent: No, I have done in the past, but not in this current job, no.

Interviewer: Not in that particular role. And you in terms of your current employer, have they paid for things like a DBS check, your uniform, were you paid when you completed your induction?

Respondent: They paid for the DBS. We don't wear a uniform.

Interviewer: Okay.

Respondent: And what was the other question, sorry, the last…

Interviewer: Did they pay you when you completed your induction?

Respondent: I got paid as soon as I started. So, I started at the beginning of the month and we get paid on the 19th of the month. So, I got paid pretty much not long after I started.

Interviewer: Okay, and that was part, and so your induction was part of that early intro into the job? Okay, that's really helpful. Thank you. And so, in terms of the time that you spend there at the hub, do you have to check in and check out when you go there? Is it like you're kind of there for a set shift and then you're working with different people whilst you're there?

Respondent: Yeah, yeah. So, I do 8:30 to 3:30. So, we log in when we get there. There's a rota, so, we've got, because a lot of them, their customers are one to one. So, there's a rota. And then if the customer’s going out, we log out, come back in, we log back in. And yeah, that's what the situation is with that.

Interviewer: That's really interesting. So, you're not having to move around at all or travel to any different place as part of the role?

Respondent: No, no.

Interviewer: So, do they pay, I presume they don't pay travel costs to work or anything like that?

Respondent: Not to work they don't. If we go out in our car as part of the job, they pay 45p a mile.

Interviewer: Right, okay. So, say if you took a client out for the afternoon or something like that they would pay you for it? And they’d pay you 45p a mile. And would that just then go on to, do you see that on your wage slip?

Respondent: Yeah, yeah, that's down as a non-taxable.

Interviewer: Right, that makes sense. That's brilliant.

Respondent: Yeah.

Interviewer: Brill. And then the next question was about working between clients, but you're in one place, aren't you, all day. So, that's…

Respondent: Yeah.

Interviewer: Yeah. In terms of reflecting on the pay, I think you've alluded to this a little bit, which has been helpful. Do you think that the rate of pay is good for a care worker role or do you think that there are other jobs available in the local area that pay better? I know you mentioned things like Lidl and stuff like that. Tell me a little bit more about that.

Respondent: Yeah, I don't think we're paid anywhere near what we should and especially minimum wage is going up in April. That's going to be £11 an hour. That means we’re on 11p an hour more than someone working in McDonald's, shall we say. And when you're sort of having to have CPR training and stoma training and PEG training and wheelchair use and hoists and it's a whole array of things. And then people's lives are in your hands while you've got them, especially those that can't see, that haven't got any mobility. And it's a lot to gain their trust for them to be able to put their trust in you. And you have to work really hard to get that and it's just shocking. It's shocking.

Interviewer: Yeah, it's madness. The level of responsibility is just massive, isn't it?

Respondent: It is.

Interviewer: I know you mentioned earlier that you have to work quite a lot of hours in order to make the role doable essentially. Is your income the main income in the household or are there other incomes in the household that supplement yours?

Respondent: No, my husband. Yeah, my husband is main income.

Interviewer: Okay. And so, there's the two incomes coming in. Are you in receipt of any in-work benefits? So, these are any additional benefits you'd get what but whilst you're still working.

Respondent: Yeah, we get Universal Credit.

Interviewer: Universal Credit? Okay. Brill. And thinking about your weekly income from your work in your current job, do you feel like it meets your needs and your household needs, Cw11?

Respondent: No. No.

Interviewer: Has the cost of living crisis impacted you guys?

Respondent: Yeah, massively. Yeah, massively.

Interviewer: Tell me a little bit about how things have been affected in terms and how your work doesn't cover that.

Respondent: Yeah. Well, like I said, both their children are autistic. Before I worked full time, I was getting Carer’s Allowance for my son and I think that's another scam. If you work so many hours, you can't claim it after. You’re still doing, I'm still supporting him for 35 hours a week when I come home and it's no different when I wasn't working. I'm still doing the same.

Interviewer: Exactly, yeah.

Respondent: And it's just things like holidays. We've not had a holiday for three years purely because we can't afford to. The cost of fuel obviously going up. It costs to get there. We've got dogs so if we want to put them in kennels.

Interviewer: That's a killer, isn't it?

Respondent: Yeah, yeah, that's near enough as much as a holiday. So, yeah, and it's just the general we don't have as many shall we say luxuries as we'd like to have. Just going out for a simple meal once a week we used to be able to do and you can't do that anymore. You just can't.

Interviewer: No, it's everything's just through the roof, isn't it? And it's just everything's gone crazy. So, to what extent would you say you're satisfied with your pay?

Respondent: On a scale of 1 to 10?

Interviewer: Yeah.

Respondent: Three.

Interviewer: Yeah, it's low down there, isn't it, in terms of that satisfaction. No, that's really helpful. Thank you, Cw11. Tell me a little bit about the contract you're on at the moment. Is it a permanent contract?

Respondent: It is, yeah. Yeah, it’s a permanent contract for 35 hours.

Interviewer: For 35 hours. And do your shifts ever get cancelled or anything like that?

Respondent: No.

Interviewer: No. And have you been on the same contract since you've been in this role?

Respondent: I have, yeah.

Interviewer: And so, it's a 35-hour contract, but you often do more than that, did you say?

Respondent: Yeah, sometimes I might only do sort three or four hours a week extra. Like I said, my previous job, I was doing 70-odd hours. But this job, it suits my lifestyle better and you can't find a lot of jobs in care you don't work weekends.

Interviewer: Yeah, so is this one Monday to Friday only?

Respondent: Monday to Friday. Yeah. Yeah. So, there's a lot of advantages in perks for lifestyle. But for money, it's not so good.

Interviewer: And so how do you feel about the hours that you've got? Does that give you a consistent pay each week or does your income vary?

Respondent: Yeah. No, I get a consistent amount of money each month. I get near enough the same every month unless I've done a couple of, you know, unless I've done hours extra. But they also do where you can bank your time and have it in lieu. So, I can do four hours that week. They can bank you lieu time. And then if you need to take time off for appointments or whatever, you can use your lieu time rather than put it in your wages and get taxed on it.

Interviewer: Right, that's good. And is your employer able to, I know you mentioned that this kind of role fits with your family and stuff. So, would you say that your current work schedule matches your preference for particular hours?

Respondent: Yeah, definitely, yeah.

Interviewer: How satisfied would you say you are with your working hours and your rotas and things like that?

Respondent: Nine.

Interviewer: Nine? Okay, that's good. That's a positive, I guess, isn't it, in terms of, yeah.

Respondent: Yeah.

Interviewer: And so, what does your job involve on a daily basis, Cw11? Tell me a little bit about the kinds of things that you do with your clients.

Respondent: Yeah. So, like I say, they vary in age and disability. We have one young lady who she's nonverbal. On Mondays we do a baking group. So, all of the people that come to our hub, we do baking with them, we do Spud Club so they have spuds for jackets in the afternoon. And then Wednesday we do Cooking Club with them. We take them swimming, cinema, bowling, car boot sales, walks around the community. And try and encourage, there's one gentleman that's blind and recently had a stoma due to cancer. And it's just trying to engage with him to not worry about the stoma. And I pretend he's, I said to him, “Come on, the caretaker said you can come and help me lock up.” And he helps me lock up. And he says, “I can't make a cup of tea because I haven’t got good eyes.” And I said, “Yeah, you can. I’ll help you make a cup of tea.”

So, it's just encouraging and we've got another couple of people that are in wheelchairs that are also blind that need hoisting from their wheelchairs for personal care. But yeah, it's just a job that just satisfies. It's just satisfying when I come away and I just love it.

Interviewer: I can see that you're really great at what you do as well. That passion’s there for it and that love. So, what do you enjoy most about your job, Cw11?

Respondent: It's the feedback from the customers and the families when they go back and they've had a really good day. One guy says, we went to the restaurant, and he said, “I can't have a beer because I'm on tablets, Cw11.” And I said, “Oh, don't worry about that.” I said, “You can get a non-alcoholic beer.” “Can I, Cw11?” I said, “Yeah, you can.” So, he had a non-alcoholic beer and we got back. His sister come and pick him up. He went, “Eve, you'll never guess what. I had a beer. Non-alcohol.” She went, “Do you know what? I’d never even thought about getting them for him.” So, now she buys him a couple of beers every week and he has it with his fish and chips. (Laughs)

Interviewer: Oh, bless him. I mean that's just so heartwarming, isn't it? It's the little things like that, though, isn't it, that really add people's quality of life.

Respondent: Yeah, it is. It is just the little things. And the feedback we get from them and the families is what makes my job worthwhile.

Interviewer: Yeah, I can imagine. What about any negative aspects of the job? I know you've mentioned obviously the pay, but are there any other negative aspects like stress or anything that you don't enjoy?

Respondent: Yeah, it can be quite stressful and the paperwork is pretty horrendous. Sometimes the paperwork can take us away from what we should be doing. And doing support plans and PBS plans and stuff and you sometimes think, “Maybe we should have people in the office to be doing that because we're not doing our support work while we're sitting here doing this paperwork.” And it can be stressful. You can have a day where someone might be more challenging than they normally are and they might bite you and they might spit at you. But they're the days that you go home and you think, “Oh my goodness, what am I doing for this for £11 an hour?” I don't get paid enough to be punched, you know?

Interviewer: Yeah, absolutely. I mean, I don't think there's any job that pays enough for that kind of treatment, but it's particularly because of the low rate of pay. It makes it particularly difficult, doesn't it, in that sense.

Respondent: Yeah, yeah. Especially now I go, “I could be sitting behind a till for the same money.”

Interviewer: Yeah, I can imagine. Did you feel like the relationships with the people you're caring for is like a big aspect of the job?

Respondent: Yeah, massive, massive.

Interviewer: Yeah. And what's a good relationship? How would you, what does a good relationship for you feel like and look like in terms of the care that you provide?

Respondent: My massive thing is trust, to get them to be able to trust you. And banter. I like to be able to have a bit of a laugh with them, a little bit of a joke with them. And I just try to change my personality to each individual person that I'm caring for. [\*\* 0:23:27] and someone likes to be calm, and then we've got someone else who likes you to be really bubbly. So, I try to change my style to fit each person. Yeah, and that's just… yeah.

Interviewer: It sounds great. Do you feel like you've got enough time to develop good relationships? Is time a factor there?

Respondent: Yeah. No, we have got good time. And we have got, at the moment we are a little bit short-staffed because we’ve got a couple off sick. But that's when it hits you when you've not got the staff in. And trying to find good staff is horrendous at the minute. We've got people not turning up for interview. And I think a lot of the changes for Universal Credit where you've got to apply for so many jobs or you've got to attend so many interviews. I think they're kind of coming through so they can tick the boxes that they've done them and they clearly don't want the job. And that's really difficult.

Interviewer: Yeah, there is a massive recruitment challenge, isn't there, in care at the moment. It's massive and I think pay is the driving factor there, isn't it? Well, or one of the driving factors.

Respondent: Yeah, yeah, definitely.

Interviewer: Is there anything that stops you from developing the kind of relationships that you want to with your client?

Respondent: No, no. Some bureaucracy and the red tape because sometimes you think, “Oh I could do that,” and you think, “No, it goes against the grain of the policies and procedures that people have.” But no, as a [rule 0:25:02] I don't have any problems with developing the trust and the support that I offer.

Interviewer: That's great. That's really, really helpful. Thank you. The last little section of questions is about career and development. Tell me about the training that you've had whilst you've been in the role. Has there been regular training? What kind of training have you received? And do you feel like you've had enough training?

Respondent: Yeah, we have eLearning training where it just is… oh it's monotonous.

Interviewer: Yeah. So, it's the same at our university.

Respondent: Oh my God. It's just, it's relentless. And when you start, you have to do that within the first 12 weeks of starting within the role. Luckily enough I had my care certificate from my previous job, so I didn't have to go through all that again. We do our PBS training once a year. I'm now a fire marshal because someone put my name forward for that. So, I had to go and do some lovely fire marshal training.

Yeah, adequate for what we do. The CPR training we do, the hoist training, the moving and handling, the meds training. And yet again, all of this training that we've got under our belt, I don't think is recognised by a lot of people. I don't think they actually realise the training that support staff do.

Interviewer: Yeah, how much you have to do.

Respondent: Yeah. (Laughs)

Interviewer: So, do you feel like you receive enough training?

Respondent: Yes. Yeah, yeah.

Interviewer: And what opportunities are there to progress in your career, Cw11? Obviously, you're in a slightly different role, aren't you? But how do you see the career progression?

Respondent: Yeah, the company offer a diploma in adult social care lead. That's something I did start, but unfortunately I've had to put it on pause because I wasn't getting enough hours at home to be able to progress with it and there wasn't enough hours at work to do it because we weren’t staffed very well. So, there are those opportunities to be able to get you different levels. And then if you wanted to go for a management position they fund the different levels as well. So, they fund the Diploma 3 and then they fund the Diploma 5 as well. So, there is scope for extra qualifications to move up in the company.

Interviewer: Is that something that you'd like to do in the future?

Respondent: Yeah, yeah, it is. I’ve put it on pause for now and it's something that I will come back to. It just wasn’t the right time.

Interviewer: Yeah, sometimes life just takes over, doesn't it, in that sense.

Respondent: Yeah.

Interviewer: What might help you in the future in terms of progressing in your career? Is it simply just having more time to be able to do that diploma?

Respondent: Yeah. And the training they offered is all online where I would rather have maybe a day release to college so you've got that actual day where you have to go and you have to do the work, and then you've got a week to do your homework. I think sometimes when it's online, you don't become complacent, but it's really hard to set aside time to do it.

Interviewer: Yeah, yeah, it's hard to engage with, isn't it, as well?

Respondent: Yeah, yeah, definitely.

Interviewer: And so, do you see yourself continuing to work in care work, Cw11, in the future?

Respondent: Yeah. Yeah.

Interviewer: What factors are playing into your decision there?

Respondent: For this job I'd like to stay there purely… I love the job, but also the hours suit my lifestyle. And I've just got a passion for caring and supporting people. And I just think if I've made someone smile in a day I've done my job, I just love it.

Interviewer: You can tell. Like it's in your blood almost, isn't it? What would stop you from working in this care role? What would make you want to leave?

Respondent: I think family life maybe. With the two, like I say, both my children are on the spectrum. I do suffer with anxiety myself as well, so maybe if my mental health took a turn for the worse for any reason then. But other than I can't see, oh I wouldn't. There's no other reason really. Unless I won the lottery.

Interviewer: Then we’d all be off, wouldn’t we? (Laughter) Goodbye work that we love, but goodbye. No, that's really helpful.

Respondent: I’d probably go and open my own place up. That's what I’d probably do. I’d probably open my own place up.

Interviewer: Would you? Oh, that's lovely. Yeah, I can see you doing that. Is there anything else that you'd like to share on the topic of pay and conditions and reward in the care sector?

Respondent: No, I don't think so, no.

Interviewer: Okay, that's good. Cw11, the last little bit of the interview is literally like we're do it, we're creating a quality of working life indicator and there's a series of questions. They're literally just like where you have to rate it. It would probably take about five minutes. Would it be okay for me to run through those?

Respondent: Yeah.

Interviewer: Okay. So, literally, I read out a statement and then you just tell me which statement is most applicable for you. Is that okay?

Respondent: Okay, yeah.

Interviewer: So, thinking about the difference you're able to make to people's lives, which of the following describes how you feel? I'm able to make as much of a difference as I'd like / I'm able to make some difference / I'm able to make some difference, but not enough / I'm not able to make a difference.

Respondent: First one.

Interviewer: The first one, okay. Thinking about your relationships with the people that you care for, which of these statements best describes how you feel? My relationships with the people I care for are as good as I want them to be / Good enough / Not as good as I would like / Not at all good.

Respondent: The first one.

Interviewer: The first one. Brill. In terms of the amount of 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 / I have no autonomy.

Respondent: Number two.

Interviewer: Number two, I have adequate autonomy.

Respondent: Yeah.

Interviewer: Thinking about the time you need to do your job well, which of the following best describes? I have the time that I need / I have adequate time / I do not have enough time / I do not have time and it's having a negative impact on me.

Respondent: Yeah, the second one.

Interviewer: Yeah, I have adequate time. Which of the following describes how much you worry about work outside of work. I hardly ever worry about work / I occasionally worry about work / I often worry about work / I constantly worry about work.

Respondent: The second one.

Interviewer: The second one. Thinking about looking after yourself at work, I'm able to look after myself as well as I want / I'm able to look after myself well enough / Sometimes I'm not able to look after myself / I'm rarely able to look after myself. So, that's things like eating, drinking, resting and stuff.

Respondent: Yeah, the second one.

Interviewer: The second one. Thinking about how safe you feel at work, I feel as safe as I want / generally I feel adequately safe / I feel less than adequately safe / I don't feel safe at all.

Respondent: The second one.

Interviewer: The second one. Overall, my relationships, my professional relationships with the people I work with are as good as I want them to be / Good enough / Not as good as I would like / Not at all good.

Respondent: The third one.

Interviewer: Not as good as I would like.

Respondent: Yeah.

Interviewer: Sorry, I've got a spaniel that's just jumped on my knee. Thinking about how supported you are in your role, which of the following statements best describes how you feel? I feel highly supported by my manager / I feel adequately supported by my manager / I do not feel as supported as I would like by my manager / I do not feel at all supported.

Respondent: Second one.

Interviewer: Second one. Okay. Thinking about the skills and knowledge you need to do your job well. I have the skills and knowledge I need / I have adequate skills and knowledge / I have some skills and knowledge, but not enough / I do not have the skills and knowledge.

Respondent: The first one.

Interviewer: I have, okay. Thinking about your career aspirations and how you'd like to develop and progress in social care. I have the opportunities to advance my career as I would like / I have adequate opportunities / I have some opportunities, but not enough / I have no opportunities to advance my career.

Respondent: The third one.

Interviewer: I have some opportunities, but not enough.

Respondent: Yeah, yeah.

Interviewer: Was it I have some opportunities, but not enough, yeah.

Respondent: Yeah.

Interviewer: Yeah. Brill. Thinking about your income from your work in social care and your financial security. I have as much financial security as I want / I have enough financial security / I do not have enough financial security / I do not have any financial security.

Respondent: Third one.

Interviewer: Third one. And then finally thinking about how valued you think your role is in social care. 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 / My role is not at all valued by others.

Respondent: Yeah, the third one.

Interviewer: The third one. That's brilliant. And then the last little bit is just a couple of questions just about you. So, I know I've got a spread of demographics. So, obviously gender is female. Age, you don't have to tell me your age but is it okay to know your age bracket?

Respondent: Yeah, I’m 45.

Interviewer: Okay, amazing. Thank you. And nationality, white British?

Respondent: Yeah.

Interviewer: White British. Any disabilities?

Respondent: No.

Interviewer: No. And educational qualifications?

Respondent: GCSEs.

Interviewer: GCSEs, amazing. And your household situation is you live with your husband and your kids. Is that right?

Respondent: Yeah, that's right, yeah.

Interviewer: That’s fabulous. And the area that you live in. Whereabouts is that, Cw11?

Respondent: We're in (name of place).

Interviewer: In (name of place). Okay. And how far do you travel to your job?

Respondent: Six miles.

Interviewer: Six miles. That's lovely. That's brilliant. And it was a community hub, wasn't it, that you worked at?

Respondent: That’s right.

Interviewer: Yeah. And it was council funded and it was, do you know what size, how big the organisation is? Is it like a national or is it just a one local?

Respondent: I think it's fairly local. They've got various hubs and then they've got a community team that go out and support as well within the companies and they've got respite facilities as well. So, I think it's mainly sort of (name of place) area.

Interviewer: Brilliant. That's lovely. That's all my…

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