00:00:00:09 - 00:00:21:14

Speaker 1

And so, yeah, so a little bit about our project. It said we're looking at pay and conditions in adult social care and really important that we speak to people who are currently working in adult social care and get their perspectives so that we can build a body of evidence that we can start to use to push forward into policy.

00:00:21:14 - 00:00:34:11

Speaker 1

So really, really glad to speak to you as well. But tell me a little bit about your current job that, you know, the nature of the work that you do in adult social care.

00:00:34:13 - 00:00:56:14

Speaker 2

Basically, we go into people’s houses and help them living independently as possible what they make of coffee or breakfast lunch… whatever they need at that particular time.

00:00:56:16 - 00:01:05:10

Speaker 1

Okay. And that they elderly people. Yeah. So is that would that be called like a dom care role.

00:01:05:12 - 00:01:48:12

Speaker 2

Domiciliary yet I'm also if I mean I do because I'm a kind of a lot of different levels at a great place I'm kind of get in places like this is more specialized not in the normal carer role. They tend to send me into the person first, and then I can then feed back..

00:01:48:14 - 00:01:58:04

Speaker 1

Yeah, that that makes perfect sense. And so when did you and when did you move into a care role.

00:01:58:06 - 00:02:30:14

Speaker 2

Probably about 15 – 16 years ago, I was working as a full time signer for deaf kids and doing the holidays, I got bored and started doing it as a sideline, to relieve boredom. Then I changed jobs and that’s where I am now.

00:02:30:16 - 00:02:31:06

Speaker 1

00:02:31:08 - 00:02:37:22

Speaker 2

Everything often but I mean job and where I am not.

00:02:37:24 - 00:02:57:13

Speaker 1

So in your current job in doing dom care that’s employed by an agency isn’t it. Is that a big agency? Do you anything about it?

00:03:00:12 - 00:03:05:05

Speaker 2

When I started, it was about 10 staff, now there is about 50, its been built up over years.

00:03:15:06 - 00:03:22:12

Speaker 1

Yeah. Brilliant. And do they just do dom care or do they do residential and other things.

00:03:22:14 - 00:03:25:08

Speaker 2

They just started to do residential I believe.

00:03:25:11 - 00:03:26:20

Speaker 1

Right, okay.

00:03:26:22 - 00:03:35:13

Speaker 2

If you are a female carer you can go anywhere, you can do Men, Women, dogs, goose, if you are make carer you can only do Male clients.

00:03:35:13 - 00:03:36:07

Speaker 1

Yet.

00:03:36:09 - 00:03:37:06

Speaker 2

Anyway.

00:03:37:08 - 00:03:37:19

Speaker 1

Right.

00:03:37:21 - 00:03:47:01

Speaker 2

You can remain within those but you were more carer. You can only do more close by.

00:03:47:01 - 00:03:50:20

Speaker 1

Oh that is that because the women don't want a male carer?

00:03:50:22 - 00:03:59:15

Speaker 2

Well yeah, but if you go into a hospital or a care home they'll get everyone.

00:03:59:17 - 00:04:00:21

Speaker 1

Yeah.

00:04:00:23 - 00:04:07:12

Speaker 2

Well they, you know, as the saying goes you’ve seen one you have seen 100

Speaker 1

Yeah, yeah, course. And so tell me about your current rate of pay Rob, if you don't mind. What do you get per hour as a carer.

00:04:21:21 - 00:04:26:09

Speaker 2

At the moment its 11:35 an hour.

00:04:26:11 - 00:04:32:23

Speaker 1

And what area are you in are you down South somewhere?

00:04:33:00 - 00:04:33:16

Speaker 2

Midway

00:04:33:18 - 00:04:39:16

Speaker 1

When was the last time that that was increased.

00:04:39:18 - 00:04:41:17

Speaker 2

Probably last April

00:04:41:19 - 00:04:43:16

Speaker 1

When the minimum wage was increased

00:04:43:18 - 00:04:44:00

Speaker 2

Yeah.

00:04:44:02 - 00:04:45:00

Speaker 1

But yeah.

00:04:45:06 - 00:04:48:20

Speaker 2

Is basically just above the minimum wage.

00:04:48:22 - 00:05:06:18

Speaker 1

Oh okay. That's, that's great. And how important do you feel it is that people who've got more experience in care get a higher wage or do you just think that everybody in care should get a higher wage?

00:05:06:20 - 00:05:34:24

Speaker 2

Everyone should get a higher wage… half of them don’t understand English, they see care as making a cup of tea and getting out, I have had carer’s come and tell me they don’t even know how to put butter on a cracker, I have had days where I have been out shopping and my other half is in tears and I have said whats the matter, they came in and did their jobs but standing over him speaking in own language. If its an old lady or an old man, the only people that they see are the carers and the carers don’t even acknowledge them or they speak to each other in their own language, that client is not getting the service they are paying for.

00:05:35:01 - 00:05:35:23

Speaker 1

And.

Speaker 1

NAME OF PARTICIPANT do you how does your rate of pay compare to other jobs in the area. So either similar care jobs or jobs outside of care.

00:07:14:13 - 00:07:43:03

Speaker 2

Outside of care, I was earning £15 an hour in school, was a lot easier, didn’t have to do any kind of driving around, this job, because of the nature of the job you might have to be there an hour and your only getting paid the time your supposed to be there, which is half an hour.

Right? Okay. The don't they don't pay you for the amount, the full amount of time that you spend with the person.

00:08:09:01 - 00:08:25:19

Speaker 2

No always, they sometimes say the time allowed is whats needed. Sometimes the client hasn’t got the tea bags so you have to go to the shop and get the tea bags because nobody else will do it. Also their family might say they will get them a food shop but that might not be until the end of the month, but they cant go without milk for tea or bread, you cant always say that the job is this, sometimes your in there 10 minutes, other days you are in there 35 minutes. You have got to use your wisdom. Sometimes carers go in and do a 20 minute visit, if that client has a problem or is upset you might stay with them for 40 minutes because they need someone to talk to.

Speaker 1

Do you get any additional benefits in your role like any bonuses or sick pay like pension contributions.

00:09:50:22 - 00:10:15:23

Speaker 2

Pension contributions, but I have a situation where I have to take my other half to hospital, I have to give my work back, that means that I don’t have any work, if I don’t have any work I don’t get paid, if I don’t get paid I don’t have any money.

00:10:16:00 - 00:10:20:13

Speaker 1

There's no flexibility in the system.

00:10:20:15 - 00:10:32:00

Speaker 2

You know, So if I'm not working at the moment he is in respite so I am not working, my wage slip last month was just over £200 for the month, I have to pay the mortgage with that and all other household bills, you just cant do it.

00:10:32:02 - 00:10:33:14

Speaker 1

Right? Yeah.

00:10:39:09 - 00:10:57:01

Speaker 1

No, it's impossible, isn't it? Yeah. So with the pension contributions, is that like if they put in a percentage of what you say, is it like you at the end of the month, would they put in a percentage of your wages or how does it work with that.

00:10:57:03 - 00:11:06:08

Speaker 2

You put in 10% of what you have earned and the equal it.

00:11:06:14 - 00:11:21:07

Speaker 1

Okay That makes that makes sense. That's really helpful. And and then when you started in your job, NAME OF PARTICIPANT, did you get like did they pay for your DBS check? Do they pay for. Yeah, they did pay that. Yeah. Yeah. And do they pay.

00:11:21:09 - 00:11:53:19

Speaker 2

Some places up into they, they pay for it outright but then they re-coup it, they will take so much per month to pay it back. One place I worked at they gave you one t shirt and one polo neck, they expected you to buy from them extra t- shirts.

00:11:55:16 - 00:12:01:06

Speaker 1

Oh, that's not good, is it? So they give you that one thing you're supposed to like wash it every day or something?

00:12:01:08 - 00:12:27:13

Speaker 2

So I was lucky, I managed to get a couple of tea- shirts, bought one from them same colour, same style, same colour but didn’t have their logo on it, got it from Primark, but they were charging you £10 for the same t-shirt with the logo on it. I wore the same one and wore a cardi over it.

00:12:27:15 - 00:12:31:18

Speaker 1

And what about you induction when you had an induction. Did they pay for your induction.

00:12:44:21 - 00:12:45:16

Speaker 2

Yes.

00:12:45:18 - 00:13:12:04

Speaker 1

Okay. That's, that's good. And, and thinking about like so you mentioned a little bit earlier about like the time that you spend with clients and things. How does some of the people I've spoken to have said that they have to do like a barcode kind of checking in, checking out system. How does it work for you in terms of like how do you… do you do you get allocated a set number of clients day and then have a certain amount of time you are supposed to spend with them?

Speaker 2

We have got an App, your supposed to login when you get there, then log what you did like pad change, what care you gave them, all the paperwork, then obviously when you left you logged out. You kind of do it all on the App.

Speaker 1

And how would they like pay. So would they pay you for just literally the amount of time you spent with the client? Or how does it does it vary?

00:13:54:01 - 00:14:01:02

Speaker 2

They pay for what is on the app, unless you have called the office and said there is an issue then that’s what they pay you.

Speaker 1

Write. And then they do have to fund travel in between clients from your own pocket or, there’s no reimbursement of any bus fares or petrol.

00:14:17:03 - 00:14:45:00

Speaker 2

Not from this company, my last company if you had ten jobs, they didn’t pay you from home to the last job but providing you went on from job to job you would be paid..

Speaker 2

You end up losing a lot of money, you ended up losing £20 a week.

00:15:16:20 - 00:15:18:12

Speaker 1

Yeah. It all adds up, doesn't it?

00:15:19:11 - 00:15:28:13

Speaker 1

Yeah. So, so at the moment, your current job there, the agency job, there is no reimbursement of any petrol or anything at all.

00:15:28:17 - 00:15:30:13

Speaker 2

Not at the moment no.

00:15:30:15 - 00:15:31:11

00:15:31:13 - 00:15:58:12

Speaker 2

Some of the carers, who live in the next town over, they are walkers they don’t drive, so they give them no time to get from one town to the next and they don’t pay them, on their weekly or monthly wage they are expected to buy their own tickets. If a ticket costs you £12, three hours for no money. One of my neighbours has carers for her dad and she recently said they are sending a carer from (name of place) he’s a walker, he gets the ferry from (name of place) the train from (name of place) to (name of place) and then has to walk up the hill, for a 45 min call. The time..

00:17:23:15 - 00:17:34:16

Speaker 2

It takes a good 30 mins from (name of place) and your looking at another half hour on the ferry from (name of place). They gave me one call in (name of place) and I said I will do it as its an emergency but that’s a half hour trip and your not paying me petrol, for a half hour call. I was spending the money I got from the call getting to the call, I said I will do this once as an emergency but I won’t do this regularly. I won’t kill myself to get somewhere for half an hour.

Speaker 1

It's not worth it is it. It's not worth at all. So how long would you typically spend in a day like traveling between different places?

00:18:10:07 - 00:18:13:09

Speaker 2

A couple of hours, easy

00:18:13:11 - 00:18:19:23

Speaker 1

What would that equate to in terms of like cost out of your own pocket?

00:18:20:00 - 00:18:22:01

Speaker 2

Probably £10.

00:18:22:03 - 00:18:22:23

Speaker 1

Okay.

00:18:23:00 - 00:18:40:20

Speaker 2

Well I used to have a couple of calls in one part of town ,then have an hour break, I could have come home and it would have been coffee, wee and then out again, there was no point, the next two calls were like ten minutes from the first place so what I used to do was find a coffee shop, have a coffee, sit in my car, then go on, or do the call a little bit early, I would get there a bit early, say I’m sorry I am a bit early, otherwise you have like an hour, two hour break between, too long a gap in between calls but not enough time to come home and go back out again, better off sitting in a coffee shop.

00:20:04:17 - 00:20:29:07

Speaker 1

It doesn't make sense to keep moving, does it? No it's really helpful and it's it's really good to get a picture of how all that worked because I think this is one of the things that's really.. people are not aware of people who are not working and are not aware of all of these challenges in terms of like how calls are scheduled in the coffee and the personal cost to you of having to move around between clients and things like that.

00:20:29:07 - 00:20:36:10

Speaker 1

So it's really helpful. Is your income the main income in the household?

00:20:36:10 - 00:20:56:18

Speaker 2

Because my other half has had a stroke, and he’s paralysed, the only other money we get coming in is.. never used to be, he used to be a palliative carer so we used to have joint incomes. Now, mine is the main income.

00:20:56:21 - 00:21:04:16

Speaker 1

Okay. Do you get any other in-work benefits? You obviously get benefits for your partner, but are you entitled to anything yourself?

00:21:04:16 - 00:21:10:24

Speaker 2

So because I get such a little wage, I get a top up of Universal credit, I was planning originally carers allowance, but then I got a job full time so I thought I am going to give the carers allowance up. I can work more hours, can get more money but then I got my hours cut again so they will top up your universal credit, they will take it out of your carers allowance and give it to you again as a working income, so you end up, it work out a tenner worse off so there was no point, so that is all I get.

00:22:09:13 - 00:22:20:05

Speaker 1

Okay. That's that's really helpful. And would you say that your weekly income from your social care job, does it meet your needs, your household needs.

00:22:20:07 - 00:22:53:02

Speaker 2

No. We are living literally pay check to pay check, benefits to benefit. If anything majorly goes wrong, we are literally we had to ask his mum for £100 and we will pay back out of our benefits over a couple of weeks, or we go I cant afford it at the moment and we put it in the pot, and we go oh we have got the money in the pot now, we can get what we need.

00:22:58:15 - 00:23:03:22

Speaker 1

And, and do you feel that the cost of living crisis has affected you guys?

00:23:03:24 - 00:23:36:05

Speaker 2

Oh, God, yeah. Yeah. Everything. I mean, everything is so expensive now. I mean, I buy mince meat and things and now its cheaper to buy ready meals, I hate ready meals as they are not as good but they are cheaper to buy… a Shephards pie already made, than buying the ingredients to make it, I hate doing it, but I have no choice, its either something to eat or don’t eat.

Speaker 1

Something? Yeah. Even like even like going to Aldi's expensive now, isn't it? Like you used to go to Aldi and, and you'd get a good shop like, and even go in that.

00:23:52:20 - 00:24:11:18

Speaker 2

I went to Sainsbury’s the other day and I had to buy cat litter, it used to be 1.35, its now like 2.50 for a bag, I need two bags, now its almost a tenner. I’m not going to not buy it, mince meat, potatoes, even a jar of pesto sauce, in one shop it was 3:10 that was there own brand, the cheapest it was, went to another shop it was 95p. So I do go one place for one thing, another shop for something, I have to do it and it’s the only way to keep the prices down.

00:25:25:12 - 00:25:55:10

Speaker 1

Yeah. I think it's, yeah it's, it's, it's everything has just got so, so expensive. And tell me a little bit about your contract NAME OF PARTICIPANT. So are you on like a 0 hours contract with the agency.

Speaker 2

Yeah. Yeah, yeah.

Speaker 1

And do you get like a guaranteed amount of hours each week or do they tend to change or what?

00:25:55:10 - 00:25:56:02

Speaker 1

How does it work?

00:25:56:02 - 00:26:31:09

Speaker 2

I have gone down from being a full time worker, to being when ever they need me, but its even worse than that, one of the carers that comes here he has got a full rota, and I said to him are you here tomorrow, and he said yeah I am with you tomorrow all day, I got a phone call to tell me that he had gone sick and would I cover his rota. I was like yeah, when they emailed it over to me they had only given me 4 calls, there was 830 in the morning, 12-1 and lunch, and then 8:30-9 at night all I had was those four calls and I knew damn well he had other calls to do as well, so I ended up basically being stuck in doors because the gaps between weren’t enough to go anywhere in particular. I managed to go down to local shops to get shopping but ran round the shops, coming home putting it in the fridge and then back, didn’t have enough time to do anything, if I am out the house at 9am I would rather be out until 4-5.

Speaker 1

Again. Yeah, it breaks the day up too much, doesn't it? Yeah. Yeah. So how many hours would you do on, like a typical week. What would like a typical like in terms of hours?

00:28:26:09 - 00:28:36:21

Speaker 2

Normally up to 36. I mean when I was doing my two jobs, I was putting up 100 hours a week.

00:28:36:24 - 00:28:40:01

Speaker 1

Oh, it's a lot. Blimey.

00:28:40:03 - 00:28:51:08

Speaker 2

How I like it. I like to be busy, I don’t like sitting on my sofa, watching TV or sitting there eating and drinking, I am bored.

00:28:51:11 - 00:28:54:13

Speaker 1

Yeah. I like to be out doing it for me.

00:28:54:19 - 00:28:56:22

Speaker 2

Yeah.

00:28:56:24 - 00:29:07:09

Speaker 1

So. So at the moment you do it about about 36 and are they sort of spread across the week like a set number of hours per day, like you have to do weekends or anything like that.

00:29:07:11 - 00:29:30:08

Speaker 2

I work Monday to Sunday, one week you do Monday, Tuesday, Wednesday, Thursday, Friday and have the weekend off, Next week you work Monday, Tuesday, Thursday, Friday, Saturday, Sunday.

00:29:30:10 - 00:29:31:14

Speaker 1

Okay.

00:29:31:16 - 00:29:37:21

Speaker 2

Yeah, that one day of the week and then the following week it's five days of the week and then the weekend off.

00:29:37:23 - 00:29:45:03

Speaker 1

Okay. And so does your does your income vary from week to week or does it tend to stay around about the same?

00:29:45:05 - 00:29:47:18

Speaker 2

It has, it tends to stay about the same.

00:29:47:22 - 00:29:49:09

Speaker 1

Yeah.

00:29:49:11 - 00:29:52:06

Speaker 2

But again, they used to pay every two weeks.

00:29:52:08 - 00:29:53:03

Speaker 1

Yeah.

00:29:53:05 - 00:30:13:14

Speaker 2

They then switched over to a monthly pay but they when they say they were going to pay us at the end of the month it suddenly became the 10th of the month so you had to go like three weeks without any money.

00:30:13:19 - 00:30:24:14

Speaker 1

Yeah. It's really tricky isn't it. How do you feel about your contracted hours. Like do they match your preferences. How do you…

00:30:24:16 - 00:30:38:01

Speaker 2

I was supposed to do 36 hours a week and some weeks … I mean my wages last month, (inaudiable) wages last month £194.

00:30:38:03 - 00:30:38:19

Speaker 1

right

00:30:38:21 - 00:31:08:13

Speaker 2

Its not enough, you say to them, where have my hours gone, I am British, I was born here, I need my bills paid, if they haven’t got enough hours they need to go back to where they have come from

00:31:11:16 - 00:31:19:19

Speaker 1

Yeah. So how and why. So why, why are they taken Why would they take hours off you to give them to someone else?

00:31:19:21 - 00:31:29:14

Speaker 2

They have to get so many hours, if they arnt getting their hours they aren’t fulfilling their contrract

00:31:29:16 - 00:31:30:02

Speaker 1

Got you.

00:31:30:06 - 00:31:38:23

Speaker 2

They could be fined and then of people that I'll get their hours (inaudible).

00:31:39:00 - 00:31:50:08

Speaker 1

Okay so they'll two they'll take them off someone and let yourself in order to get right it like would they change your would they change you hours at really short notice. Like would they ever bring you in, say, like tomorrow your shifts have changed or.

00:31:50:10 - 00:31:53:03

Speaker 2

Yep, they will change my hours and not tell me.

00:31:53:05 - 00:31:55:14

Speaker 1

Oh, really?

00:31:55:16 - 00:32:29:05

Speaker 2

Yeah. For example, a couple of weeks back, I was working with one of the carers, ( inaudible) My first call was Gary at 8 am, made breakfast, coffee.. (inaudible).

00:32:29:07 - 00:32:58:04

Speaker 2

They must have put in on and not told me. Then I phoned the office and I said I am not being funny but you have put a call on me, that you havnt told me about, its now 8am, I can’t leave this call now to go and do it, I will do it but it will be about 8:45 before I go and do it which isn’t 7am, I said I am sorry, if you don’t tell me, if you don’t tell me I’ve got a call… If I don’t know I don’t do, I put the phone down and my co worker was like …. I normally pick him up and we go on to, it saves a bit of time for him walking, got to clients house at 8:45 and she was having a go at me, she said you late, I said Im not late I didn’t know I had the call, I said no the office put this call on me, I told them to give you a call and tell you I’m on my way… (in audible). She said I woke up this morning and I hadn’t been told, she said its not your fault…

00:34:57:13 - 00:35:01:15

Speaker 1

This is messy. It's messy, isn't it?

00:35:01:17 - 00:35:09:13

Speaker 2

I get an earache from clients, for running late, I am like well its not my fault, I didn’t know about it. Sorry I do apologise (inaudible) , the office messed up basically and they told you a pack of lies, not my fault

Speaker 1

No no it's, it's it's, it's, it's unpredictable in that sense. Yeah What do you like about your job?

00:35:52:05 - 00:36:22:24

Speaker 2

You can go to client’s houses and (inaudible)You might go in one day and he’s a miserable git, the next day he is singing and dancing. Or you go to a client’s house and they are ill and you go in the next day and they have had their medication, and they are better and its never.. its how they are, (inauble) I don’t like just going in and its morning, yeah, cup of tea, yeah, that’s boring, like it when I get a bit of spice

00:36:39:02 - 00:36:52:24

Speaker 1

And what are the bits that you find the most challenging or stressful.

00:36:53:01 - 00:37:01:09

Speaker 2

When you are given something to do and you know damn well its not in your job spec, but you are put in the position where the agency say, can you possibly… because you have done it, they except you to do it. And its like er no…

Speaker 1

That be like giving them medication or something or something that, you know.

00:37:22:19 - 00:37:41:07

Speaker 2

Its to do with going to the shops or going to a chemist, or to get their medication because their daughter has forgotten, its nothing life threating, its stupid things that are not in the norm.

00:37:41:13 - 00:37:52:24

Speaker 1

Yeah yeah and so those are the challenges but what about and training that you've had in care work how do they has the agency given you any training.

00:37:53:01 - 00:38:17:19

Speaker 2

We get training. We get refreshers, every year. I am doing one now because I have got a new job and I am sitting here going through the online training. I am like I have done this three weeks ago, you are trying to press the fast forward button on the video, you are trying to.. (inaduble) they give you the yes or no, true or false and you answer the question, and so far, I have answered 30 questions and I have got 100% in each one. I went to, (inaudible), I got to one place and they are all newbies, they have never done a day in their life, and there’s me, and I am sitting there thinking this is painful telling them how to use a hospital bed and they are saying anyone seen how to use a hospital bed before, yeah, where have you seen one, at home, ok, who know how to use it, me, use it everyday, ok right do you know what this bit of equipment is for, hoist? Right, you know what you are talking about, can you let everyone else, (inaudible), next hour I was doodling with my pen, I was playing games,

00:40:22:23 - 00:40:51:07

Speaker 2

All the equipment that you can say they were showing you, I think like work proposition for you, then you can demonstrate to the and asking equipment. Now I've got a proposition for you. Okay, let me see. See what we're going to be going to do on the bed. We're going to do about outpatients. Well, obviously this equipment meant for ease of use the face and showed them how to use face.

00:40:51:09 - 00:41:16:09

Speaker 2

You know, how to figure out down all the functions of the bed. Then he got me to use. He can do do that by using for the ten minute break. I mean he then came up to me and said how would you feel about leaving half an hour earlier? He said well you you've got really good experience, we could split the group in half, you take half and Ill take the other half then we will swap and get the job done in half the time. that’s what we did.

00:41:44:24 - 00:41:48:15

Speaker 1

But yeah, makes sense to do that. Doesn't it?

00:41:48:17 - 00:41:53:14

Speaker 1

Is there any training that they give? Any training that they don't give you, NAME OF PARTICIPANT? That you think will be useful?

00:42:12:21 - 00:42:16:23

Speaker 2

Yeah. I have to make sandwiches

00:42:17:04 - 00:42:18:13

Speaker 1

Mm.

00:42:18:15 - 00:42:49:03

Speaker 2

And a decent cup of tea, One of my clients I walked into his house and he said oh my god thanks god its you, was thinking Id done something wrong and all I got was can you make me a decent cup of tea.

00:42:49:05 - 00:42:49:21

Speaker 1

Yeah.

00:42:49:23 - 00:43:23:02

Speaker 2

Tea bag, hot water, sugar or sweetener, he said I don’t know what they are doing but its got skin on the top.

How can tea have skin on the top, I went into the kitchen and the other carer was making a cup of tea and put the milk in the microwave, they were using hot milk on tea. No, no, COLD Milk from the fridge.

00:44:34:02 - 00:44:41:04

Speaker 1

So you think some training for people around basic things that that would be would be useful but it's not there at the moment.

00:44:41:06 - 00:44:46:00

Speaker 2

No, it's not there, its treated as you should be able to do this

00:44:46:02 - 00:44:47:00

Speaker 1

Okay.

00:44:47:02 - 00:45:19:24

Speaker 2

Had to make instant pasta, boil the pasta etc- another colleague didn’t have a clue

00:45:20:01 - 00:45:36:13

Speaker 1

This is a bit of a gap there in the in the train and tell me and I'm coming close to the end of my questions and tell me a little bit about any, like career development opportunities there are in care and do you want career development

00:45:36:15 - 00:45:55:10

Speaker 2

Well I am I my last job I was a senior carer which you know you have been there long enough to know what your doing

00:45:55:15 - 00:45:56:06

Speaker 1

Yeah.

00:45:56:08 - 00:46:24:14

Speaker 2

I work with carers now who are thick as shit but because they are friends of friends they get carer of the month

00:46:24:16 - 00:46:35:11

Speaker 1

Yeah. Does it make sense to you? Do you think that there are there, are there any career opportunities, career development opportunities for somebody like yourself.

00:46:35:13 - 00:46:59:11

Speaker 2

In some companies you can go on to be a senior and go on and do risk assessment, the initial when someone comes out of a home, the risk assessment…

00:46:59:13 - 00:47:03:17

Speaker 1

And and would you get paid more for that

00:47:03:19 - 00:47:09:23

Speaker 2

Yeah and those jobs tend to be Monday to Friday.

00:47:10:00 - 00:47:11:04

Speaker 1

Write.

00:47:11:06 - 00:47:23:02

Speaker 2

Your. You know you able to do you mean as well but you know this is all responsible for the initial contact.

00:47:23:07 - 00:47:27:02

Speaker 1

Yeah. Do you want career development?

00:47:27:04 - 00:47:34:20

Speaker 2

Yeah I would love to say I am a senior carer or a co-ordinator.

00:47:34:20 - 00:47:35:18

Speaker 1

I'm.

00:47:35:20 - 00:47:41:20

Speaker 2

Or working in the office- and know what im doing

00:47:41:22 - 00:47:46:19

Speaker 1

Yeah. You've got that experience, haven't you, To be able to give to that.

00:47:46:21 - 00:48:19:07

Speaker 2

There are carers who come here that have been doing the job for three months I have been doing it for years and for my husband for the last 6 years, have to move him change him, I cant call other carers to help him. Could either phone the office and say send someone in or phone office and say I could work with his family, if I leave someone in wet clothes they will get ill so you have to do what you have to do. Don’t tell me how to care for my other half,

00:48:19:11 - 00:48:55:22

00:48:55:24 - 00:49:29:00

Speaker 2

I could, I guess, since I just told you in 5 hours time, they seem to carers, oh, I can work with him and he's far from me and say we need to do this. Well you know if I need someone you know, but oh we're close. The home but the way I can even even which they do, but then getting real big.

00:49:29:02 - 00:49:30:06

Speaker 2

00:49:44:22 - 00:49:51:07

Speaker 1

Can't quite see it. It's just. See, it's just a what. A blank screen.

00:49:51:09 - 00:50:27:24

Speaker 2

Oh. Basically it’s a sticker and it says to avoid injury, don’t tell me how to do my job.

00:50:28:01 - 00:50:35:03

Speaker 2

You look better. Well, I'll leave it at the moment. I'm going to call you. You can come and do it, don’t tell me how to do my job. I always tell him.

00:51:17:01 - 00:51:33:22

Speaker 1

Yeah, yeah. You've got that sensitivity. Yeah. And I'm the last little bit. It's probably can take about 4 minutes. It's literally like a series of statements and then you have to say which one you agree with. Are you alright for another like 4 minutes or so.

00:51:33:24 - 00:51:35:19

Speaker 2

Yep

00:51:35:21 - 00:51:55:19

Speaker 1

Yeah, So I'll read out the statement and then you just, just literally say which one you agree with. So thinking about your role and the difference you were 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 to make some difference.

00:51:55:21 - 00:52:01:17

Speaker 1

I'm able to make some difference, but not enough. I'm not able to make a difference.

00:52:01:19 - 00:52:03:06

Speaker 2

I am able to make enough difference

00:52:03:11 - 00:52:19:09

Speaker 1

Okay thinking about your relationships with the people that you care for. Overall, my relationships are as good as I want them to be. Good enough, not not as good as I would like. Not at all good.

00:52:19:11 - 00:52:20:14

Speaker 2

Say again sorry

00:52:20:16 - 00:52:33:22

Speaker 1

And thinking about the relationships with the people that you care for. My relationships are as good as I want them to be. Good enough, not as good as I would like. Not all good.

00:52:33:24 - 00:52:35:07

Speaker 2

Good as they can possibly be.

00:52:35:12 - 00:52:54:11

Speaker 1

I am thinking about how much like autonomy you have in your role. So that's like, you know, freedom and independence. I have as much autonomy as I want. I have adequate autonomy. I have some autonomy, but not enough. I have no autonomy.

00:52:54:13 - 00:52:57:09

Speaker 2

I have some autonomy but not enough

00:52:57:14 - 00:53:01:09

00:53:03:09 - 00:53:21:14

Speaker 1

Yeah. Yeah. 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 impact on me.

00:53:21:16 - 00:53:32:13

Speaker 2

Don’t have enough time

00:53:32:15 - 00:53:52:15

Speaker 1

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.

00:53:52:17 - 00:54:02:08

Speaker 2

Occasionally worry about work.

00:54:02:10 - 00:54:26:07

Speaker 1

thinking about how well you could look after yourself at work. So like, have a have a break, have time to eat, drink, etc. 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 well enough.

00:54:26:09 - 00:54:44:04

Speaker 2

Sometimes – because of the job you don’t always get lunch, you don’t get to eat,

00:54:44:06 - 00:55:02:11

Speaker 1

. Which of the following describes how safe you feel at work? I feel as safe as I want. Generally, I feel adequately safe. I don't feel adequately safe. I don't feel safe at all.

00:55:02:13 - 00:55:04:09

Speaker 2

Adequately safe

00:55:09:24 - 00:55:25:21

Speaker 1

Back and thinking about your professional relationships with people that you work with, your professional relationships are as good as you want them to be. Good enough, not as good as you would like. Not all good.

00:55:25:23 - 00:55:27:11

Speaker 2

Good enough, good enough.

00:55:27:13 - 00:55:46:03

Speaker 1

Thinking about how supported you are in your role 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 a manager. I do not feel at all supported.

00:55:46:05 - 00:55:48:06

Speaker 2

Somewhat supported.

00:55:48:08 - 00:56:06:11

Speaker 1

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 I need.

00:56:06:13 - 00:56:09:01

Speaker 2

I have the skills and knowledge.

00:56:09:03 - 00:56:30:19

Speaker 1

Thinking about your career aspirations and opportunities to develop. I have the 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 advance my career.

00:56:30:21 - 00:56:34:23

Speaker 2

I have no opportunities

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.

00:56:56:23 - 00:56:58:04

Speaker 2

Third one- I don’t not have enough

And then finally, like thinking about how how valued your role in social care is. 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. And my role is not valued at all by others.

00:57:36:15 - 00:57:44:09

Speaker 2

Depends where I am – difficult to say, if in community you are really appreciated

00:57:44:11 - 00:57:49:01

00:57:49:03 - 00:57:50:07

Speaker 2

Yes.

Speaker 1

So would you say maybe it's that your role is not as valid as you would like? Yeah. Yeah. Okay, brilliant. And then finally is to literally just, I need to just take a few notes down about some like personal data so I know how many who I've interviewed and, and get a spread of demographics. Do you mind telling me your age bracket.

00:58:35:14 - 00:58:40:03

Speaker 1

Well, but you do have some of your actual age, but your age bracket?

00:58:40:05 - 00:58:41:12

Speaker 2

Well, I'm 53. Okay.

00:58:41:14 - 00:58:48:14

Speaker 1

Are you white British

00:58:48:15 - 00:58:49:03

Speaker 2

Well yes

00:58:49:05 - 00:59:06:02

Speaker 1

Do you have disabilities-

00:59:06:04 - 00:59:09:06

Speaker 2

Yeah, I had a stroke 11 years ago.

00:59:09:12 - 00:59:11:00

Speaker 1

Right. Okay.

00:59:11:02 - 00:59:13:21

Speaker 2

I'm a member, not I'm a five. Yeah.

00:59:13:23 - 00:59:20:11

Speaker 1

Okay. Brilliant. Thank you. That's helpful. And. And do you have any educational qualifications?

00:59:20:13 - 00:59:25:14

Speaker 2

Oh, yes. And social care.

00:59:25:16 - 00:59:26:10

Speaker 1

Yep.

00:59:26:12 - 00:59:29:14

Speaker 2

And a level three and five language.

00:59:29:19 - 00:59:38:21

Speaker 1

All right. Amazing. And how far is it that you travel to work? Is it the distance to work?

00:59:38:23 - 00:59:40:23

Speaker 2

Within ten miles.

00:59:41:00 - 00:59:42:08

Speaker 1

Ten miles. Okay, That's pretty.