**File name: CW 13 13oct**

**Audio Length: 1:10:18**

**Date transcribed: 19 October 2023**

**Date proofread: 30 October 2023**

Interviewer: You’re a part-time care worker?

Respondent: Yes, so basically I’m an IT consultant by profession, so I’ve been doing IT for nearly 20-25 years now. And my parents, they live in (name of place) and they visited us just after Covid, a couple of years now and I noticed really, really early stages of dementia in my dad because he kind of forgets things and stuff and all that. So I just started talking to my friend whose dad was at the time suffering with severe dementia case and he passed away now unfortunately. I wanted to just learn exactly what it is and stuff and all that. I just started reading about it, but I didn’t realise that it’s like, you know, it’s huge basically. I could not kind of go anywhere with it, what dementia… I wanted to kind of understand.

And then I just googled a few things, studied more into it and then my company came up as like top on the list saying that we’re going to provide you training and on-job, and it’s a zero-hour contract. So I spoke to my manager at work and we do do personal skill set things are in place in our work. Luckily for me all my training time and everything was paid off from my own work as well, which was quite good. That’s just how I came into the care field. To start with, in last year March/April I took a lot of hours, I was kind of doing all weekends and evenings. So I’m still doing seven days at the moment.

Interviewer: Wow.

Respondent: But I think May time, when the summer started to come, I think I started missing family a lot, kids, I’ve got two kids. And so I thought you know what, I’m going to give it a bit of a break and go part time. But in that two/three months I’ve kind of created a lot of customer base, which was really, really helpful. I was telling everyone that I’m not here for money, I want to gain experience. And the reason I picked up… I’ve become a bit, my work said I’ve become a bit choosy but the reason I did that is because I wanted to provide the care for the people who I think needed the care.

I’ve noticed, don’t take me wrong, but I’ve noticed that not many people are… do need care at the moment, they can do everything all, but they’re kind of claiming benefits and things and all that, for the sake of it. Which kind of is sad, but I don’t know what their circumstances are, I don’t go in details. But this is how I feel. So I kind of backed out for that. So at the moment I’ve got four clients who are my regulars, one is 99 years old, one has a half body basically, paralysed, so he needs machines and stuff and all that. One is a dementia case and one is also kind of half dementia and a neglect case. So yeah.

Interviewer: It’s like domiciliary care isn’t it, as opposed to care in a care home?

Respondent: Yeah.

Interviewer: Do you work for an organisation then who pays you?

Respondent: Yes.

Interviewer: That makes sense.

Respondent: Exactly.

Interviewer: What area are you in CW13, what geographical…

Respondent: I’m in South of Eng, so I’m in (name of place). But my clients now are all in (name of place).

Interviewer: That’s great. Do you know in terms of… you don’t have to tell me your organisations name, but is it quite a big organisation?

Respondent: (Organisation name) Healthcare.

Interviewer: (Organisation name) Healthcare, okay.

Respondent: I did put that in the email as well, to your colleague as well. I think they received a flyer and the owner of the [\*\* 0:03:58], (colleague name), she sent it out to…

Interviewer: That’s good, that’s how you found out about it.

Respondent: That’s how I found out, yeah, from the flyer, so that was the reason. The main reason for me… as I mentioned in my email as well to researcher 1, the main reason I applied for this interview was because I’m also the voice of South of Eng. I basically represent… our organisation was facing a lot of problems with the carers, but there was no right way to kind of put them in front of the management. So what they did is, which I think personally it was a very good option, that they kind of started these meetings every first Wednesday of the month, where we have four and five representatives of every single area. So because they have offices in (name of place) South of Eng and now they started in (name of place) as well.

So each representative comes. Again, it’s not been chosen, it’s kind of been given out to the people, out there in an email to the broader carers that who wants to do that. So I really didn’t want to do it, but I’ve been kind of forced… I won’t say forced, but I’ve been asked by loads of carers that you will be really good because you do solve problems, because I’m not part time, they kind of ask a lot of questions, maybe because of my experience or knowledge and stuff in this field. So I represented it. So it becomes quite kind of… I thought it will be quite useful for your survey…

Interviewer: Really useful, yeah, really useful.

Respondent: I’ve got loads and loads of things to kind of explain, especially regarding the wages side, which is your…

Interviewer: I’ll get onto that in a minute, brilliant. That’s a really helpful overview. I’ve got my questions here. I’ll start… there’s quite a lot of questions, we might not get through all of them. But just say what you can really and then we’ll move on. How long have you been working at this particular provider, with this particular provider?

Respondent: I started with Organisation name in February last year, I think March 1st was my first day.

Interviewer: Is this the first care worker provider that you’ve worked for?

Respondent: Yes.

Interviewer: Before that you literally had no involvement in the care sector at all?

Respondent: No.

Interviewer: That’s great. You told me a little bit about why you came to work in the sector, but how did you hear about this particular role?

Respondent: Again, as I mentioned, I wanted to learn a bit about dementia, dementia care. But while I was reading about it, it was too much to take in. I just searched on Google to just… and then this company came up as the top in my search saying that we will provide you the on-job training and also the learning part and stuff and all that. That’s why I wanted it. The thing was that that reading… so December my parents were here for Christmas, January they left. So January/February, literally the whole two months I tried a lot, a lot of material and books. But it wasn’t taking my anywhere. I wanted to have a hands-on experience and this company was doing that. So I thought I’m just going to give it a try.

Interviewer: That’s great, there’s nothing like that lived experience is there.

Respondent: Exactly.

Interviewer: It’s really, really valuable. Do you mind me asking what your current rate of pay is in your job?

Respondent: Yes, we started with £10.30 or £10.50 and now it’s gone up to £11.95.

Interviewer: When was the last time it was increased CW13?

Respondent: April. Last September we’ve been told when the government have changed everything and obviously it’s taken some time… so it’s gone from £10.50 to £11.95.

Interviewer: Was that aligned with the changes in the minimum wage and things like that?

Respondent: Yes.

Interviewer: How do you feel about your rate of pay? Do you feel that it’s important that people in this sector who have more experience are paid more? Or do you think everybody should get a higher rate of pay? What are your thoughts on that?

Respondent: Very good question, very good question. First of all, when I joined this last year I thought this is the most underpaid job, that’s what I thought. But obviously I didn’t realise the nurses and doctors and stuff, how less they are getting as well basically. The amount of work involved in some cases and the amount of travelling involved, because you’re going home to home, I literally put my hands up and I’ve told my wife, after first speaking that that’s it, it’s not for me, I can’t do it. But then obviously she was very supportive and my wife is a pharmaceutical advisor and she’s been in the field for 20 years, in the medicine field.

So she said, just keep patience and kind of learn and see what you can do. And I think that’s what kept me going. And then I’ve literally said… this is [pennies 0:09:00] basically. So first thing I’ve told everyone, whoever comes in this field, that you definitely need conveyance, you have to have driving license or you drive, because this job is not made for buses. Hats off to the carers who are doing it full time in buses over 20 calls a day, is literally… hats off to them, trust me, I can’t do it.

Interviewer: That sounds so stressful.

Respondent: It is. So I think the salary is way too low, way too low. However, come to your question, if some carers should get less than others. Hmm, yes, I must say, there should be a little bit of differentiation, because I’ve seen people in this company, very dear friends I’ve made with them now, they’re here for nearly nine years and this company just gives them a status of senior carers. They have no differentiation between myself, and I come in the job for the first week. They’re getting the same pay, getting the same treatment, same everything. And so I personally think… same holidays.

I personally think that it should be differentiated, yes, definitely. There should be a limit to a holiday, to start with, 20 days for the new carers, making up to 27 for their five to seven years working. And same with the salary as well. But I guess because it’s just a base salary for everyone, that’s a huge problem.

Interviewer: How does the salary compare to other jobs that you’ve had personally and also other jobs that you know of in your local area?

Respondent: Just take an example of a cleaning job. Over Covid my wife opened a firm with her friend, she’s from (name of place). And they were running… my wife came out from that business for the time being because of her work. But they both started this company, it’s like a cleaning company and they were just doing local B&Bs and stuff and all that. And recruiting people, most people were Eastern Europeans, mostly Polish nationalities. And the pay rate they were giving to them was, through the company, £12.50 and if you want to go privately, it’s around £15. And they were charging clients £18.50 to £23 depending.

Interviewer: Gosh.

Respondent: So a cleaner is getting basically more money than a care workers, which is shocking, which is really shocking, nearly £4 more.

Interviewer: And a lot less responsibility.

Respondent: Yeah, nothing there literally, just go there, drive, two hours of cleaning and just your 30 quid in your pocket.

Interviewer: Yeah, and how do you feel about that? Do you feel that’s quite unfair?

Respondent: Very sad, very sad and this is what the most… so I’ve got a really dear friend, she’s Polish as well, she’s in the company for three years, a lovely lady. If you go on our website, organisation namehealthcare.co.uk, her photo is right at the top with a client. And she literally rang me up, I’ve got her voice note here as well and she literally rang me on Friday. She’s always seeking advice; her English is not that great. She always comes to me to send emails. She writes an email but she says, “Please check for me and then I can send it to the office.”

She’s struggling, struggling for a reason. I’ll tell you exactly what’s happening with our work sector at the moment and why people are not happy and the salary is coming in place. There’s two categories here in the UK I’ve noticed. And I’m going to mention this until 17th of July, it’s finished now, so nothing is there anymore. Before 17th of July I’ve noticed, and this was the law, which has changed now. Every student which was coming from India or Pakistan, or anywhere from Asia… so students are coming there, there’s 50/50. Some are coming there for the intention of just doing the study, going back, make a living out of it, or if they do really well in this country they can kind of stay and do things.

Secondly, the second type of 50% of people are coming just because they want to leave India or their country and then they want to settle here. So what Organisation name was doing, all most care companies were doing, they were offering them the sponsor visas. So they were literally coming here, within a week I’ve had a case where I was talking to this girl. She hardly know any much English and stuff and all that. And she came for three years course and she literally, one week within here last September or October, she started with our company, working. And in December she got her sponsorship.

Interviewer: Wow.

Respondent: So they are not considering what the wage they’re getting. Their mindset is because they’re going to get a sponsor, they don’t have to study for three years, they don’t have to spend overseas payments for university, because they just triple the amount of what my son will be paying here. So they’re paying nearly £25,000 to a course where I’m going to be paying £7,000-8,000-9.000. And they just want to kind of do something, make some living out of it. But then they don’t realise once they get the sponsor, they’re stuck for five years, unless they find another sponsor.

And how they’re going to get the money out for rent, for all this living crisis that’s going up. Average rate in South of Eng, I don’t know if you saw the news, but (name of place) and South of Eng is the highest in the whole of UK in the rental market at the moment. Average properties are nearly £1,350, and I’m talking about a one-bedroom flat.

Interviewer: That’s more than my mortgage!

Respondent: Exactly, same here. But not many can go on the mortgage because they’re not in the country for long enough, they don’t have a deposit. And lots of criteria now. However, to your question, when I come to, when they come from… so from 17th of July, thank god, government has stopped that now. You cannot get a sponsor visa anymore. If your application goes to 17th of July to Home Office, it’s fine, after 17th of July, which was a couple of months ago, no, no more. So government has said you’re coming here for the sake of studying, you have to study, then we’ll see how you proceed. You need to finish your study, provide your degree and stuff, then we’ll give you one year of work experience. And in that, if you find a sponsor, it’s fine. If you can’t, you have to make your way back to your country. Which is really good. Now in our company 85% to 90% of the carers are overseas students, young, in their 20s.

Interviewer: Gosh, that’s a lot, isn’t it?

Respondent: Exactly, literally every single person.

Interviewer: And are they working full time the most of them?

Respondent: Yeah, so now they have two criteria, obviously, anybody who could not get a sponsor, so can’t give sponsor to everyone because you have to see how they’re doing as well, which company then obviously step in, so you have to complete your three months’ probation period and see how you’re doing. Most of them who got the work permit are now stuck for five years, and they have no other choice than working around 37-40 hours a week, over six days, they get one day off. However, still students are working with the company, loads of them who didn’t got sponsor, or are new coming still, because they need somewhere to start with. And this is the most easiest way to enter in any kind of work.

And they’re only allowed 20 hours a week and they can do more hours in their holidays, but they have to provide a letter from the university that they’re doing that. So that’s the scenario. Coming back to your question, yes, I definitely think that somebody who is coming from India or Pakistan or anywhere to be honest, and they’re new in the company or country, they should be getting less pay. Now what this doing is, anybody who is British or Asian or people who are settled here, or who are not on sponsor and full time here, living here and stuff, it’s making them angry. And I’ve noticed that a lot.

Interviewer: I can imagine.

Respondent: Yeah, exactly. And you can imagine why because somebody is coming from overseas, within a week they’re earning exactly the amount of money who are living here, and paying heavy taxes. Because students, you have to also remember, are not paying taxes either, there’s zero tax for them. So that’s another big thing for this job I’ve noticed and getting the same amount of holidays as well. So everything is basically the same benefits. There’s no differentiation at all in that.

And for that thing, yes, I definitely think that there should be a limit, there should be a differentiation. Even though, I don’t know how low a company can go to pay because it’s the lowest I’ve seen anywhere, so coming up to your question, yes, there is a huge difference. As I’ve given you the example of a cleaner versus kind of thing. But this is just a very basic example to somebody who has no qualification and they want to just go into work. But if I’m comparing it with my job, then it’s literally one-third of the difference. I get three times the amount I’m getting here an hour for my job. But obviously that’s a professional job.

Interviewer: Yeah.

Respondent: Yeah, you can understand that, yeah.

Interviewer: That’s a really helpful explanation, thank you, that’s given me a really good understanding of the context as well in terms of the type of people that you’re working alongside and so on. You mentioned about benefits. Do you get any other benefits in your role, like any bonuses, any sick pay, any pension contributions?

Respondent: Yeah, so yeah. Pension is obviously by law; the company has to provide it. So I opt out because I’ve got my own pension, so this is just part time, I don’t even make £500 from this job, to be honest. However, there is yes, pension scheme, so they take pension payment and contribute 5%, 10%, whatever their government base is. So you get pension scheme, which is very good. You get… I think there is sick, but I don’t know if you get paid for it, I need to double check with the company. There is 25 holidays, bank holidays are not included. If you’re part of… because it’s a 365 days job, even Christmas you work, yeah?

So you have to book your holidays four weeks in advance. So you get that holiday. They’re pro rata over one year, so if you’re taking 10 holidays in the first month of your salary, you’re not going to get 10 days payment on the same day, you’ll only get paid for two days. And going forward, they pro rata that. And what else, what else was there?

Interviewer: Any bonuses?

Respondent: Bonus, no, there wasn’t no bonus. Actually it was funny because I joined through Indeed and it was advertised that if you finish your three months, you’ll get… all this period, if you finish you get 500 bonus as well. And when I demand… so there was a DBS check, which you get refunded, they removed that. I think after my case they learnt the hard way. So you get four days training and some shadowing as well, so you do 20 hours of shadow somebody, you all just go in the field straight away, which is really good, I notice. And that 20 hours of shadowing, you get paid. But they don’t tell you. I think they pay you after three months, so you get like a payment of £200 after three months, which I did.

But I realised when I was joining, there was another line in there, in my description and lucky it was from my mobile, my account when I joined, so it was saved as a sent. And it says in there that if you complete probation period all six months you get 500 bonus. And they weren’t giving that, so I just said look, this is the ad. So if you’re not going to pay that, then I’m going to take it up with Indeed because obviously it’s misleading.

Interviewer: Absolutely.

Respondent: They have to pay at the end. I think the bonus…

Interviewer: Is that not standard? Was that a mistake?

Respondent: No, it’s not standard, it was the part… I think they were struggling; they were looking for carers that time, but now they’ve got enough carers. I think when they struggled they put these kinds of attractions things in there. DBS check for me was paid, it was £42, I got paid even though they paid me through the salary, which I disagree because you pay tax on it and you should not be paying any tax on expenses kind of thing. Now a very good thing was when… so this is what I’m trying to kind of understand with my company and still can’t get the heck of it. I don’t know if I have to go more deep into the office work and stuff and all that.

But obviously we got two sectors here, private customers and council customers. With council customers there’s not much margins, you get whatever money council has set for these companies and then they pay out £11.95 to us. However, with private customers, I’ve heard this, they charge literally double/triple the amount of what they pay us. But there’s lots and lots of loopholes in there as well because from April, since the prices was gone, in (name of place) borough, everywhere, apart from South of Eng, they launched these barcodes.

So there’s the little barcodes in everybody’s house, inside their house, so we got apps, we got two apps now. One where we record our times, logs and what we did over the day. And one, we have to scan this barcode. This barcode is basically read every single month by council and the other app is basically being dealt by office for the payroll system, how many hours and minutes you did. Now when I joined, it was very cushty time because if there’s an hour job, an hour call, you finished in half an hour, there’s an option in there, ‘client asked to leave early,’ you just put that in, mark your activities and leave and you get paid for the full one hour.

However, from April, only (name of place) borough, they started this barcode system where you get paid minute by minute, which is really wrong. And I would definitely, definitely request you that it’s a major problem for every single carer and to kind of take it further for us, if you can. What’s happening is, you get a base rate for half an hour call only, right? The half an hour call is £5.95. You get £5.95 for every single call you do; it doesn’t matter if it’s half an hour, 45 minutes, or an hour.

Interviewer: Okay?

Respondent: Now having an hour call, when I joined this company I thought, oh, I’m going to do four/five calls a day, everybody actually thinks, I’m going to do four/five one hour calls a day and that’s my day done. That’s not the case. There are very, very, very few one hour calls. The calls are mainly half an hour and 45 minutes. People were still happy doing 45 minutes calls, but since this April, when this barcode came, what’s happened is, you get a base rate of £5.95 every call, no matter what, if they’re one hour, two hours, 45 minutes or half an hour. Now if it’s a half an hour call you get £5.95, you’re done and dusted, you close your call.

If it’s a 45 minute call, and you close your call at say around 35 minutes or anything over 30 minutes, you get minute-by-minute pay. Exactly. So my 99 year old client has one hour calls, I do two calls for him, one my lunch hour call and one in the evening. If I even leave and scan my app one minute in advance, I get 25p off that call. So it’s like minute-by-minute…

Interviewer: It’s worth just faffing around in the home isn’t it, to fill up your time.

Respondent: Exactly! So now we’re telling customers that, some customers are not happy to stay there, because you know, if it’s somebody who is alone it’s fine, you can spend time there, because you have to make money and you’re also giving them company. However, some people, that customer who’s paralysed basically, he’s got a double up call. He’s got a wife and son there. They don’t want us to hang around there for 45 minutes, for half an hour. Exactly, they want us to do… but then if you scan there, we find… so what customers are doing now, what carers are doing now, they are either waiting outside, but that’s not right either, because not everybody has got a car.

Not everybody has got… so they literally are standing in the sun, in the rain, in the cold, to finish off their call, because the second thing is, they’re also not allowed to cancel that call or end that call from a different location, because locations also get picked up on your apps. And if you’re in a different location, the council bugs you and says that your compliance is not fully done. So it’s not like if I’m doing a half an hour call and I finish in half an hour, I don’t log out and I’ll come home and I’ll log out after half an hour, so I can get at least one hour pay, that’s not going to happen. Because you will get caught out.

Interviewer: If they’re saying you get £11 something an hour, actually you’re really only getting half of that, aren’t you, because…

Respondent: Exactly.

Interviewer: If most of your calls, which is absolutely dreadful.

Respondent: Yeah. So what they’re doing is, they‘re literally now waiting outside a customers’ houses. If there’s any double up with me, if you’re a double up call, they just come and sit with me in the car. Most of the carers have taken a photo on the other phone. Or literally at the moment, because they’re now going six months, every single carer has a photo of their customers barcode and what they’re doing is, either they’re bringing another phone with them, scanning a second phone, or if it’s a double up, he’s got a photo, you’ve got a photo and then they’re literally scanning it on the time so they can get paid.

Interviewer: Is this something…

Respondent: However, last week we’ve been told, there’s an email came out last week in the company, now the council is also forcing and checking on the calls where they’re half an hour calls and you have to at least spend 25 minutes there as well. And that’s now making a huge argument in carers, because they’re saying, we don’t drive, we’re using that 15-20 minutes of the client’s call, half an hour client’s call in our traffic towards the next one. But then I put that last week to meeting, it was very good actually that we’re having this conversation now because I put that point across last week in the management meeting.

And the managers were literally fuming and they said to me that if any carers have requested you these kinds of things, tell them we are paying, the council is paying to us to take care of the clients. So if they want 30 minutes at the client, they have to be 30 minutes at the client. We are not paying for their travelling time. If they’re having problems with their rota that they think that they cannot cover it during that day, all those calls, ring the office and we’ll take some calls.

When I passed that message to the group of my carers who asked me that situation, they’re not happy because they want to make money at the same time. Taking the calls off from their rota is not going to help them. They’re going to lose out, they’re not going to have… exactly. This is again in two different categories, this thing. One is if you are sponsored, so if you were before 17th of July and you’re sponsored by our company, you have to do 37 to 40 hours a week. If you’re not doing that on a regular basis what’s happening is when five years come up, your visa might not get accepted because the government will say you have not contributed that much amount.

Interviewer: Which means you’re going to lose those people, aren’t you, from the labour market.

Respondent: So they are really depressed about it. And at the same time students are depressed because they’re not even getting 20 hours either, because what company is saying is that we can give you 20 hours, but we can give you over five days. But that means they have to do two or three calls a day and they don’t want that, they want the set hours, weekends where they can just do whole weekend, eight hours or nine hours and then finish off kind of thing. So it’s…

Interviewer: It’s very messy.

Respondent: It’s a mess. It’s a huge mess.

Interviewer: And this checking in, checking out app, I’ve not heard of this, nobody has mentioned this yet.

Respondent: Oh really?

Interviewer: It must be quite new.

Respondent: No, no, so basically the…

Interviewer: In this just in dom care then?

Respondent: You have two apps… yes, so every single company have two apps, sorry, one app, basic app, definitely, which is your logging in/logging out account, because how will you get paid otherwise? It’s like you check in when you go to the office, you know, you clock in basically. And it’s very cleverly designed, it picks up your… if your navigation, what’s the word…

Interviewer: Your sat nav.

Respondent: Your location, if your location is not on your phone, it won’t scan.

Interviewer: I see.

Respondent: That’s very clever. So you have to go in your settings and make sure your location is on. So what it does, it picks up… so every single customer has been assigned around 5-10m of the location, due to their car park, parking or flats and stuff like that. So we’ve been told that we have to log in outside their doorstep. When we are going, ringing the bell or opening the door ourselves with the key safe, at that time we have to open this app and we have to kind of press a button saying that… that’s where your meter starts, that’s where you get paid from. Then there are options, when I joined there were options in there. Where one option says that, ‘asked to leave early.’

We used to put that option when we’re done early and then we used to leave, but we used to still get full amount of money for that call. However, that’s been replaced by a barcode now. But the barcode data goes to the council. So the barcodes are from council and the app is from council. So when we’re scanning that app in our system to get paid, it’s still… that still works. However, we now have to do another app to scan the barcodes.

And they both have to, again, match up. So I can’t do a scan from my house and then barcode from the customer’s house. Or I can’t scan from my house because then you will come, it flashes red in the system and then they’ll know, office straight away knows that you have not logged in from the location, or you’re away from… and it’s so clever Researcher 2, that it will tell you exactly how far you logged in from as well. It literally tells you that you logged in from four miles away or three miles away or two miles away. So there is no hiding in it…

Interviewer: It’s crazy isn’t it?

Respondent: And it made it very hard for carers, very hard.

Interviewer: When you’re travelling from one client to the next, you get paid for the travel time in between?

Respondent: No, no travelling time at all.

Interviewer: It’s literally just the…

Respondent: When I was telling you earlier, last year when we had client’s category, I was telling you, how it works was, they were struggling, right? And I know of this case, a lot of money from these clients which they don’t pass to the carers. I learnt something, which was funny at the same time I would say, but I was enjoying it, because the company was vulnerable, they wanted people to go to certain clients at night, right? Carers are not happy to do, especially in winters, any calls which are night calls, like 8:00, 8:30, 9:00. Some clients are very particular, they want their calls to be a particular time, they want to go to bed at 9:30 or 8:30, carers don’t like that, for two reasons.

One, they don’t want to travel after that because it’s going to be too long for them in the dark and stuff and all that, and cold. And secondly, there are very few carers who drive or have their own conveyance in the company. So they pick up… so the company tried to reach out to who can drive. And I was taking advantage. So I told them, look, you are sending me to a call which I love this lady, she passed away unfortunately with dementia, but I loved this lady. So I was quite fortunate that I was… I’m a DBS checked through company anyway.

However, I worked… the company I worked for, IT company, we also have projects for MOD, which is the Ministry of Defence. So I’ve got a DBS check for a higher level, which is like for the Ministry of Defence purposes. So I informed that to my company, but I’ve told them, we are boys, males are not allowed to attend any female clients, unless they agree, or their family agree. However, female clients can attend both males and females. So for male carers, it gets quite limited because we only get male clients mainly.

However, I was quite lucky last year, I’ve got two ladies, actually three, and they all agreed to… because they’ve spoken to their family, I’ve gone and met them and stuff. Then I’ve told the company as well, on occasion, please keep checking with the client that the family, if they’re happy for me to be there, because I don’t want any complaints, because that will impact my job.

Interviewer: Yeah.

Respondent: My DBS check is quite high because of my own work and I don’t want to lose that. But keeping that apart, this lady needed a 9:30 call in the night and it’s a double up call, not many people wanted to do it. But I spoke to the area… my office manager and I spoke to her and I said, “I’ll be happy to do that, that’s not a problem, but that means I’ll be leaving my house to go five miles/three miles drive, for a half an hour call and coming back.” So it’s kind of me using an hour basically, because I’m going out from my house, driving to the person’s house, doing the call, whatever, 20-25-30 minutes and then coming back.

I started telling them, I’m happy to do it if you’re going to pay me another half an hour and they approved it, because they didn’t have… so that’s why I just try to understand that one way, one side… and then I’ve noticed on many occasions when there’s a double up running late or there’s a person who has gone sick and the call is very important, or it’s a private time, the company sending them in the cab because they want to go there on time, you know? And things like that. So this is kind of grey area because I don’t understand, I have a few more friends who drive and the company was paying them to go to this particular client because of four hours call.

Interviewer: Gosh.

Respondent: And it’s a private call, so you can imagine how much money the company was getting. So paying that mileage, 30p, wasn’t affecting them for these calls. But this is the kind of grey area that I think this is really bad because they should do mileage for every single person.

Interviewer: Yeah.

Respondent: Okay, another thing is, if I become a field-based manager today, which is no different to a carer, they treat them exactly like the carers, they talk down to them, if they make any mistakes and stuff. However, the responsibilities are triple, triple the amount of what I’m doing. Because they have to do all the paperwork, they have to do all the audits, they have to do all the medications, they have to do everything basically. So if I apply for a field manager today, I automatically start getting mileage. So which is another silly thing.

Interviewer: Yeah.

Respondent: If they bring exactly the same amount of hours, I think the pay is only one pound extra, or maybe the same pay, to be honest. But they get the mileage extra and they get to do work from home sometimes because they get certain set amounts, so if you’re doing 20 hours, five hours or 25% of your time you have to spend on the computer to do your compliance and everything like that. You don’t have to go out basically on those times. But it’s quite strange. I used to get, the client is obviously dead now, but I used to get money for that. I used to always say that I will do it, I will be able to help, but you need to pay me extra half an hour for it because…

And I used to kind of laugh at them because I used to think that how they’re making other carers go 9:00/9:30 at night, who are on sponsor, and I heard this one thing also from the company, I don’t know if it’s the company thing, they’re always scaring these students because they’re in their… I don’t want them to go in depression and stuff, kind of leave the job because most of them want to leave the job. There were so many people who shadowed me last year who came from overseas and they wanted to shadow and stuff. But they got scared. They did not join the job. They literally left the shadowing halfway, they said, “Sorry, this is not for us.”

Interviewer: And it’s not surprising, is it, when the pay has been cut in that sense. But I’m thinking as well, if people are having to pay out of their own pockets to travel between clients, bus fare, a bus fare is like £4 isn’t it, minimum? By the time they’ve done that several times a day, what are they actually getting to take home?

Respondent: Mostly people, so the students are struggling are a lot with this scenario. However, the full-time workers are taking weekly pass. So it’s not too bad. However, in [name of place] there’s a case came up the day before, last Wednesday’s meeting, the lady said that we love this carer, (name of person) something his name was, a new carer, a student, and on Sunday there’s a phone call went to Name of person, everybody loves him apparently, and the phone call came to Name of person said that Name of person, you need to do one call because the carer has called in sick.

Knowing Name of person, he’s being nice, this is what I heard, and he agreed to it. So he went to do the call, however, he didn’t realise where the call was, he had to change two buses. So he paid for four buses to do the 45 minutes call and at the end he made one pound for that, one pound. And he spoke to this representative and said, “I’m leaving the company.” Nobody wants him to leave the company because he’s such a good carer. The problem is also, it’s very hard to find good carers as well, very hard.

I’ve seen some carers who don’t even know how to use a microwave or how to take the foil off and put in the microwave. So we have to literally explain, the company has to literally explain to them everything and if they find somebody who is nice, they don’t want to get rid of them. But then with the payment and all these scenarios, it’s very hard to hold on to them. Like I was giving you the example, that Polish girl, her mortgage gone up now. She’s got three kids, husband working nights and stuff and all that, and she was doing this part time only because she works in South of Eng only, because she can drop her son to school, kids, her daughters are all 13 and 16, which is fine.

However, now because the barcode came up, she’s having the same problem, that she’s not getting paid and she used to do rush, like you used to do four calls in the amount of time where she can only do two now. Because it used to be ask to leave early, she left, gone on to the other call and she was driving. Where she used to make £60 a day, now she’s not even making £30 a day. So now she rang me the other day and she said, “My DBS is clear, I’m doing Amazon deliveries.” She’s gone in Amazon delivery because she said it’s giving me £2,400 a month.

Interviewer: You can totally see why people are leaving, can’t you?

Respondent: Yeah, exactly. And we don’t want her to leave, she is an absolute gem. As I explained to you, she’s on about… she’s so good that she’s on our website, first photo is her, on the website, that’s how good she is. But they’re going to lose her, so can’t really do much.

Interviewer: You wonder if people are better off in residential care because they’re getting the set hours but...

Respondent: So one of my friends who is a student who has got a sponsor from the company, works with me double up every single evening, he’s obviously struggling for hours and work as well, but he somehow makes 30-35-40 hours. His wife was a dependent with him. So when you come with a dependent with you, they can work full time, there’s no limit because you are a student, you have the problem, not the dependent. So she’d gone and got herself a job in a care home. So she was doing nights in the care home because they’ve got a baby as well.

He was doing daytime until 7:00 and then she used to do 8:00 until 8:00 in the morning, so they both were working. However, same situation comes there as well, I think people start hating her because she was doing a good job and stuff and all that. And they were saying, “You are new, how did you get a full-time job already? We are struggling and we’re paying heavy taxes, you guys are not even paying taxes,” and stuff. She got attacked with it and she made a couple of mistakes and they sacked her.

So again the situation is now, she’s so panicked about the situation and how it happens is because there’s a lady who passed away in her sleep and they’re now accusing her that she didn’t check on her, every two hours in the night, you have to go and check if they’re breathing. And they said, “You haven’t checked in your reports,” and the family is now accusing that she may have taken her bangle or something as well. So there’s a police case going on on her on top. So there’s loads and loads of things. And she’s now saying that F-it, you know, I’ll rather just do a cleaner, I’ll rather just…

Interviewer: Or work in a shop or something.

Respondent: Exactly, than doing a respective job like that in a care home where I would love to give my 100% to the care. Because people are there. I’ve seen some amazing carers and touch wood, the carers I’ve learnt from, luckily the one I shadow, learnt from in the company, from nearly five to seven years, and they’re diamond, they’re literally… but I just feel so sorry because these girls are mums and they have families and stuff and all that. They’re getting up at 6:30 in the morning to come to the first call, which is around 7:00/7:30 and are not going home until around 8:00/8:30 in the evening. They’re doing 14 hours and when I see their payslip, it’s no more than 1,700, 1,800 after tax.

Interviewer: Gosh, it’s terrible isn’t it?

Respondent: It is literally terrible and it literally breaks my heart. I try my best, if I see anybody, especially in my area to kind of drop them, you know, or somebody is doing double up with me and would have no conveyance, if I’m going in the same direction as them, I say, “Don’t worry, I’ll drop you to the next call because I’m going halfway anyway.” At least you’ll save your bus thingy as well and time, time is the main thing. I think bus passes and stuff is secondary, it’s the time is the main thing. If companies start paying a bit of travelling time between the clients, that will give all carers, and this whole industry a big boost, definitely.

Interviewer: Yeah, you’ve given me some really, really insightful responses. Obviously these questions are standardised, but I know you’ve got a slightly different situation because you’ve chosen to come into this in a part-time way. Your income is not the main one in the household is it?

Respondent: No.

Interviewer: You’ve got your partner as well?

Respondent: Yes, my partner.

Interviewer: And again, this question is like a generic question, but does your income meet your current household needs?

Respondent: Okay, as a care worker, it won’t, it will not. I will struggle to literally even bring the food to the table. I’ll give you the example of my colleague again, he’s renting the place, one bedroom, studio apartment for £1,250 and he brings £1,600-1,700 home. When his wife got sacked, she was earning around £1,200, by doing four nights only. When his wife got sacked he was literally in tears and he did not know what to do. He said, “I don’t know how I’m going to feed, how I’m going to pay rent and how I’m going to do things.”

And now he brings… so he’s here in the country for nearly a year now, he has brought around £12,000 from back home to use here, which he has spent already. And girl has brought around £7,000, between them they have brought £20,000 from back home to just survive here, to pay the rents and stuff and all that, because they can’t do it. And weekends, they’re just eating in temples and things and all that.

Interviewer: That’s heartbreaking.

Respondent: It is literally heartbreaking. I can give you so many examples which literally just give me goosebumps, to just imagine how these people are even surviving. But just the hope of staying in the UK and kind of making a better life than back home. But some people are just saying F-it, I’m just going to go, I don’t want to do this, I’m not here for that, I’m well off back home and they’re just doing their studies and they’re leaving. But the people who are wanting to kind of stay… so again, it’s two categories. One is a mindset, they want to do this job, they are good in it and they want to give it.

And the majority of it are not, their mindset is not to work. They’re not even working well. They are making mistakes, they literally get a bollocking every single day from office, they’re making mistakes, because their mind is not in the job, they don’t want to do that. Because back home cleaning somebody’s bum or picking up things are [\*\* 0:46:29] jobs, it’s like people who have… maids and things, these people are from middle-class families.

If somebody is coming to you UK from back home, from India, they have to be well off because you have to show a lot of assets and income to come to the UK. You cannot just… you can’t have a basic salary. So these people are very, very rich back home, but they still want to make a living and better life, thinking that they can do something here. So they’re not liking it because they have maids back home who are doing all that…

Interviewer: It’s a completely different way of living isn’t it?

Respondent: And when they’re doing it here, they’re not liking it. So they’re only doing it for the reason for being staying in the country as a sponsor and that’s the reason I personally think there should be categories. If somebody is coming, you know, if they’re doing perfectly fine, I’m not saying that, there will be two people out of 10 who are from back home, who are rich still, but they’ve got to do this job because they’re still doing a good job. Then yes, put them in the category where they’re getting good money.

But when they’re starting, just give them such a hard time that they either think that we put our backside into work to earn the living or it’s not for us. It’s not for us, because the thing is, why I feel… because I’m in a higher tax bracket, right. So what I feel is, I don’t get appointments for doctors, I have to sometimes go private. Even for my dentist and things and all that. Then why things piss me off is when somebody doesn’t need any care and they’ve got a carer, me, because I just then go and tell, the company said, “That was the easiest call, why did you left that package?” And I said, “Because I’m going to say something to him, because at the end of the day I’m paying for what my taxes are going for, him to be just sitting on his arse doing nothing and it’s my taxes.” From that taxes, I’m getting my money back.

Interviewer: Yeah.

Respondent: And literally he’s just sitting there, literally just having a fag and government is… so there’s this alcoholic client, the government is paying him allowance to drink alcohol, because he’s an alcoholic, so he gets an alcohol allowance, so he can drink the alcohol, can you believe that?

Interviewer: He gets a carers allowance?

Respondent: Yeah, he gets an alcohol… because he’s an alcoholic and he can’t recover, rehab and stuff and all this. So he gets some kind of money towards his sickness and alcohol, can you believe that? It’s just a nightmare out there, literally. And I said you know what, I just don’t even want to know more about these things because it just makes me really, really sick. So I just have my four/five clients, which need definite care, which can’t do anything, which I know will benefit from the care. I’ve got really good relationships with their families and stuff and all that, next of kin and stuff and all that.

Which is good because I’m also getting… because I told my work that I’m doing this kind of pastime development, I need to send them every six months feedback as well, so I get good feedback then from them, clients, and then I can forward it for my company. So any kind of training and sessions and all that, becomes kind of free and paid for me, from my company. So I don’t have to use my allocated holidays for these kinds of things. It comes as personal skill set.

Interviewer: In terms of your hours, are you able to pick… do you have quite a lot of choice over the hours that you…

Respondent: Yes, so this is another very good option with the company. It’s very flexible, very, very flexible, especially with all care companies are very flexible. So you can do part time, you can do full time, you can do overtime, it’s all in your hands. And this is why most people, most ladies I would say, are into this kind of work as well. Because they know that they can drop their kids to school, then do a couple of calls and then they can come back and then come back in the evening, cook for their husbands and stuff and all that, and then do a couple more calls and stuff. So it is… however, you have to have very good relationships with your company and company needs as well.

Everybody doesn’t get that, you see. So I made it very clear from day one that I’ve got a 9;00 to 5:00 job, so I cannot accommodate anything in those hours, unless my availability is over. So we’ve got a very good portal as well. So there’s a three-way process. When you join the company they tell you in writing what hours you can do. So you give your days and hours. Then you’ve also got your portal, which is an online portal where your payrolls and things and holidays, leave, everything comes, where you apply for all those.

There’s also an availability section, you can change. But if you are in the company for over three months and pass your probation period, you cannot change. So if I say that I can’t do lunch calls anymore from tomorrow, that’s not going to happen. Maybe if I’ve got a good contact with the company or they have carers to cover that call, then yes maybe. But at least you have to give four weeks’ notice.

Interviewer: Right, and then they would consider?

Respondent: Then they will change it, yeah, then they will change it. They will say okay, that’s fine, from four weeks onwards, you don’t have to do the lunch call, we have covered it now. But yeah, it’s quite flexible, I just realised a couple of weeks ago, on Tuesday, on Monday actually that my motor is expiring on Wednesday. So I rang the motor place and they said we can give you an afternoon appointment on Tuesday. I rang my company and I said, look, just to be on the general side, I’ve screen-shotted the motor thing, which is expiring, of my numberplate and from DVLA. I said look, my motor is expiring and I’ve got an appointment for tomorrow, so I won’t be able to do…

So sometimes these things comes up or sometimes school evenings, which my wife just tells me, “Oh, I forgot to tell you there’s a school evening this Thursday,” so it’s a short notice, but at least… so I try to give… so my son plays football for (name of place) League and I have to take him every… we both go, me and my wife and my daughter as well, so we all go with him to watch the games. And some games are far, in the morning early, so I have to kind of tell the company that this week is the game away, so I can’t do the morning call, sorry. So they’re very accommodating like that.

Interviewer: They’re good with that. How many hours do you do with them?

Respondent: I do around 15-20 hours a week, depending sometimes they give overtime, or they need help. Like yesterday morning they put… we’ve got WhatsApp groups of every single area. So they put kind of in the morning if somebody is off or can’t do anything, that we need help in this and then you just reply in the group and then they give you the call. So yeah, but mine is basically evening, I go for a couple of hours in the evening and one call I do in the afternoon for my client, it’s a lunch call. Because I just take… his wife is chilled out, so I normally take my lunch there and I like to spend time with him because we go out for a walk as well.

Interviewer: That’s nice.

Respondent: It also gives me a bit of walking, having to go out from the house and not to be stuck. Because I’m working from home at the moment. However, the week, if I have to go to work or something like that, then I’ll tell my company I can’t do the afternoon for them.

Interviewer: Do you feel that you have the time to be able to build the relationships that you want to build with the clients that you’ve got? Do you feel there’s enough time to do that?

Respondent: Yes, definitely. This is another good thing with the company because clients as well and company as well, because if clients are to like you, not many clients want to see new faces every day, because they are comfortable with one person and stuff and all that. So sometimes there’s a special request from the client which says that, “Can you please send that carer because she can speak my language,” you see? Because in (name of place) there’s loads and loads of Asian communities and if any English carer or Eastern European carer goes, they don’t prefer them because if the old lady wants to speak to somebody, she can be more easily to speak in her language and they kind of ask for those kinds of carers.

So we have, luckily we have a very good customer relationship where customers are happy and sometimes they, not in a rude way, but they just say, “Can we have that carer.” So the company then tries to accommodate those particular carers to those calls and then vice versa, so it kind of works. But some carers, some people are really harsh as well. I had a client who did not want any Asians in his house, nor blacks, nor Asians. So it was quite sad to see, but then again, it gives you… for me it was eye-opening because my wife is British, white British, so I don’t really… I never thought of those kinds of things, because I’ve been always welcome in her family and they’re welcome in my family.

In fact I’m quite close to my in-laws than my family side because not being in the country, many people here, but her family is all here. But it was an eye-opener when he said, “Oh, you’re not allowed here, you need to leave,” and stuff. And his voice was… he passed away unfortunately as well. But his wife was a diamond lady, she used to literally come out, hands like this and say, “I’m so sorry for his behaviour, he’s got dementia,” and things, and all that kind of things. But there is abuse, a lot of abuse we get as well. So that’s another thing.

Not only the money part is less, it’s also the abuse you get from the carers, because not every client is nice. They hit you, they punch you, they can swear at you, they shout at the girls. I’ve seen girls literally crying in front of the clients basically, because some clients say, “Your shoes are dirty, make sure you take your shoes off or you’re going to make my house dirty.” So they’re not bothered if you are there to… they’re more bothered about their floors and things, even though they have shoe covers and stuff and all that.

Again, they say, “You stink,” and I can understand, some people, different people have different body odours and when you’re walking in the sun you sweat. Not everybody, even the company policy is to say that, because there’s lots of complaints about it, that have regular showers and carry deodorant with you and things and all that. But we still get loads of complaints that your carer stinks and stuff and all that. It kind of becomes very sad for carers if you think sometimes.

Interviewer: It’s surprising…

Respondent: It’s eye-opening, it’s an eye-opening field to be honest, because I’ve never been in that field at all. But it was… when I joined last year… now I’m used to it and I’ve got my regular client set, so there’s not that much problem. But because as I said, the reason I wanted to join this meeting was to put across what I’m hearing from others and wanted to feed you because of your survey. There are people… all these people, but none of the carers I’ve seen so far, in one and half years who is happy. None of them.

Interviewer: That’s tragic, isn’t it, that’s so tragic.

Respondent: Nobody says that I’m perfectly happy with my rota, I’m perfectly happy with my working conditions and I’m perfectly happy with my salary. Not a single person. Zero. Zero.

Interviewer: CW13, I’m just conscious, it’s coming up to 2:00, are you okay for another 10 minutes or so?

Respondent: Yeah, that’s fine.

Interviewer: I still have a few questions. Tell me what it is you enjoy about your job? What are the things that you like about it?

Respondent: I personally, obviously like to go to people’s houses and talk about their family situation and their past and how things… how the family supports and all that. Because my main reason to learn this job was the family support, because my parents live in (name of place) and even though they’ve got the best insurance out there, it’s insurance based. I just wanted to see that how some carer, if they entered to their house, how will they treat them kind of thing. So I’ve literally made… I made such good relationships with clients, that we go out for meals.

The lady client who passed away, her husband was so grateful to us, and it was a double up call, he used to live with her daughter and son-in-law. And they all literally, it was two weeks ago, they all took, every single carer who was in there for a meal out. So we went to Wagamama’s, they literally spent £400 on all the carers, just wanting to say thank you for every single thing we did.

Interviewer: That’s nice.

Respondent: So these kinds of things are so rewarding and you know when it comes to… for me, I’m quite jolly, I’m really talkative, so I like to do things with them. So if you go on the Organisation name website, or you follow Organisation name Healthcare Facebook page, you’ll see… so we do this, at work, we do this storytelling. So you tell a story that happened with your client, anything which is heart-touching and stuff, and then they put that on the Facebook for social media to read. And luckily for me I’ve got a couple of stories been posted from my clients. One of them was Halloween, so we dressed up last year, everybody.

I’ve been to people’s houses with the mask to kind of scare them and stuff. It’s like little things and then took photos. And Christmas was very good, I went to actually every single client I worked with last year, which was around 13 of them, and I made a collage of every single one with me as a selfie with something festive. So they have like a Christmas hat or bunny ears and things and all that kind of thing.

Interviewer: Amazing.

Respondent: These kinds of things are so good because the thing is that not many have family support, they’re alone, they’ve been neglected and stuff and all that, even though they are in their places. So they love these sorts of things and stuff and all that. Unfortunately we are not allowed to take our wives/partners or kids to anybody’s house.

Interviewer: I bet they’d love it there if you did.

Respondent: They love it, like when I go on holiday, they literally just say, “Bring your iPad or iPhone and just show me all the holiday pictures,” because they want to kind of live that moment. Oh, you enjoyed so much, let me see, I want to go, take me next time with you and things like that.

Interviewer: That’s lovely.

Respondent: So those kinds of things…

Interviewer: I can see why you do that, do it in that sense, a real job of the heart in that sense.

Respondent: Exactly, yeah.

Interviewer: Briefly tell me a little bit about how you feel about the training opportunities? I know you mentioned a little bit about training, the organisation…

Respondent: The training has stopped in the company, I must say.

Interviewer: Okay?

Respondent: The training has stopped. They prepare you for everything, you get four days, four half days training to start with. This includes your medication training, food and hygiene, any PEG feeding and stuff like that. So all basic training. And you can’t just pass, it’s not like you’re sitting here and you’re talking and I’m listening, it’s interactive training. So she’ll ask you, there’s 15-20 people in each session. They have to have their cameras on, so the trainer knows that you’re doing things. It’s all online, but two days is the hardcore training and two days is the assignments and you have to fill them in and submit it. If you have not done it, you’re not passed.

Interviewer: Okay, that’s good.

Respondent: It’s quite good. Then you’ve got one whole day induction in the office where you go in a group of 5-10 people and they give you proper training, with a trainer [stance 1:01:08]. And I had twice now, every year you have to go a refresher. So this year I went for the refresher one, and last year I was the first training. And you can always give your feedback, if you think that something is missing from there. But they’re amazing. They even teach you in there how to put a nappy on, because not many people know how to put a nappy. Because if they are kids themselves, they don’t know how to do it on somebody, how to change.

So all equipment is in the office, the beds are there, the forklifts are there, the commodes are there, the wheelchairs are there, so you get hands-on before you go to customers’ houses. However, they do tell you that things have changed since time, you know, and there are some modern, some people have modern things, some people have basic things. So you learn that on shadow calls because this is the reason shadowing there. So you do 20 hours of shadow calls in your particular area, which the company will think will be giving you in the near future, those calls.

So you go there, you do the shadow and then after your 20 hours of shadow finish and the senior member… so after six months you become kind of a senior role. If I’m taking to shadowing somebody, I can’t pass that person. I can only provide them 20 hours of training, and then after that a field manager comes and she assessed it. And then if she thinks that everything, or he thinks that everything is okay, she passes them and then they’re ready to go to the field. So this is how it works.

On top of that we get every month different training courses, so it’s like bed feeding, there is dementia care, there’s adult care, so until now, fortunately for me, I’ve done nine certifications already with the company. So you get certifications. Some are… minimum is two hours, but it can go up to four hours, and a couple of weeks as well. So they even give you… but this is the good part here which I think comes in the salary part. There are some trainings out there which are provided by British Associations, which are only available to people who are in the UK from last three years, or British citizens.

They’re not for new kids. So that’s very good. They’re like NVQ level two, level three, stuff like that. So I can do that from my work, they’re all free, if I want to proceed. But they’re not allowed for those students at the moment, which is good. I think that’s… I think because that costs a lot of money, that’s why.

Interviewer: What sort of career development opportunities do you see that there are in this role?

Respondent: In this role apparently you can only… the only career opportunity you can have here is designation of senior carer, that’s all, nothing else.

Interviewer: There’s no extra money or anything for that?

Respondent: No, nothing at all. Or you can become a [field best 1:03:52] manager and it is a worst job, literally worst job. The [field best 1:03:58] manager themselves says to me that we are in the wrong job, but if we don’t do it, we cannot bring £2,000 home, we’re only going to bring £1,600 home, so they get that tiny bit advantage of that extra £400-500 a month, over the basic carer. And that’s the reason they start to this call, otherwise they say we won’t be able to provide for the family. Because you do need to remember, some of these carers are single parents or stuff like that, so it’s not easy, even though they claim some benefits. But if they bring certain hours of job, they can’t claim that.

Interviewer: That makes sense. It’s not career development, it’s not something that you’re looking for in this role anyway is it?

Respondent: Not really, the only next thing is if you want to work in the office, you can become a service manager, which is the person who allocates the role times, sort out your problems and if you’re off sick, they cover the calls and things and all that. That’s the most abusive job because literally,   
“Oh why you put this call on me, you know that I’m doing this call, why I’ve got… my double up is not done, he’s running late, she’s running…” literally the most abusive job, I would not suggest that either, no. And then you’ve got the role of HR or accounts, finance and stuff and all that, but again, you need qualifications for that and experience.

Interviewer: CW13, the last little bit of my interview schedule, it’s where I read a statement and you literally just have to say which one you agree with. It would take about four/five minutes and then we’re done, is that okay?

Respondent: Yeah, that’s fine.

Interviewer: There’s a number of different statements and then literally say which one applies the most. Thinking about your role and the difference you are 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: I think I would go with the first one, I can make as much as I…

Interviewer: Great, thinking about your relationships with people that you care for, your relationships are as good as you want them to be / Good enough / Not as good as I would like / Not at all good?

Respondent: I think first one.

Interviewer: Thinking about 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 / I have no autonomy?

Respondent: First one please.

Interviewer: Thinking about the time you need to do your job well. I have all the time I need / I have adequate time / I do not have enough time / I do not have enough time and it’s having a negative effect on me.

Respondent: With my ones, I will say I have enough time, so the first.

Interviewer: Okay first one.

Respondent: Yeah.

Interviewer: Thinking about 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: I’ll say second one, definitely.

Interviewer: Occasionally?

Respondent: Yeah, occasionally.

Interviewer: Thinking about looking after yourself at work, which of the following describes how you feel. 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 well enough / I’m rarely able to look after myself?

Respondent: I will say first for myself.

Interviewer: Great, 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?

Respondent: First one.

Interviewer: Thinking about your professional relationships at work. My professional relationships are as good as I want them to be / Good enough / Not as good as I would like / Not at all good?

Respondent: First one please.

Interviewer: Okay. Thinking about how supported you are in your role, so this is like feeling respected by your manager. 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 managers / I do not feel at all supported?

Respondent: I think the first one.

Interviewer: 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 or knowledge I need?

Respondent: I would say the second one because nobody is 100% with the thing, we all must learn.

Interviewer: Sure. Thinking about career aspirations. I have opportunities to advance my career as I would like / I have adequate opportunities to advance my career / I have some opportunities to advance my career / I have no opportunities to advance my career?

Respondent: I will say I have some opportunities, that one.

Interviewer: Thinking about the income from your work in social care overall. 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 as well.

Interviewer: Okay and finally, thinking about your role, how your role is valued by other people, which of the following describes how you feel? My role is highly valued by others / My role is adequately valued by others / My role is not valued as much as I would like by others / My role is not at all valued by others?

Respondent: I’d say first.

Interviewer: That’s brilliant. And then literally just a couple of questions about… you don’t need to share this with me if you don’t want, but do you mind if I ask your age category?

Respondent: Yeah, I’m 43.

Interviewer: And your nationality?

Respondent: I’m British Asian.

Interviewer: And do you have any disabilities?

Respondent: No.

Interviewer: No disabilities. And qualifications?

Respondent: I’m a professional IT consultant.

Interviewer: And your household situation is that you live with your wife, isn’t it?

Respondent: Yeah, and two kids.

Interviewer: And your two kids. What’s your distance to work CW13?

Respondent: I’m working from home… oh, for the care work?

Interviewer: Yeah.

Respondent: Just over five miles.

Interviewer: Five miles, that’s brilliant. Great, I’m at the end of my questions so thank you so much, that’s absolutely fantastic.

END OF AUDIO