00:00:00:16 - 00:00:24:16

Speaker 1

So tell me a little bit, because you mentioned in your message that you like the health and social care side and you're going to focus on the social side and which you don't have to tell me which organization you work for. But can you tell me a little bit about the role, what the like the title of the role is and what kind of organization is.

00:00:24:18 - 00:00:27:11

Speaker 2

I'm a health and social worker support worker.

00:00:27:13 - 00:00:28:11

Speaker 1

Okay.

00:00:28:13 - 00:00:34:24

Speaker 2

And to be honest the company has changed names that many times in the last six months. I couldn't tell you who I work for from.

00:00:35:01 - 00:00:50:00

Speaker 1

Okay.? So it is the organization. Do you know if it's like a charity or a large organization? Is it a local organization or is it And private schools.

00:00:50:02 - 00:01:04:05

Speaker 2

Area wide one and now I think a part of a national company.

00:01:04:06 - 00:01:07:10

Speaker 1

Okay. Okay. Brilliant.

00:01:07:12 - 00:01:33:20

Speaker 2

And it's. So it's mainly it's mainly care work that they do. Yeah. But they do take on supported living settings. There's five supported living buildings that I work half right at the for over 50 to 55. And that doesn't just cover sort of dementia but old age. It also covers a learning disabilities.

00:01:33:20 - 00:01:41:05

Speaker 2

You then come into ourselves. You still need support with shopping and socializing and cooking and that sort of thing.

00:01:41:11 - 00:01:52:01

Speaker 1

Brilliant. And tell me a little bit about and what your role sort of involves on a day to day basis. Like what's what's what is like a typical day look like?

00:01:52:03 - 00:02:19:12

Speaker 2

It varies. Depends on what run I get given because it could be the somewhere I could be with the same person all day where it's obvious that the care side of things getting washed and dressed. But then we'll go in, we'll go out and do the shopping or we'll go to up at the last Saturday went Trainspotting. I can't tell you the difference between trains, but I was watching them and got lots of information that I can't retain hot chocolate on the way back.

00:02:19:14 - 00:02:27:15

Speaker 2

Got the bits of shopping that the client wanted and then had the most stressful cooking session I've ever had.

00:02:27:17 - 00:02:29:24

Speaker 1

Oh, dear.

00:02:30:01 - 00:02:35:02

Speaker 2

Other times, I went to the soap Awards a couple of years ago.

00:02:35:03 - 00:02:36:06

Speaker 1

Oh, wow. amazing.

00:02:36:07 - 00:02:52:07

Speaker 2

The clients get a carer and, well, she had very strict allowances on who she was going to take, though. What he was going to take was going to get excitable about was the stars that were going to be there. I'm like a time to watch telly. I couldn't even tell him. No.

00:02:52:09 - 00:03:07:00

Speaker 1

I couldn't either. It's quite, it's quite a varied role and by the sounds of it. Yeah. And what and how long have you been in care work. How long have you worked in care work all together? CW22.

00:03:07:02 - 00:03:19:23

Speaker 2

And I've always worked in care Work in some respect. And before this I used to work in cyber security. Right. That was quite a depressing job, should we say?

00:03:19:23 - 00:03:20:22

Speaker 1

Yeah.

00:03:20:24 - 00:03:40:07

Speaker 2

I used to pick a hospital just in the pediatric wards and with neonates just to make myself feel human at the end of the week. Yeah. Yeah. And, and when I located from (name of place) back to name of place), where I'm from, and it was a case of I needed a job and it was care work that was there

00:03:40:09 - 00:03:43:09

Speaker 2

That would be the 13 14 years now.

00:03:43:11 - 00:03:46:11

Speaker 1

Work and what kinds of things.

00:03:48:10 - 00:03:53:12

Speaker 1

Sorry got I interrupted you there. I think there's a bit of a delay on the line

00:03:53:14 - 00:03:55:18

Speaker 2

Yeah. Eight years of my current company.

00:03:55:20 - 00:04:08:05

Speaker 1

Eight years with your current company And what and what kind of things like attracted you to carework? Like what were the sort of things that brought you into it? Like thee sort of driving factors.

00:04:08:07 - 00:04:28:24

Speaker 2

When I was in (name of place), it was, I'll be honest, it made me feel lighter at the end of the week to be giving something back. When I took a fulltime job in in care work when I moved back here, I'll be honest, my grandma burst out laughing. I'm not the most sociable of people. I'm very blunt and to the point my grandma burst out laughing.

00:04:28:24 - 00:04:30:22

Speaker 2

And said you are not going to last as a carer

00:04:30:24 - 00:04:33:07

Speaker 1

Really oh bless

00:04:33:09 - 00:04:35:11

Speaker 2

Yeah. What? 14 years later, I'm still.

00:04:35:16 - 00:04:36:11

Speaker 1

Still doing it in.

00:04:36:11 - 00:04:52:01

Speaker 2

I’m in my final year of nursing training. She’s eaten her words quite quickly on that one. Yeah I think it's I think because I'm not the most sociable and I don't get attached easily. I go out have fun and put my all into it but I don't take it home.

00:04:52:03 - 00:04:55:23

Speaker 1

Right. You able to kind of draw those boundaries?

00:04:56:00 - 00:05:13:00

Speaker 2

Yeah, I've got really clear boundaries with that. Everyone always knows where they stand with me. Whereas I’m the one if you want to be somewhere on time with everything organized, you won't CW22.

00:05:13:02 - 00:05:14:02

Speaker 1

Amazing

00:05:14:04 - 00:05:20:11

Speaker 2

Whereas when it comes to autism and cooking, im pulling my hair out.

00:05:20:13 - 00:05:34:16

Speaker 1

I see. So okay that's really helpful and and obviously are studies about like pay and conditions and so on in social care. So do you mind telling me what your current kind of rate of pay is?

00:05:34:18 - 00:05:37:21

Speaker 2

And I'm actually currently paying quite well. I'm on 19.95 an hour

00:05:38:01 - 00:05:45:20

Speaker 1

Right. Okay. Is that because your role got some health health work in it as well?

00:05:45:22 - 00:05:49:14

Speaker 2

No. Most of the people that we work with, they're on about 1150 an hour.

00:05:49:15 - 00:05:51:16

Speaker 1

Right.

00:05:51:18 - 00:06:19:16

Speaker 2

And so the year after COVID and the company I work with went through a really, really bad time during COVID and afterwards, not in the sense, obviously the normal sense of COVID, but the management, the time weren't trained. They weren't doing rotas and staff were quitting left, right and center, not because of COVID and the stress of the job, but because of a coming in at 7:00 in the morning and not having a rota.

00:06:19:18 - 00:06:29:10

Speaker 2

And so six, seven days a week, I would be stuck in the staff room with scraps of paper making sure that everyone was covered. Everyone was at the right time from memory.

00:06:29:12 - 00:06:30:12

Speaker 1

Right.

00:06:30:14 - 00:06:57:18

Speaker 2

And there was one Saturday when myself and one other member of staff attended for a shift for a run that needed seven people, I rang the two managers on call and they both said oh its my day off and hung up on me. So I rang the company directors, spat my dummy out, stamped my feet, had an absolute temper tantrum on the phone and I'm doing it today but you can have my notice from tonight- you can stick it where the sun don't shine.

00:07:04:05 - 00:07:06:16

Speaker 1

Good for you.

00:07:06:18 - 00:07:13:05

Speaker 2

She rang me and for a meeting and said we have got a new manager starting next week and they said will you take this as a pay rise and I said yeah ok.

00:07:13:07 - 00:07:18:05

Speaker 1

Wow. So she had quite a significant pay rise at that point.

00:07:18:07 - 00:07:23:11

Speaker 2

Yeah. I mean, I was doing so of 120 to 150 hours a week.

00:07:23:11 - 00:07:24:00

Speaker 1

Blimey

00:07:24:05 - 00:07:28:01

Speaker 2

So had I skipped out the door. That's a lot of care.

00:07:28:01 - 00:07:28:20

Speaker 1

Absolutely.

00:07:28:20 - 00:07:35:11

Speaker 2

That’s going to go down very quickly overnight with nobody prepared to pick it up.

00:07:35:17 - 00:07:37:17

Speaker 1

Gosh. So. So you're.

00:07:37:18 - 00:07:45:12

Speaker 2

Anyway, I regretted my temper tantrum the second I done it, until I got offered a pay rise

00:07:45:12 - 00:07:47:03

Speaker 1

These things have their perks

00:07:47:05 - 00:07:59:08

Speaker 2

When I leave in August for When I qualify, I want to confirm that it was just four weeks notice that I needed to give it and not the 12 weeks my contract states.

00:07:59:09 - 00:07:59:19

Speaker 1

Like.

00:08:00:00 - 00:08:10:24

Speaker 2

The first response was why are you leaving, and is there anything we can do to entice you to say? We can give you another pay rise. What about a monthly bonus? And I'm like, No.

00:08:11:01 - 00:08:16:10

Speaker 1

I'll bless you. So that you in quite a good position there in that sense then.

00:08:16:12 - 00:08:26:07

Speaker 2

So yeah, most carers are just dispensable staff., but I have worked quite hard for a lot of respect.

00:08:26:07 - 00:08:28:18

Speaker 1

Yeah, it sounds like you've really worked for.

00:08:28:20 - 00:08:38:21

Speaker 2

Management.. Ill say its good job I’m half robot then, I guess I’m doing nights as well tonight.

00:08:38:23 - 00:08:48:13

Speaker 1

And so how do you feel about your rate of pay then also how do you feel about sort of healthcare workers who pay generally in the sector?

00:08:48:15 - 00:09:19:11

Speaker 2

I don't mind my rate of pay, but obviously that is quite substantial pay. I don't think you can't do the job for what most care staff are paid. Most care staff are paid minimum wage if your lucky, if you work in community as well, its below minimum wage on top of that you have got your fuel cost that never pay back the full cost, but you're running costs on your car, you don't get travel time, you paid by the minute because that's what the council one and it's absolutely ridiculous.

00:09:19:11 - 00:09:32:22

Speaker 2

Don't do the job for the paycheck. It's just not possible. You don't do any job in care for the paycheck because the paycheck just is not worth it's not worth the shift.

00:09:32:24 - 00:09:41:04

Speaker 1

Do you know if your employer is a living wage employer? Do they do you know if they pay the living wage?

00:09:41:06 - 00:09:48:13

Speaker 2

I'm not sure what the living wage is, but I know that even from our 16 year old apprenticeship schemes, we've got them at 1150 an hour.

00:09:48:15 - 00:09:49:00

Speaker 1

right

00:09:49:00 - 00:09:54:13

Speaker 2

The first six months of then rising 1290 an hour after six months following the completion of the care certificate, I think.

00:09:54:15 - 00:09:56:04

Speaker 1

Okay.

00:09:56:06 - 00:10:09:07

Speaker 2

I just I think once they've completed the level three, it goes up to about 15, ten an hour. I think they are quite they are quite good on staff and they're actually quite good on staff retention.

00:10:09:12 - 00:10:16:09

Speaker 1

Are they? Okay, Do you think that's because of the because the pay is is slightly better.

00:10:16:11 - 00:10:36:23

Speaker 2

The pay slightly better. They do recognize staff as a whole. I was well, they are very positive towards staff feedback that comes in and there's lots of support that comes in as well. They do offer a lot of mental health support. We've got champions of mental health and freedom to speak up even though its in the private sector. We've got all of that in place.

00:10:37:00 - 00:10:59:13

Speaker 2

If staff raise concerns then they are listened to. I’ve seen managers taking care staff into MDT meetings, when things need changing for clients and it's not they're not being listened to because oh they are just a carer, I've known managers take care staff in to go you can say I'm just a carer but I’m with this person for 6 hours a day, I’ll shut up and listen

00:10:59:15 - 00:11:00:22

Speaker 1

Now I can see that.

00:11:00:24 - 00:11:03:03

Speaker 2

And.

00:11:03:05 - 00:11:19:13

Speaker 1

How important do you feel that it is to pay people with more experience, more money as opposed to everybody in the care sector getting better wages?

00:11:19:15 - 00:11:57:02

Speaker 2

And I think with experience there should be some increase in pay? Yeah, you can't get the same level of experience as somebody who's got advanced learning needs or advanced dementia and how to calm situations, conflict resolution and avoid stressful situations and things like that. You can't you can't walk into the care sector at 18 and just know that, whereas somebody who has done the job for 5-6 years, will say oh, hold on, Billy, that’s just a random name, Billy doesn’t like loud noises but, there is fireworks tomorrow night, its that foresight or saying right ok we know what’s coming, or knowing that when you go out for a walk with Billy, the police go past and startle him and its knowing how to calm him quicker, that doesn’t come from a 5 day care certificate course, that comes from years of experience and knowing how to ask the right questions at the right time. Knowing with dementia, whether you remind somebody that husbands their husband is dead that or whether you just say, Oh yeah, I will still be at the shops or he’s not finished work yet, whether it's kinder..

00:12:43:09 - 00:12:47:16

Speaker 2

Yeah, because obviously it varies from person to person, so that does come from experience rather than.

00:12:47:22 - 00:12:54:16

Speaker 1

Yeah absolutely. Yeah. It's very skilled in that sense isn't it. Very skilled.

00:12:54:18 - 00:12:58:22

Speaker 2

A lot of people come into care and think its an easy job.

00:12:58:24 - 00:13:00:22

Speaker 1

Yeah, absolutely not. Is it.

00:13:00:24 - 00:13:27:01

Speaker 2

Actually, once they start the job and realise its not quite as easy as you think. Most people think, you sit down and have a cup of tea with somebody, you might help them make tea . Yeah you might do that but you might also get something cracked over your head because you have measured out 1.2 grams of Oregano instead of 1.4.

00:13:27:03 - 00:13:29:22

Speaker 2

If you are prepared for that on minimum wage. Go for it.

00:13:29:24 - 00:13:42:06

Speaker 1

Now. Absolutely. Do you receive any other benefits CW22 like and in your role so bonus, sick pay, pension contribution, things like that.

00:13:42:08 - 00:13:45:18

Speaker 2

I get pension contributions but its only to the Government standard.

00:13:45:19 - 00:13:51:00

Speaker 1

Okay pension and any bonuses or sick pay anything like that?

00:13:51:02 - 00:14:11:02

Speaker 2

Nope, statutory sick pay. I didn't resign when we change from one company to another company, so I do still get a quarterly bonus. In the same way that I still get paid extra a lot of on old contract do still get paid a quarterly bonus and extra for bank holidays and Christmas.

00:14:11:02 - 00:14:12:05

Speaker 1

Right.

00:14:12:07 - 00:14:32:02

Speaker 2

The new contracts don't have that on it, if your contracted for Christmas then your in Christmas day, which is obviously quite unfair because you're lot the likes of me and working Christmas day at £40 an hour. Yeah and then you will have someone who started 6 months ago in for 11:50.

00:14:32:04 - 00:14:48:01

Speaker 1

Yeah, that’s helpful and does your employer pay for things like do they pay for your DBS, check a uniform. Y

Speaker 2

Yes. Yes. Okay.

Speaker 1

And were you paid when you completed like induction training.

00:14:48:03 - 00:14:49:20

Speaker 2

We were paid for doing the induction training yeah

00:14:49:20 - 00:15:08:03

Speaker 1

Yeah. Yeah. Okay. That's great. And so in terms of like your shift patterns and the time that you spend with the people that you care for. CW22 like, what's the system like? Do you have to kind of check it and check out with each client? Or are you paid for like just a shift that you start and finish at a certain time?

00:15:08:09 - 00:15:11:23

Speaker 1

How does it work?

00:15:12:00 - 00:15:28:20

Speaker 2

I get paid from the start of the shift to end of shift, I clock into the building. I also clock in and out of each apartment that I go into and there is a half an hour on unpaid break that we clock in and out of as well using mobile phones that the company provides and pay for.

00:15:28:22 - 00:15:32:13

Speaker 1

Is that like a lunch break.

00:15:32:15 - 00:15:50:22

Speaker 2

Yeah. Yeah. Well, let's be fair. They do normally have something in the fridge to eat. They just keep they've got an air fryer, they do tend to keep the freezer in the staff room, stocked up with a selection of food for us to help ourselves to as well, because most of us will run out the door in the morning and forget food

00:15:50:22 - 00:15:53:11

Speaker 2

So they are actually quite good at that.

00:15:53:13 - 00:15:56:07

Speaker 1

That's good.

00:15:56:09 - 00:16:11:08

Speaker 2

But that's because we can't leave the building due to staffing levels and demands on it because we do have emergency pendants and stuff like that. So we call even though its an unpaid break, we can't leave the building. However if the pendant alarm goes during that break then we can get paid for it.

Speaker 1

Say that again, sorry.

00:16:21:14 - 00:16:24:24

Speaker 2

The community setting that I pay for is minute billing. It means that they get paid by the minute with each client.

Speaker 1

Oh wow, that's very specific.

00:16:33:06 - 00:16:49:19

Speaker 2

That's (name of region’s) standards on that, right? So when they get there they log in do the call, task note it all, log out

00:16:49:21 - 00:16:53:03

Speaker 1

And that's that's the community care.

00:16:53:05 - 00:17:04:21

Speaker 2

That's community care. If it's cancelled within less than 24 hours, you get paid for the full call, You could have two hour gap where you are just sat around unpaid.

00:17:04:23 - 00:17:13:08

Speaker 1

Gosh, that's a bit of a pain

00:17:13:10 - 00:17:26:23

Speaker 2

If they are desperately short staffed I will pick up community. I do say I want paying for the full shift, or I want a full run cos I am not going out for 9 hours and getting paid for 2

00:17:27:00 - 00:17:39:24

Speaker 1

Completely understand that. So you don't get any travel, you don't require any travel or kind of Petrol reimbursement because you're in the same place each day.

00:17:44:22 - 00:17:57:21

Speaker 1

Yeah. No that's, that's great. And, and then I was reading down do you mind me asking if your income's the main income in the household.

00:17:57:23 - 00:18:21:02

Speaker 2

It was during COVID, but it's because my husband was shielded. And I actually lived in the building with the residents during covid. It. So my income was the main one however and since I've and then before that it was sort of split, it was pretty equally. Now, I'm a poor little student and I work four days a month.

00:18:22:16 - 00:18:24:12

Speaker 1

Got you in and.

00:18:24:14 - 00:18:32:02

Speaker 2

It will go back to being a bit more equal again when I qualify

00:18:32:04 - 00:18:39:03

Speaker 1

So do you and are you in receipt of any kind of in-work benefits like benefits that you're entitled to.

00:18:39:05 - 00:18:41:05

Speaker 2

Yeah.

00:18:41:07 - 00:19:02:23

Speaker 1

Universal credit? Yeah. And thinking about your in your weekly income from your work in social care, do you think do you, do you feel like it meets your needs and your household needs?

00:19:03:00 - 00:19:14:21

Speaker 2

Even before all the bills started going up we were still in receipt of tax credits and that was that was with me bringing in 17- 1800 a months, and him about the same.

00:19:14:23 - 00:19:16:08

Speaker 1

Well, yeah, okay.

00:19:16:10 - 00:19:44:00

Speaker 2

Oh, we still receive tax credits for that because the cost of living has gone up. I mean doesn't help that I'm, I'm celiac and dairy free as well so my food shopping can easily cost four £500 a month if I'm eating properly unless I live on fish and veg. So no, it doesn't really meet a decent standard of living.

00:19:44:02 - 00:20:05:04

Speaker 2

A lot of people I work with do struggle a lot and the ones without children really struggle because obviously they don't get any additional help. I've got 2 - 3 children, two of which are registered disabled. So I obviously got a lot more help than would normally get. Yeah, but the girls I work with, you don't have children.

00:20:05:06 - 00:20:18:17

Speaker 2

Even the ones with single moms don't get the level of support from the Government that I get and they struggle month after month. We are probably quite well paid actually for what we do.

00:20:18:21 - 00:20:26:11

Speaker 1

Yeah, I've heard about some care workers having to go to food banks and things like that. It's quite scary, isn't it?

00:20:26:13 - 00:20:30:05

Speaker 2

I know a couple of girls who do that where I work.

00:20:30:07 - 00:20:41:02

Speaker 1

Yeah, it's really. It's really sad. Shocking. And so you do you do feel that the cost of living is impacted you guys quite a bit.

00:21:45:08 - 00:21:57:15

Speaker 1

So it's I suppose this was a tricky one to answer because you on a slightly different rate of pay. But to what extent would you say you're satisfied with your pay? Do you think your pay is reasonable for the work that you do?

00:21:57:17 - 00:22:00:21

Speaker 2

My pay, yes. I probably wouldn't go in for 11:50 an hour.

00:22:00:21 - 00:22:05:16

Speaker 1

You know.

00:22:05:18 - 00:22:37:02

Speaker 2

In all honesty, a lot of some of my pay is because I do take on the more complex. So I am missing three teeth where I have been woken up with a walking stick to the side of my head, had broken wrists, I do take on the more complex cases should we say, I do take on paranoid schizophrenia as well as non-verbal and possibly quite sexualized dementia, violent dementia, Lewy body and things like that.

00:22:37:02 - 00:22:57:09

Speaker 2

So I do take on a lot more of the strenuous, more complicated clients. You wouldn't have a chance of me going into be woken up by a walking stick to the back of my head, or to be slammed over into a table and to wake up the next morning black and blue for 11:50 an hour, I would just say go away, I will work in aldi thanks.

00:22:57:09 - 00:23:04:10

Speaker 2

As much as I love the job, 11:50, I am not getting paid to take that on everyday

00:23:04:10 - 00:23:12:23

Speaker 1

But even even, you know, even on a higher rate of salary, you know, it's that's a lot of a lot to take on board isn't it.

00:23:13:00 - 00:23:27:08

Speaker 2

I think it depends on the person. I mean, they cant help it, they don’t actually understand why they cant respond like that, so its just one of those things, I am not quite as patient if someone is just drunk

00:23:27:13 - 00:23:31:16

Speaker 1

Yes. self-inflicted, isn't it.

00:23:31:18 - 00:23:44:04

Speaker 2

Self-Inflicted why you are lashing out at me, when you wake up and you're confused and you think I'm your husband, he's been playing away overnight and the first thing you do is crack me with your walking stick I'm not exactly impressed by it, but you think it's 1942?

00:23:44:10 - 00:23:46:05

Speaker 1

Oh, my gosh.

00:23:46:07 - 00:23:49:10

Speaker 2

So I can't really come back from that one

00:23:49:12 - 00:24:07:13

Speaker 1

Oh, it's just it's awful to think these people are, you know, experiencing this. So that's that's that's a helpful response. What kind of contract are you on - is it like is it guaranteed hours or minimum hours contracts? Is it.

00:24:07:15 - 00:24:35:01

Speaker 2

I'm guaranteed every other weekend at the moment, which works out one 10 hour shift a week, so I do one and then I’m not in for two weeks, I do pick up shifts, obviously half terms, summer holidays, obviously if I am on half term, uni hours I will pick up extra for them, but I am guaranteed that, most of the old staff are on that, most of the new staff are on 6 hour contract, mainly 0 hours.

00:24:40:23 - 00:24:52:06

Speaker 1

How many hours would you typically work during the weekend that your on.

00:24:52:08 - 00:24:58:15

Speaker 2

I'm contracted to 20 hours the weekend I'm on I’ll normally do 30.

00:24:58:17 - 00:25:01:14

Speaker 1

That's quite long shifts.

00:25:01:16 - 00:25:12:13

Speaker 2

I normally get there for about half six, start around seven and then finish some time between half 9 and half, 11 at the night and then go back to the next day.

00:25:12:18 - 00:25:19:03

Speaker 1

long shift, you must be exhausted after that.

00:25:19:05 - 00:25:23:14

Speaker 2

I've got three kids, I'm used to being tired.

00:25:23:16 - 00:25:29:14

Speaker 1

And do you ever have to do sleep in shifts.

00:25:29:16 - 00:25:54:11

Speaker 2

I do sometimes. Then there's a local building to us that I sometimes do the shifts in, normally, I will take the wake in night shift and leave the other staff to sleep. That’s only because I work so little hours and I am there through choice, its just a bit fairer that I am the one that’s that - they let me take my PlayStation so I don't actually mind getting paid to game all night

00:25:54:13 - 00:26:07:19

Speaker 1

And if you and if you do, but if you do do a night shift and do you get paid like do you get paid a sleep in rate.

00:26:07:21 - 00:26:37:13

Speaker 2

No I don't because I'm on, I'm contract to that rate regardless of the hours of work and everybody else, I think it's £2 more per night shift apart from one building, which is the night the sleeping shifts are run by the council, not my company. And they are- It's a flat rate £6 an hour while you sleep and you only get your hourly wage, which is then again paid the council rate, which is national minimum wage.

00:26:41:08 - 00:26:55:17

Speaker 1

That's helpful. And so and how do you feel about your contracted hours? Do you feel like and the schedules that you're given kind of do they match your preferences?

00:26:55:19 - 00:27:07:17

Speaker 2

They completely match my preferences. I mean, I started university. I was prepared to leave and just workers with an agency and they were completely happy to rewrite my contract to see exactly what I wanted in it.

00:27:07:19 - 00:27:09:04

Speaker 1

That's great.

00:27:09:06 - 00:27:26:06

Speaker 2

Stuff. Yeah. Plus, I felt flexibility with them as well. I know, because I know the staff, the work there if I am put on a placement shift for the weekend I'm working, I can message any of the staff and go we swap weekends with me, can you do this weekend and I will do Thursday Friday for you whatever.

00:27:26:10 - 00:27:29:02

Speaker 1

Yeah so it's a lot of flexibility.

00:27:29:07 - 00:27:30:16

Speaker 2

And stuff.

00:27:30:18 - 00:27:39:21

Speaker 1

Yeah so you use quite satisfied with your working hours in your voters. Yeah yeah that's that's great. And what do you.

00:27:39:21 - 00:27:41:12

Speaker 2

yeah.

00:27:41:14 - 00:27:43:02

Speaker 1

So set so that again.

00:28:04:15 - 00:28:11:14

Speaker 1

What do you enjoy most about your job? What are the things that you enjoy the most?

00:28:11:16 - 00:28:47:18

Speaker 2

The residents, the people themselves? Some of the conversations I've had and some of the experiences I have had, you couldn’t make up, I have held someone’s hand whilst they have gone to the toilet and they have told me how thankful they are. Oh, little thing, I have done quite a bit about the life care as well and the memories I'm getting to the families, even things that are my absolute idea of hell normally

00:28:47:19 - 00:29:15:06

Speaker 2

I mean, I've never taken my kids to the zoo, but I go least three times a year of I don't like animals, but I always enjoy it, its mainly the people, it's the chat and it's the especially with the learning difficulties, two of my kids are teenagers, the the idea of baking cakes with the mum now is just, I get a grunt, a look and they just walk off

00:29:15:06 - 00:29:25:21

Speaker 2

I can go into somebody who's 53 with the ingredients to make cupcakes. I'll have singing, dancing, running around the room with excitement.

00:29:25:23 - 00:29:37:20

Speaker 1

Yeah, it's lovely that, isn't it? And what other parts of the job that you enjoy the least? What? I like any sort of negative aspects of the role, any stress or.

00:29:37:22 - 00:30:14:04

Speaker 2

And I think the job in general is always going to be stressful. Things could change literally at the drop of a hat and it's probably the unpredictability. I'm very organized, very structured, very scheduled with pretty much work life, student life, home life, everything has its own place and can take me a minute ago when I also when things change in my brain to actually catch up and go, Oh God, what do we do with us?

00:30:14:07 - 00:30:29:18

Speaker 2

Mm. It's like a freeze and go, Oh, I wasn't expecting that today. What I'm going to do with this one I pick it up quickly enough, I don't like the unpredictability that can sometimes happen. Mm. Yeah.

00:30:29:20 - 00:30:35:04

Speaker 1

So the fact that things can change up very last minute and, and so on.

00:30:35:06 - 00:30:53:01

Speaker 2

Yeah. I mean I don't mind when I'm with somebody if they change and they don't want my chicken curry today, they want to make chicken stir fry, that's neither here nor there, it's what I go in and 12:30 I've got a completely different rota for the rest of the afternoon. It's like, well, I wasn't expecting and of that, anything I had planned has now gone.

00:30:53:02 - 00:30:54:12

Speaker 2

Well yeah that's.

00:30:54:12 - 00:30:58:15

Speaker 1

That's challenging.

00:30:58:17 - 00:31:14:17

Speaker 2

Especially working with autism as well. The phone calls come in across the deck phones, you should have been with me at 1:00. Yeah. It's now Louise, not me. I don't want Louise. I wasn't expecting Louise. Yes. No, I'm not going to get shouted at down the phone, because you did not want Louise today.

00:31:14:17 - 00:31:19:15

Speaker 2

You wanted me. But here we are.

00:31:19:17 - 00:31:32:23

Speaker 1

Yeah, I can see how that is. That is a source of stress. So do you feel that you're able to make good relationships and develop good relationship to the people that you're caring for?

00:31:33:00 - 00:32:02:06

Speaker 2

Yes. Much to my gran’s surprise, I actually develop relationships quite quick with them. But it's a very, professional because I said before, some of them some of them get overly involved and overemotional and I could tell every single person within the main building I work in, and I can tell you their routines, their schedules that likes that dislikes, their triggers how to calm them off the top of my head.

00:32:02:08 - 00:32:13:02

Speaker 2

And I can tell you exactly what time the call times and that person without even needing to look at a rota, because I have the time to get to know them that well.

00:32:19:09 - 00:32:30:01

Speaker 1

Is, if anything that stops you from developing the relationships that you want to with the people you care for like time, time?

00:32:30:03 - 00:32:52:09

Speaker 2

Am I suppose if I actually paid any attention to the times that I'm meant to be with people for then time would be an issue. However, all my calls always get done and the people who do need that little extra five or 10 minutes will always get it out of me, even if it goes into my break, even if I'm staying later because they need it.

00:32:52:10 - 00:33:06:04

Speaker 2

But again, the flip side of that, I've got residents who don’t want to sit down and chat with some random person who's paid to come and sit on their sofa for an hour, they want me to disappear after 10 minutes.

00:33:06:06 - 00:33:07:11

Speaker 1

Right. So it depends.

00:33:07:11 - 00:33:32:19

Speaker 2

They will be as blunt as to say, right you have checked that I'm alive will you go away now, please. So it just depends on who's on each day. But time is definitely an issue, you can't talk to somebody and form any relationship, personal or professional with somebody on 15 minutes

00:33:32:22 - 00:33:37:15

Speaker 1

Yeah yeah it's to show isn't it. Yeah. That's really helpful.

00:33:43:23 - 00:33:56:22

Speaker 1

What about training and development in your work? Do you feel like you receive enough training in development? What kind of training have you had in your care work?

00:33:56:24 - 00:34:25:21

Speaker 2

What training haven’t I had to be honest, I've done NVQ levels two and three obviously all my MENCAP Levels, I have done end of life, autism, and advanced dementia training up to level 5. Advanced medication training, diabetes, the company that I work for actually owns its own training company.

00:34:25:21 - 00:34:48:02

Speaker 2

That's one of the biggest in the (name of region) and that does everything from business administration apprenticeships, right through to care and accountancy, and any training courses they've got on offer or if you want a training course, they normally find a way to do it for you. So if you say you want training in this then you will get it.

00:34:48:04 - 00:35:01:01

Speaker 2

If you want training then they will find it for you.

00:35:01:03 - 00:35:05:09

Speaker 1

And how good is the training?

00:35:05:11 - 00:35:21:07

Speaker 2

It's absolutely brilliant and a lot of my training certificates from work because they're they're accredited by an external trade and providers, even though it's owned by the company I work for, actually gave you UCAS points to get into University.

00:35:21:09 - 00:35:25:09

Speaker 1

Well, gosh, yeah. Amazing.

00:35:25:11 - 00:35:36:14

Speaker 2

And some of the ones I've done since I've got me out of some of the mandatory training at Uni, . You've got the basic first aid course and things like, I was saying I only did it last week, yeah here's my certificate. Yeah, that counts.

00:35:36:16 - 00:35:40:14

Speaker 1

Brilliant. Oh, that's good to not have to repeat things.

00:35:40:16 - 00:35:54:12

Speaker 2

Especially for things like moving of handling where it's the most boring 8 hours of your life. You think I don't want to sit through this twice in a week but Okay. Get away with it at uni as well.

00:35:54:13 - 00:36:10:06

Speaker 1

And that's great. And what about, like, opportunities to progress in care work? I know that you've taken a slightly different path. How do you see you've got a going to go down the health route, but what do you feel about sort of opportunities to progressing care?

00:36:10:08 - 00:36:28:06

Speaker 2

Erm, I would have progressed with the company I was working with, I did attempt to speak to the management at the time before I started my degree and I was getting nowhere with them and that's why I went and did my degree, Just thought, I'm never going to progress with these, so I'll go a different route.

00:36:28:08 - 00:36:52:21

Speaker 2

However, manager that I've got now, she took over literally just as my hours dropped for me to start my degree and she's offered me promotions multiple times to stay with them rather than leave, not to be 80 grand in debt come September for absolutely no reason just to go and do another training course to be a senior in the care home.

00:36:52:23 - 00:37:01:18

Speaker 1

So what would if you'd have stayed in care, what would you have been promoted to? What you into most of the managerial role?

00:37:01:20 - 00:37:22:18

Speaker 2

Yes, I have qualifications in management, so I just need to do the health side of it. Level five in order to progress that way. But because at the time that I was asking for it, they were the management were very clicky and I didn’t fit. They weren’t even putting my name forward to head office, when I was asking for it.

00:37:22:20 - 00:37:31:19

Speaker 2

So I just want a different direction. So now my current manager doesn’t want me to leave, but it was because of how I was treated originally, even though it's nothing to do with her.

00:37:31:23 - 00:37:41:21

Speaker 1

Yeah, yeah. I can totally understand why you've made that decision. And so this was my next question was do you, do you see yourself continuing to work in care? And I suppose for you the answer is no.

00:37:41:23 - 00:37:50:22

Speaker 2

It's am. I am in some respects nursing is still care work

00:37:50:24 - 00:37:52:07

Speaker 1

Yes. Yes, it is. Yes.

00:37:52:07 - 00:38:24:06

Speaker 2

Huge part of it is care as the bottom line. You start to get to know people, you still change pads. You still reposition people. You still have to have care work. The actual basis of being a nurse isn't clinical skills, it's actual care and professional skills. Yeah. Yeah. I do think that while doctors have to do a year work in care in some respect before they can start medical career, I think that she'll be brought in for nursing staff as well because it is the bed is the backbone of nursing.

00:38:24:09 - 00:38:43:03

Speaker 2

Absolutely. So while I'm going into a more clinical role, even on placements, then if a CSW is struggling with someone, I'm not going to stand there and go, I'm going to get somewhere and get tablets. I go, I will go and do the care role as well. As with pretty much every other nurse I have come across.

00:38:43:06 - 00:39:05:08

Speaker 1

Yeah. Yeah, of course. Now that's great. So I've come to the end of my actual questions yet. There's a little bit at the end here where it's a list of and it's like a sort of multiple choice thing, probably take about 5 minutes and then we're done is that okay, I'll actually like read a question and then you sort of tell me which one, which statement is most applicable.

00:39:05:08 - 00:39:24:18

Speaker 1

Is that okay, take it, take about 5 minutes. So thinking about your role and the difference you are able to make to people's lives, which of the following statements 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.

00:39:24:20 - 00:39:28:19

Speaker 1

I'm not able to make any difference.

00:39:28:21 - 00:39:30:15

Speaker 2

At some, but not enough.

00:39:30:17 - 00:39:55:14

Speaker 1

Okay. I'm thinking about the relationships with people drawing on care. Which of the following describes how you feel? My relationships are as good as I want them to be. Good enough, not as good as I would like. Not at all good going off. Okay.

Speaker 2

Good enough

Speaker 1

Which of the following statements best describes how much autonomy you have in your role?

00:39:55:16 - 00:40:19:12

Speaker 1

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

Speaker 2

As much as I want

Speaker 1

So when I am thinking about the time you need to do your job well, which of the following statements describes how you feel? I have the time that I need. I have adequate time. I do not have enough time.

00:40:19:14 - 00:40:24:23

Speaker 1

I do not have enough time. And it's having a negative effect on me.

00:40:25:00 - 00:40:26:04

Speaker 2

I don't have enough time.

00:40:26:09 - 00:40:38:20

Speaker 1

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. Worry about so that again.

00:40:38:20 - 00:40:42:07

Speaker 2

So I don't worry. I don't worry about work.

00:40:42:11 - 00:41:05:08

Speaker 1

Okay? Hardly ever worry. Okay, great. And thinking about looking after yourself at work. And so this is like having comfort breaks times, eat and drink. 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.

00:41:05:10 - 00:41:08:00

Speaker 2

I'm able to look after myself well enough.

00:41:08:02 - 00:41:21:12

Speaker 1

Thinking about 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.

00:41:21:14 - 00:41:22:24

Speaker 2

I feel adequately safe.

00:41:23:01 - 00:41:37:12

Speaker 1

Okay. Thinking about your professional relationships with people you work with, my professional relationships are as good as I want them to be. Good enough, not as good as I would like. Not all good.

00:41:37:14 - 00:41:39:01

Speaker 2

As good as I want them to be.

00:41:39:03 - 00:42:04:06

Speaker 1

Okay. Thinking about how supported you are in your role, this is supported by your manager. I feel highly supported by my manager. I feel adequately supported …

Speaker 2

Highly supported

Speaker 1

Okay, great. I'm thinking about the skills and knowledge you need to do your job. Well, I have the skills and knowledge I need and I have adequate skills and knowledge.

Speaker 2

I have the skills and knowledge I need

00:42:04:08 - 00:42:05:20

Speaker 1

Okay.

00:42:05:22 - 00:42:07:07

Speaker 2

I have it.

00:42:07:09 - 00:42:28:04

Speaker 1

Thinking about your career aspirations. And 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, but not enough. I have no opportunities to advance my career.

00:42:28:06 - 00:42:30:01

Speaker 2

I have adequate opportunities.

00:42:30:03 - 00:42:49:09

Speaker 1

Okay. I'm 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.

00:42:49:11 - 00:42:51:10

Speaker 2

I do not have enough financial security.

00:42:51:15 - 00:43:11:15

Speaker 1

Okay. And then finally, thinking about how valued your is in social care and my role is highly valued by others. My role is adequately valued by others, and my role is not as valued as I would like by others. My role is not valued at all by others.

00:43:11:17 - 00:43:15:11

Speaker 2

When you say all those, do you mean outside public? Yeah. Yeah.

00:43:15:13 - 00:43:20:17

Speaker 1

So like the public, Like the media is like how value those places spaces.

00:43:20:19 - 00:43:22:05

Speaker 2

Oh its not valued at all.

00:43:22:07 - 00:43:41:11

Speaker 1

Enough. Yeah. So my role is not valued by others. Okay, that's that's great. And then the last little bit is just literally a little bit of demographic data so that I can make sure that I've got a good spread. Do you mind telling me your age bracket? You don't have to tell me your actual age, but just your age bracket?

00:43:41:13 - 00:43:42:11

Speaker 2

35.

00:43:42:13 - 00:44:06:22

Speaker 1

Okay. And nationality White British. Yeah. Yeah. Any kind of educational qualifications? No, you do. You've got Olympics haven't you. And you've got your you doing your degree and household situation. Did you say you live with your partner and your children.

00:44:06:24 - 00:44:07:14

Speaker 2

Yeah.

00:44:07:16 - 00:44:15:16

Speaker 1

Brilliant. And what's your distance to work? How long do I have to travel to get to work?

00:44:15:18 - 00:44:19:20

Speaker 2

10 minutes. It's only nine miles, something like that.

00:44:19:22 - 00:44:32:14

Speaker 1

That's great. Oh, brilliant. Well, is there anything else that you want to say or add about? And your work in care? Work? Anything about the pay or the conditions? I think we've not covered anything that's important.

00:44:32:16 - 00:44:35:10

Speaker 2

No, I think you've covered everything so smoothly.

00:44:35:15 - 00:44:50:19

Speaker 1

I'm really, really helpful. CW22, thank you so much. I really appreciate talking to you. And once I get off the call, I'll send you over the Amazon voucher. Is it alright to send it to the email address? The the one that you the second one that you gave me?