00:00:00:12 - 00:00:12:24

Speaker 1

And confidential brilliant. So tell me a little bit about yourself. What role you do and and how long you've done it, that kind of thing.

00:00:13:01 - 00:00:29:21

Speaker 2

So I'm currently a support worker, so I suppose like the entry level support, have done that for about 13 years.

00:00:29:23 - 00:00:31:06

Speaker 1

Okay.

00:00:31:08 - 00:00:56:15

Speaker 2

So I started off just on the banks staff doing residential support, supporting people in their houses. And then I covered a day service base. Um, I was just short staffed and then they were opening a new base looking for staff. And fortunately I had made an offer of an impression. So I asked to go and help out there.

00:00:56:15 - 00:01:36:10

Speaker 2

And then there was a, a permanent role up there. So I transitioned from being on the bank staff to being permanently in the learning disability Day service, and that was when it was still very adult care. It’s now sort of changed into (name of org) care and support. It’s still essentially the same company but is now more of an arm's length arm of (name of place) council as opposed to being very adult care. We are a not for profit organization working for an arm of the council.

00:01:36:12 - 00:01:49:22

Speaker 2

But yes, it's been very good. I've worked with a variety of different levels of ability and that some of the people. So yeah, it's been it's been good. It's been a good journey so far.

00:01:49:24 - 00:02:00:01

Speaker 1

So is it kind of like, um, not having to go into anyone's houses in like a domiciliary care type of way? It's literally you're in like a in a day centre. Is that right?

00:02:00:03 - 00:02:33:16

Speaker 2

Yeah. Yeah. I use like I say, when I first started, I was supporting people in their own homes with just day to day tasks, and I probably did that for a year or so. Again, just on the banks staff so just covering on the regular staff were we're on leave or just needed some time away so I work between two houses in particular then and then like I say I they came up for the day service and I had covered their um because of just how things progressed..

00:02:33:17 - 00:02:45:17

Speaker 2

Although based on that during COVID, we sort of slightly reverted back to covering in houses, for, yeah, predominantly it's just been a day service capacity.

00:02:45:19 - 00:02:53:16

Speaker 1

Okay. And how does that work in terms of like shifts and so on? Is it like do work the same shifts every week? Yeah.

00:02:53:18 - 00:03:22:03

Speaker 2

It’s a full time position will be Monday to Friday either half 8 til four or something. So that's like the day service hours. I only work four days due to childcare, work life balance but same sort of hours

00:03:22:05 - 00:03:32:22

Speaker 1

Yeah. Do you always get like to get as much like control over the shifts that you work? Like, do you feel like there is enough choice there for you?

00:03:32:24 - 00:04:03:01

Speaker 2

Yeah. So it depends like how the organization works for us with (name of org), you can ask for work life balance. So I decide to request that it is just like anyone can have it. It depends. Its not just first come, first serve, its what does the service allow for? So I was fortunate about the basis I work can allow for a member of staff to be down on a specific day during the week.

00:04:03:03 - 00:04:29:04

Speaker 2

But yeah, I mean, it's not like I could come in and say, Oh, well, I'm going to start working from seven and finish an hour and half earlier, it is set hours. We can like work overtime, if there's a staff meeting and it runs outside of our working hours. Or we have to come in for, we are running and event or something and we can accrue Loo time which we can use

00:04:29:04 - 00:04:36:23

Speaker 2

Yeah, it's not like a flexible rota. Okay. It is set shifts.

00:04:37:00 - 00:04:40:05

Speaker 1

And do you ever do and like sleepovers that you have to do.

00:04:40:05 - 00:05:03:04

Speaker 2

Yeah the service we are in is called LDS, learning disability day service, it is just for people to come in as a way to get more of a social aspect so that they can be with all the other people that they can meet, like friends that they want to go to school with. I just know throughout life.

00:05:03:06 - 00:05:27:10

Speaker 2

So there's that sort of socialization aspect. And then we will support them to go out and do different things in the community that are within the base, all within all the bases within (name of org), it sort of gives how staff our family are. Whoever is caring for the individuals of their respite during the day, as well as giving the individuals.

00:05:27:10 - 00:05:51:24

Speaker 2

We support that socialization as well as the opportunities that we can provide within the service. Yeah, but yeah, we don't, we don't stay over, we are looking eventually at maybe doing supported holidays again whereby then we would support, you know, whether that would go more towards the residential staff of support them or you know, whether it would be use joining the day services, its not ironed out yet

00:05:51:24 - 00:05:52:15

Speaker 2

Yeah.

00:05:52:17 - 00:05:59:19

Speaker 1

That's got to be helpful. CW18 And do you mind me asking what your current rate of pay is?

00:05:59:21 - 00:06:07:17

Speaker 2

It's I think it's around 11 or £12 an hour.

00:06:07:19 - 00:06:11:16

Speaker 1

Okay. Do you know when the last time that was increased?

00:06:11:18 - 00:06:37:16

Speaker 2

We're currently looking at getting back paid, there was like a whole union thing. I think there's another union that's still in the mix of sort of settling... It should all be arranged for us to get I think we are due the back pay next month everyone's under the impression of and then obviously the pay will be increased from that.

00:06:37:22 - 00:06:46:23

Speaker 2

So there's been a pay increase in the back pay for that increase. There's due to come in next month then that was on that like the last couple of months.

00:06:47:00 - 00:07:03:07

Speaker 1

Okay. That's really helpful. And how do you feel about the pay in your work? Do you feel like people who've got more experience like yourselves should be getting more pay? Or do you think that people just generally should be getting more pay? Like what do you feel about the pay?

00:07:03:09 - 00:07:31:15

Speaker 2

And I think the problem is, is that a lot of the time the wage doesn't reflect like the cost of living. So me and my partner both work for (name of org), we both do the same job for both support workers and we can get by. You know, we're not by scrimping and saving. If universal credit wasn’t a thing. I think then we would severely struggle with like childcare costs and just the cost of living in general.

00:07:31:15 - 00:07:42:11

Speaker 2

I mean, we got anywhere between like 150 to 250 pound from universal credit on top of our wages right.

00:07:42:13 - 00:07:45:23

Speaker 1

Is that per, per individual or per family.

00:07:46:00 - 00:08:18:10

Speaker 2

For the house, for the house to go. Well I mean we never like, it's not like we're consistently building like a nest egg from that, its just helping to pay off bills and get us to payday and we don't particularly like booking holidays every year and we're off, you know, I mean, I've just paid off my car and I'm still struggling to get the money that I was putting towards my car,

00:08:18:12 - 00:08:53:07

Speaker 2

So I think the pay isn’t the best for I mean, not like you should joke about it, but the running joke is that you can with care, it's such a responsible role where you make a mistake. It can have a severe legal but also severe impact on the person person you are supporting. Or you could have a very similar rate of paid working at Aldi and all you got to worry about is dropping some fruit and veg but the pay doesn't reflects the responsibility

00:08:53:09 - 00:09:23:24

Speaker 2

And that's what a lot of people do struggle with that these people working in shops and stuff basically on the same pay, but with not as much responsibility and risk to themselves. You know, the sort of sector, if something goes wrong. So yeah, I think this it's not the best Pay, but I couldn't put a specific number with I maybe sounding too high.

00:09:24:03 - 00:09:30:21

Speaker 2

Well I think, you know, I do think we should be paid more for the responsibilities that are involved.

00:09:31:01 - 00:09:33:07

Speaker 1

Yeah. Yeah.

00:09:33:09 - 00:10:07:17

Speaker 2

Especially with the groups that we have because as well as the needs that people will join us with, some progressively get worse, a lot of the time whether its mobility, whether its developing additional disabilities or you know conditions, I mean a lot of people who we support have Down's Syndrome are more susceptible to developing earlier symptoms of dementia and the things like that and the pay doesn’t change,

00:10:07:17 - 00:10:35:10

Speaker 2

You just then support additional needs for that individual, different individuals. So it's not it's not even like there's a scale of, oh, well, you work in this environment and it's a higher needs basis and it's more intensive on staff to meet those needs and to match those needs, it's just a flat rate, regardless of the needs.

00:10:35:12 - 00:10:55:02

Speaker 1

That's a really good point. Actually. I never thought about that, how when someone’s needs increasing complexity, how that's not represented in the pay. Do you receive any other benefits in your role, CW18 Like any bonuses or sick pay pension.

00:10:55:04 - 00:11:13:04

Speaker 2

Yeah. So we get a pension and so I started when it was still the council. So I do get a better sick pay entitlement, I think I'm allowed up to a week off or maybe even two weeks.

00:11:13:09 - 00:11:15:06

Speaker 1

Is on full pay.

00:11:15:08 - 00:11:48:21

Speaker 2

Then drop down to the sick pay, whereas people who are joining now under (name of org) don't have those right. They don't have the same level of entitlement for sick pay for things like special leave entitlements and stuff. And the thing is, is despite the staff that started on when it was the council, If I was to try to progress within this organization.

00:11:48:21 - 00:12:17:20

Speaker 2

I would basically lose out on a lot of benefits I currently get, because I would then go on to the Person terms and conditions, I wouldn't retain the council's terms and conditions even though as, as a staff, I've got more experience than new staff coming in. I'd lose out on Sick pay, I would lose out on the level of special leave I am entitled to.

00:12:17:20 - 00:12:32:11

Speaker 2

So yeah there's quite a lot of drawbacks just from progressing, there's a lot of those benefits like you asked about would be out of the window from progressing within this company

00:12:32:15 - 00:12:34:16

Speaker 1

That's really.

00:12:34:18 - 00:13:03:21

Speaker 2

Yeah, Its caused a lot of people to reconsider their time with the organization because you know, at the minute we've got a lot of people who are looking more at working in hospitals within the NHS because they can still provide care for people because its in their nature to be caring and compassionate, but there’s better pay and benefits to working in the NHS.

00:13:03:21 - 00:13:40:15

Speaker 2

Even on the blue light app there are a lot of things that are advertised, that are NHS specific, so people are looking at it and going I could work in a hospital and get more perks, you know, better benefits from working as part of the NHS and more likely get a lot more experience of progression within that because it’s a faster moving sector.

00:13:40:17 - 00:14:08:06

Speaker 2

Yeah. So yeah I mean I do enjoy my job and it suits me for my work life balance. But that's because I've got two young children at the moment and we all want to spend as much time with them and not be working, you know, sort of random on off shifts, where you might be working nights into mornings and not spending time with the children while they're young.

00:14:29:03 - 00:14:47:00

Speaker 1

Really good points, Yeah. What you saying about the NHS, other people have said similar, similar things about the, the pay and the conditions and, and so on. So what do you enjoy about your job CW18. What other things that sort of keeping you in care.

00:14:47:02 - 00:15:14:10

Speaker 2

It's just, it's just a lovely environment honestly. I mean you're being paid to spend time with people, I feel like It's more mentally intensive than necessarily physically intensive because you do have a lot of aides and stuff like for moving and handling and stuff.

00:15:14:10 - 00:15:36:11

Speaker 2

It's not like you have to pick someone out of a wheel chair, there are hoists and stuff so for so people who are I mean I'm only 31 but there's some you know you can have stuff in their 50 and 60’s and they don't ask to worry about physical restrictions, because there's a lot of things that help them work around it.

00:15:36:11 - 00:15:57:13

Speaker 2

I mean, this organization is very good for putting things in place. If you're pregnant, you, you know, if you end up injuring your knee and that needs to be considered that you need to go on lighter duties because you can’t keep up with that work-load. There’s a lot of understanding to work around it and keep you in work

00:15:57:15 - 00:16:23:13

Speaker 2

In order to bring out the best we can get from you as a member of staff without it being to your detriment. I mean, there is a lot of understanding with child care issues and things like, you know, if suddenly your childcare falls through they are quite understanding, its not like oh suck it up that’s not our problem

00:16:23:13 - 00:16:44:14

Speaker 2

Its not like you need to just show up or you need to find another job. They are very understanding in that respect. It's a 9 to 5 job where I know what my hours are like. I say, that pays enough for me to be able to pay my bills. And, you know, without it being, you know, too restrictive.

00:16:44:16 - 00:17:18:19

Speaker 2

And I think for me currently it works. You know, it's enough of what I need it to be for, for my current situation. And obviously, if people are in different situations, it might not work for them. But for me, you know, being paid to come in and support people and just get to know them and have the impact in their life and to be honest, conversely, that they're impacting your life because a lot of people who use our service are just very compassionate people.

00:17:18:19 - 00:17:53:11

Speaker 2

You know, that they're a lot more loving and genuine. You know, they might not say things that are particularly kind, but It's honest. Yeah. I feel like for a lot of people I know it's it's nice that doesn't want to be rude because they're just being honest with you. Even sometimes people that you work with that are very polite to your face, don't have your best intentions so that there's just a very nice warm feeling about the people that we support because a lot of them are very receptive to how you are feeling.

00:17:53:13 - 00:18:31:11

Speaker 2

As staff and will be, you know, affectionate and tactile with you. I'll give you a hug, ask you how you do things that you need, just those little (name of org) touches. And I think for a lot of staff, you know, myself included, it's nice because, you know, it's almost like a role reversal where the people you support are looking after you as much as you're looking after them, you know, they're keeping you going when you've got others things going on, you know, there's whether it's work life for, you know, home life or whatever, just having those interactions with people and even the people you support, you are, you know, bringing out the best in you. Its just a very nice warm environment to work in, you know, rather than other sectors where you don't have that. You know, it's very busy and kind of can be quite isolating. So, yeah, I mean, I really enjoy that aspect.

00:18:49:09 - 00:18:53:05

Speaker 1

What are the negative aspects.

00:18:53:07 - 00:19:30:05

Speaker 2

Erm I think the, the pay honestly is the biggest negative aspects and currently within this organization there's not a great deal of opportunity to progress. I mean I've not stayed at this level out choice, there’s just not been a great deal of opportunity to move up. What I mean when I started there was more opportunity because there was more roles and there was more posts for the next step up, but in the time I have worked here, they have cut back on the staff by making redundancies but they have eliminated those posts all together. So you might have had the next job up from mine as a lead support. You might have had 15 lead supports and now there’s 8, so, those posts have gone. There is this bigger pool of support workers all going for a smaller pool of jobs.

00:19:58:10 - 00:20:21:22

Speaker 2

You cant go from a support worker to like a senior, which is the step up without being a lead support first, you have to go in stages. You cant just skip two or three stages of progression, but it's like a ladder. You have to go at the next step to the next step.

00:20:21:24 - 00:20:58:01

Speaker 2

Even things like that you are limited because you're waiting for the next step to then go on to the next step, which is again, just usually waiting for someone to retire. Yeah, I mean they have brought out scheme called the (name of) scheme, I applied for it, but I had trouble in my last place of work and that was shot down despite having other mangers who would have put me forward for it.

00:20:58:01 - 00:21:22:18

Speaker 2

So there's always going to be that level of (name of org) conflicts that can then stop you from even having the opportunity to progress because managers are, you know, able to influence your progression. It's not off your merit, its not like I can apply and get it, you know, its down to them,

00:21:22:18 - 00:21:45:17

Speaker 2

And if they don't like you for whatever reason you have a (name of org) conflict, then the opportunity is just squandered from the get go. I mean, as a result of that, I was transferred from that place to a different place within the organization and I’m much happier for it. It was kind of a blessing in disguise, even though at the time I didn't feel very fortunate.

00:21:45:19 - 00:22:17:11

Speaker 2

But yeah, so, so the negative is again, I suppose, is that I mean, in any, in any job, if your manager doesn't like you're having a bad day at work regardless of you know, your approach. And a lot of the issues I had was just (name of org) conflicts. It wasn't necessarily to do with care work, which is why I had always sort of argued it was like, you want me to sing and dance and prance around?

00:22:17:11 - 00:22:42:10

Speaker 2

And I focus on caring for people. I don't want to do a theatrical production every time I walk through the door. That’s they wanted looked for and because they didn't see that it me they were like, no, no, you're not doing your job of the customers are clearly affectionate with me

00:22:42:10 - 00:23:01:14

Speaker 2

And so I walk through the door, customers are coming over to hug me to show affection, just because I have not got a bright outfit on and I'm dancing and singing what a wonderful day, doesn’t mean I am not providing good care

00:23:05:06 - 00:23:37:01

Speaker 2

Yeah well you would be surprised how many people are willing to put on a show for a pat on the back. But yeah, it just, yeah, it just wasn't for me. But yeah. And again there's people that wouldn't do that but would be just making more of an effort to sit in offices, to talk to managers to get on good sides,

00:23:37:01 - 00:24:07:19

Speaker 2

So there's things that can be an issue. Again, I think that's not just the care issue. I think that is just a work related issue. Fortunately, that's not across the organization where I am now, I am they are happy with the fact that I want to provide care and customers are receptive to that care and still appreciate it without it being a pantomime everyday all day.

00:24:07:21 - 00:24:22:21

Speaker 2

So you know that that's a good aspect of it. It just depends on where you work. I suppose you go from one place to another and you know you have a fantastic time and you work somewhere else and it's it's just not for you.

00:24:22:23 - 00:24:36:16

Speaker 1

Yeah. What have you mentioned a little bit there about career progression and there's not as many roles to progression to- if there were more roles, is that something that you would want might do you want career progression? Yeah, Yeah, yeah.

00:24:36:16 - 00:25:03:09

Speaker 2

I would like to, I mean I'd lose out on some of the benefits I currently have but I don't I don't use a lot of sick time I'm very fortunate so I've not really needed to rely on that. I don't use an excessive amount of holidays. I usually have holidays left over so that the things I'd lose out on are things I am not particularly taking advantage of now.

00:25:03:11 - 00:25:34:06

Speaker 2

So it wouldn’t make a big difference, obviously, you know, so I'd never say never, but I'd be hopeful that the difference in hourly rate would be enough to offset you know, the changes. But yeah, the thing is, is like I say, with this new scheme that they've got called the (name of scheme), they'll put you through your level three if you've not got a health and social care.

00:25:34:11 - 00:26:00:18

Speaker 2

So to get you ready for the next step, but then you have to look for any opportunity that comes up, whether it's within day services, whether it's residential, whether its it's a respite capacity. So some people so I've had grievances because they have said well these people just want to work in day services because they suits me, and my family life, but they wouldn’t be able to cherry pick what jobs they want.

00:26:00:18 - 00:26:31:17

Speaker 2

they have to apply for any job that comes up as a progressive role, and that's put some people on the I wouldn't do that because I don't want to go for a job that I then get and then my hours are not suitable for my home life, I'm not I'm losing out, you know, I'm going to come in from work and as part of the council, the and all the benefits on the hourly to it, you know, the hours that I benefit their work/ life balance.

00:26:31:19 - 00:26:54:05

Speaker 2

So it's it's a positive but it can also be a negative depending on on the situation. But yeah there's that there isn't enough roles I feel for people to to stay and we've seen quite a lot of turnover because of that, because people have just gone elsewhere where they've got more opportunities to progress. Yeah.

00:26:54:05 - 00:27:04:23

Speaker 1

Do you think you'll stay in care CW18? Is it. But what would, what would stop it would make you leave care and what will keep you

00:27:05:00 - 00:27:35:19

Speaker 2

I think just seeing another job in care that was you know, that was local and similar enough hours, or where there was an opportunity for flexible work. The main things keeping is that I'm quite happy with where I work and quite happy with the hours and for this type of work I have not seen the same type of hours, and similar enough pay. Well I've got two small children. When they're both older and you know, when they are not as reliant on me and my partner being at home every night, they don’t want the bedtime stories, maybe I’ll look at doing that but currently, it’s the hours and days, is a big plus. If there was an opportunity similar to this that was better pay I would probably go for that, just to help with the cost of living.

00:28:30:24 - 00:28:45:22

Speaker 1

And what.. what kind of training and have you had do you feel that the training that you've had has been sufficient? Do you think that there were other things that could have been offered or could be offered in the future in terms of training?

00:28:45:24 - 00:29:27:23

Speaker 2

I think the training we've had has been adequate to be honest. I think we are all the main roles that we have first aid, we are moving and handling and we have medication, epilepsy, training, fire safety. We have quite a lot. It's quite an extensive amount of training. We have positive behaviour training and especially if we support people who are, you know have challenging behaviours, you know, have been known to show levels of aggression and need that sort of level of support.

00:29:28:00 - 00:30:02:23

Speaker 2

Like I say, there's also so I'll tell you that staff seem to be best equipped to support those situations and those individuals as best we can. So they are good with the training. To be fair, I mean, I quite dabbling with the technology, especially because now we're going through a lot more electronic forms of care. So even just like our recording systems are a lot more electronic now and there was an opportunity for different roles as ambassadors.

00:30:03:00 - 00:30:46:07

Speaker 2

So you work along the service to meet certain criteria. So I am doing one for being a digital ambassador. So all things to do with digital technologies and implications of technology to benefit the service and care, which is great. There's someone who is doing a wellbeing one which is focus on staff’s physical and mental wellbeing. So they are doing a lot of work about mental health, first aid and which is another part of treatment that we've been offered because it's crucial for our staff to be well to look after people and keep them well, we've got someone who's focusing on the workforce side of it. So there's opportunities if people choose to go for it and you can request training and there's a big online wellness hub where you can request different training that might not be mandatory, but you can pursue your own learning, there is a big learning library, So you could look through the courses that are regular in a library and you can enroll yourself on it. Whether or not people are taking advantage of it is a different story, is there they do have regular policy or training and policy updates. So yeah, they are quite good with the training.

00:31:41:16 - 00:31:48:04

Speaker 1

And what do you have? Like is there enough time to do that extra stuff if you want

00:31:48:06 - 00:32:23:13

Speaker 2

it depends where you work and my last place of work. If we're having this conversation, I'd say, No, no. There's a reluctance to find out but where I am now. I mean, I told them I needed some time to have this meeting, they were like that’s not a problem, we will pencil it in. Any time I have needed training or things outside of my regular, caring role to support my ambassadorial role they have been like yep we will put it in the diary.

00:32:23:13 - 00:32:52:19

Speaker 2

Well, perhaps my small problem is we've been really good. And again, that's just a change in an environment and workplace. And yeah, they've been more than accommodating. The other place was not as accommodating and it was almost like, Oh, we are doing you a favour. Whereas there is this idea here, it's not a problem, we have enough staff, we can cover it, its very accommodating. It depends on where you work, it depends on management, I have found it to be quite accommodating,

00:33:07:21 - 00:33:16:03

Speaker 1

Would you say like there's enough time to build relationships with the people that you care for?

00:33:16:05 - 00:33:44:21

Speaker 2

From half 8 til 3 pm, your, with the people you support more or less that whole time, most people are in 4- 5 days, some are only in two of three, so you have less time with those people but there will be a higher emphasis on those people having time with all the staff on the days that they do attend, so that you can build those relationships.

00:34:05:13 - 00:34:35:10

Speaker 2

We have good links with the home staff and families and stuff. We have regular meetings for best interest for those people. So everyone we support always like best interest meetings which the managers of each base are heavily involved in. And then they feedback to the staff team, if there's anything that needs addressing, you know, they'll organize for us to have a little debrief by the end of the day to go over and drastic changes to the people we support. So yeah, I'd it is definitely a lot of time to build relationships and get to know people. And there's good bridges amongst the different areas of people support plans and support networks that we can keep informed with any changes that go on.

00:35:05:01 - 00:35:33:03

Speaker 1

Yeah, that's really helpful and it's got some I forgot early on the questions about your family current situation and and so you mentioned that both you and your partner work at (name of org) and, and so you've got like two incomes coming into the household and do you feel that like that meets the household needs or I think you've sort of alluded to this a little bit saying that it was it was kind of a struggle at times.

00:35:33:03 - 00:35:37:12

Speaker 1

But tell me a little bit more about that.

00:35:37:14 - 00:36:05:00

Speaker 2

Yeah. I think like I say, I think it wouldn't if we didn't have universal credit if there wasn't additional benefits that we could claim to a sort of top of our income, our income alone probably wouldn't severely impact our ability to live as, as fully as we do, I mean, just I mean, I drive I'm just running a car.

00:36:05:01 - 00:36:29:01

Speaker 2

I mean, my partner doesn't drive and she can walk to work and around the corner from my house so that keeps that cost down. But if she was traveling again, that would be an additional monthly outgoing, just driving the car to and from work. You know I mean to fuel up is a cost, our rent I wouldn’t say is extortionately high,

00:36:29:01 - 00:37:12:08

Speaker 2

I mean, we pay 680 a month, which is they went up this year by £80 month it was 600, but just to afford the rent and utility bills and stuff, we're kind of we're constantly waiting and hoping that we get enough from Universal credit, like the child income payments to get us to payday and then payday gets us to basically the next benefit because we would struggle if it wasn't for those additional sources of income on top of our wages.

00:37:12:08 - 00:37:14:14

Speaker 2

It's just it just wouldn't be enough.

00:37:14:16 - 00:37:26:18

Speaker 1

Do your hours and wages tend to stay very similar week to week? Would they ever cancel shifts or anything like that?

00:37:26:20 - 00:37:40:06

Speaker 2

Yeah. Yeah. Our shifts would always be the same. The only difference might be that we, we work overtime or we were off sick

00:37:40:08 - 00:37:41:02

Speaker 1

Yeah.

00:37:41:04 - 00:37:50:22

Speaker 2

I mean, my partner is currently on maternity leave as we just had a little girl in the end of September, start of October.

00:37:51:02 - 00:37:52:14

Speaker 1

Congratulations.

00:37:52:16 - 00:37:53:20

Speaker 2

Yeah. Thank you.

00:37:56:09 - 00:38:31:12

Speaker 2

But yeah. So while we're in the midst of maternity pay that's obviously an impact, but again universal credit will sort of hopefully going to offset that a little bit so that we can we can manage. But yeah I mean even before had our second child we were kind of reliant on universal credit to help towards childcare expenses, and general cost of living, you know, just, just rent and, and outgoings in general.

00:38:31:14 - 00:39:03:14

Speaker 2

So yeah, we're more fortunate for that because like I say, just our wages alone wouldn’t be able to top it up. There is the option of taking on additional, that could be in residential, but we couldn't work more in day service hours and then that would be it just be whenever it's required. It wouldn't be like, you know I want to work six til ten tonight because if that shift isn't available, then you wouldn't get it, it would be just whatever is offered.

00:39:03:14 - 00:39:23:15

Speaker 2

And then you could, you could opt for that or you could not, but you could not change those hours. Someone else can do the rest.

00:39:23:21 - 00:39:48:16

Speaker 2

You either accept the full shift, or You don't take the shift on. So there is that. Obviously it's whether that falls within, for us that isn’t something we want to do right now, so that we can spend the time with the kids while they're at home while we're out of work. But there is option for people and that might not be an issue for them.

00:39:48:18 - 00:39:56:10

Speaker 1

Since your contract, like a full time permanent contract. Yeah, yeah, yeah.

00:39:56:12 - 00:40:28:21

Speaker 2

We so there were 37 hour contracts, but we both dropped a day to help with childcare costs. So now I do a 29 and half contract and my partner does a 30 hour contract. Yeah. That’s Monday to Friday and my partner doesn’t work Tuesday’s, she works Monday to Thurs. We both are off at weekend.

00:40:28:23 - 00:40:31:24

Speaker 2

What. Yeah. That they're both permanent positions.

00:40:32:01 - 00:40:37:24

Speaker 1

Yeah. And would you say that to what extent would you say you're happy with your hours and your rota

00:40:38:01 - 00:40:50:13

Speaker 2

Yeah. Yeah. I enjoy the hours and the rota, because it sort of allows me evenings and weekends as a family, especially because we all do the same hours.

00:40:50:13 - 00:41:16:10

Speaker 1

Good. Yeah. Well the last bit and CW18 is like, it probably takes about 4 minutes and it's literally a series of statements that I read. And then you have to like, say which one you agree with the most. Is that, is that okay? And then we're done. So should I take sort of. Yeah, 4- 5 minutes. So the first question is thinking about your role and the difference you are able to make to people's lives.

00:41:16:12 - 00:41:31:04

Speaker 1

Which of the following best 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 able. I'm not able to make a difference.

00:41:31:06 - 00:41:42:24

Speaker 2

I'm able to make as much difference as I Yeah, I'd say more so than some difference.

00:41:43:03 - 00:42:00:04

Speaker 1

Okay, that's great. That's great. And thinking about your relationships with people, drawing on your care and overall, your relationships are as good as you want them to be, good enough, not as good as you would like. Not all good.

00:42:00:06 - 00:42:01:18

Speaker 2

As good as I like.

00:42:01:23 - 00:42:17:05

Speaker 1

Brilliant and thinking about how much autonomy and freedom that 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.

00:42:17:07 - 00:42:19:08

Speaker 2

I'd say adequate.

00:42:19:10 - 00:42:35:09

Speaker 1

Thinking about the time you need to do your job well. Which of the following statements describes how you feel? I have I have 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.

00:42:35:11 - 00:42:36:00

Speaker 2

Have enough.

00:42:36:00 - 00:42:52:02

Speaker 1

I'm okay 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.

00:42:52:04 - 00:42:55:03

Speaker 2

I mean, in what context?

00:42:55:05 - 00:43:10:00

Speaker 1

And I say, I don't know really. It's quite a broad one. Just sort of how maybe how much you worry about the people that you care for, all the tasks that you need to do in you in your hours, that sort of thing.

00:43:10:02 - 00:43:36:04

Speaker 2

Yeah, I'd say, see it. It's I wouldn't say I'll worry about work but I think about work when I'm not in work. Yeah, most of the time. So I think it is one of those jobs where you take work home like every day. Yeah. So you could be shopping and see something and go oh that would be good at work

00:43:36:06 - 00:43:36:17

Speaker 2

Oh.

00:43:36:19 - 00:43:38:22

Speaker 1

You mean it's always on my mind in that sense.

00:43:39:01 - 00:43:39:12

Speaker 2

Yeah.

00:43:39:17 - 00:43:47:01

Speaker 1

But in terms of that worry would say would you say like, I occasionally worry about work, I often worry about it.

00:43:47:03 - 00:44:08:14

Speaker 2

No I say I don't worry about work. Okay. Because I think people have what they need. I think it's just something that is is more just be mindful of work, I suppose, of looking for ways to improve work, but not because it needs improvement just because you want to offer a service. Well, I don't worry about it.

00:44:08:16 - 00:44:11:07

Speaker 1

So would you say I hardly ever worry about work then?

00:44:11:09 - 00:44:13:21

Speaker 2

Yeah, I hardly worry about work

00:44:13:23 - 00:44:32:08

Speaker 1

That's great thinking about like looking after yourself at work. So this is things like being able to have time to have a comfort, break time to eat, drink and rest. I am able to look after myself as well as I want. I'm able to look after myself well enough. Sometimes I am not able look after myself well enough.

00:44:32:10 - 00:44:36:07

Speaker 1

I'm rarely able to look after myself well enough.

00:44:36:09 - 00:44:40:21

Speaker 2

I am, yeah, I'm able to look after myself well enough.

00:44:40:23 - 00:44:54:19

Speaker 1

And think about how safe you feel at work. I feel as safe as I want. Generally, I feel adequately safe. I feel less than adequately safe. I don't feel safe at all.

00:44:54:21 - 00:44:55:17

Speaker 2

I feel safe as I want.

00:44:55:17 - 00:45:10:00

Speaker 1

As I was thinking about your professional relationships with people at work overall, my relationships with people at work are as good as I want them to be. Good enough, not as good as I would like. Not all good.

00:45:10:02 - 00:45:10:14

Speaker 2

Good enough.

00:45:10:20 - 00:45:28:04

Speaker 1

Okay. Thinking about how supported you are in your role from 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 manager. I do not feel at all supported by my manager.

00:45:28:06 - 00:45:33:05

Speaker 2

I feel well as supported as I like, highly supported.

00:45:33:11 - 00:45:54:00

Speaker 1

I was great thinking about the skills and knowledge you need to do your job well. Which of the following describes how you feel? 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.

00:45:54:02 - 00:45:56:02

Speaker 2

I have the skills I need.

00:45:56:04 - 00:46:26:04

Speaker 1

Thinking about your career aspirations, needs and how you would like to develop and progress in social care. 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, but not enough. I have no opportunity to advance my career path.

Speaker 2

Some but not enough

Speaker 1

I am thinking about your income from your work and how much financial security you have. 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.

00:46:38:19 - 00:46:53:05

Speaker 2

I have enough. I'd say. But yeah, I'd say bordering on not enough- I would not without external benefits coming in

00:46:53:07 - 00:47:11:05

Speaker 1

Brilliant and thinking about your how valued your role is in social care, 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 as valued as I would like by others. My role is not valued at all by others.

00:47:11:07 - 00:47:13:14

Speaker 2

the first one.

00:47:13:20 - 00:47:14:15

Speaker 1

Highly valued.

00:47:16:06 - 00:47:32:04

Speaker 1

So. That's brilliant. And then I just need to take a couple of details down about and like (name of org)l data so that I know I've got a good spread of people. Do you would you mind telling my age bracket? CW18

Speaker 1

Nationality White British. Yeah. Do you have any disabilities? No. And educational qualifications. Is it like NVQ’s

00:47:49:16 - 00:47:51:00

Speaker 2

Yeah, from college.

00:47:51:02 - 00:47:53:13

Speaker 1

Yeah. Is there anything else I need to know?

00:47:53:13 - 00:47:57:11

Speaker 2

I have an NVQ level 3

00:47:57:13 - 00:48:02:05

Speaker 1

And how far is it that you have to travel to work?

00:48:02:07 - 00:48:03:22

Speaker 2

10 minutes by car.

00:48:03:24 - 00:48:21:10

Speaker 1

That's brilliant. Is it anything else that you want to add or say or anything else that you think might be important for us to do on pay and conditions in social care? Anything that you think that I haven't asked or you just you want to say as additional.

00:48:21:12 - 00:48:57:03

Speaker 2

Like I said before, the problem is is that because the pay is all almost competitive with someone working in a shop, all things are, I think especially the young people, a lot of people will opt for shop based work than care work because the perceived thing I think for care is that people are I think people always envision people with much higher levels of need.

00:48:57:03 - 00:49:14:19

Speaker 2

So I know like I started off after college and my friends that always thought, Oh, you're just going to be wiping bums for a living. And I think for a lot of young people, though, think do I want to be doing that sort of work, where I am going to be taking people to the toilet and washing people or do I want to work on a till and end up with very similar pay. There's a lot of people who are not so much motivated by money but they have to weigh up, you know, what am I going to do to get the level of money I am getting, I think a lot of people, especially if they have not been exposed to care and stuff, and people with different levels of disability, and need, just see it as its going to be really difficult, I cant talk to the people I am looking after, you can kind of sort of catastrophize it quite a bit, if you have not been exposed to it. I know when I was starting, the two houses I worked at in a residential setting, both houses the people had no verbal communication, were prone to quite sort of physical outburst, it was quite challenging, but then over the course of working in care I have worked with people who have really good verbal communication, level of capacity but I think especially for younger people coming into it there is a fear of the unknown and that will more than likely drive them to other forms of employment where the pay isn’t much different and they don’t need to have the same worries and concerns. If the pay was a bit better, and people thought oh, this is quite a well-paid job, then people might seek it out. I think there was a whole thing during the pandemic where carers were referred to as low skilled labourers, so careless comments like.. It doesn’t sound like the kind of thing you can be proud of doing.

Speaker 1

That's not really, really important stuff and it's echoes a lot of what other people have been saying as well. So around, you know, status and, and you know the value that people place on it. So no that's, that's great. I'll stop there with.