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Interviewer: Now then, CW5, that's lovely. So, thank you so much for your time again. We do really appreciate it. We wouldn’t be able to do this project without people like yourself. So, I wondered if you'll be able to just start off by telling me a bit about your job title and how long you've worked at your current provider, your current job.

Respondent: So, I am employed under the direct payments scheme for (name of place) Council. I support an individual family and I've worked for them for 17 years.

Interviewer: Oh wow. So, is your job title care worker or do you have a slightly different job title?

Respondent: We’re just known as PAs.

Interviewer: Okay, brilliant. And have you always worked in a care role?

Respondent: When I left school I worked in retail. My plan was to go into social care, but then obviously things happen within your life and it just fits now around family and stuff like that.

Interviewer: Brilliant. And how did you get into this particular job that you're in now? Was it just something you saw advertised or did you leave another provider?

Respondent: I was doing some voluntary work at (name of place), which is a provider for children with complex needs, families and stuff, and her mum worked there many, many years ago and she was looking for a PA for her daughter and we kind of hit it off and we're still together.

Interviewer: Is it through a particular organisation that you work there?

Respondent: Independently for her family. So, what happens is her family get a budget to employ private PAs to support their child.

Interviewer: Brilliant. Okay, that make sense. And so, they pay you based on what they get?

Respondent: Yes.

Interviewer: Yeah. So, the next bits about pay and conditions. So, again, if there's anything you don't feel like you want to answer, that's absolutely fine because I know it’s all, some of it might be something you don't want to disclose, but we're just wondering what your hourly rate of pay is in your current role.

Respondent: £10.90.

Interviewer: £10.90. And has that been sort of fairly static or when was your pay last changed?

Respondent: It's not even negotiable. It's not even negotiable. That is what the council deem as the working rate.

Interviewer: Right. And has it been increased since you've been in the role at all or has it stayed sort of fairly static?

Respondent: No, obviously over, I mean, I've worked for them for 17 years, 17 years ago, this was a better paid job than working in retail. And now the flip has changed and now we're actually worse off working.

Interviewer: Yeah, we've had a lot of people say the same kind of thing. It's a real shame. So, how does your rate of pay compare with other jobs in the area?

Respondent: Terrible.

Interviewer: Really?

Respondent: Terrible now. I mean, me and the other PAs have started to joke and send each other better paid jobs and laugh about it because it's disheartening, isn’t it, to go to work and know that a shop up the road is paying their employees £11. There's different care agencies paying £14-odd. And yeah, it's quite frustrating, isn’t it?

Interviewer: Yeah. I suppose and as you say, disheartening, I think is the feeling, isn't it, that? Yeah, no, I completely understand. So, do you know if you're, so this question’s maybe not relevant because you're working for a family, but so it's about the Real Living Wage and we're asking people if their employer has signed up to the Real Living Wage, but that one won't apply for you because you're through a family, aren't you, so…

Respondent: I would say the council budget, because it's funded by (name of place) Council, I think it does come under the actual Living Wage, which was what, in April £10.90. So, I would say so, but I know that my employer has asked about pay increases and it's just non-negotiable.

Interviewer: Really? Just kind of falling on deaf ears. Yeah, it's sad. So, do you get paid anything additional for travel time and petrol costs?

Respondent: No. She has now her own vehicle which is covered now by the family and we use that. But years ago, no, I wasn't entitled to anything as far as I was aware.

Interviewer: So, do you have to kind of, presumably do you travel to the family's home to provide the care and is that seen as your commuting time?

Respondent: Yes.

Interviewer: Essentially, yes. There's nothing to support that either? And how long do you usually spend travelling to work? Is it a short commute? Is it…?

Respondent: Depends on traffic. Sometimes it can take me half an hour, 20 minutes and sometimes it can take me up to an hour. It’s just hit and miss with what’s on the road at the day.

Interviewer: Yeah, I can imagine. And are you working hours quite sort of set. Do you work typically the same hours or…?

Respondent: I work three days a week because when I first started with her I used to just tap into evenings and weekends because I was a bit younger then. And now I work three days a week. I do two short days where I can tap in once I’ve taken the kids to school and then be there to pick them up from school. So, I work like 9:30 till 2:15. And then on a Wednesday, I work a 12 hour shift.

Interviewer: It's a long a long day, isn't it? Yeah.

Respondent: Yeah. But we do tap into extra hours. So, like, I'm working tomorrow probably another 12 hour shift.

Interviewer: Gosh, that's a really long shift. And I think in terms of the next question, I probably can anticipate your response to this, but would you say the rate of pay is a) good for a care worker or if there are sort of better paid jobs in the area that you see as equivalent?

Respondent: Better paid jobs in the area.

Interviewer: Yeah, yeah. And is your income the main income in the family or is there another?

Respondent: No. My husband.

Interviewer: Okay, brilliant. And are you in receipt of any in work benefits?

Respondent: No.

Interviewer: Okay. And thinking about your sort of weekly or monthly income from your work in your particular role, do you feel like it meets your needs and your household needs?

Respondent: Yes and no. If it wasn't for my husband having a good job we would probably struggle.

Interviewer: Yeah, yeah. I think again, a lot of people are saying the same kind of thing. Has the rising cost of living impacted you and your family, do you think?

Respondent: No, because I'm quite good with money. It sounds awful to say though even though the bills have gone up, I'm sensible with money, so it's not took so much of an impact on us as a family.

Interviewer: Okay. Yeah, it's just gone crazy, hasn’t it? Everything, it’s just absolutely mad. And to what extent are you satisfied with your current pay?

Respondent: I'm dissatisfied. The responsibilities that I have, I think I deserve a lot more.

Interviewer: Yeah, it's such an emotionally labourish job as well, isn't it, as well as physical. So, there's a lot of different elements to it. So, I'd say do you think your pay is reasonable for the actual work you do and your response will probably be no to that one.

Respondent: No.

Interviewer: Yeah. And what kind of contract are you currently on with your employer?

Respondent: I haven’t a clue. I probably looked, I don't even know if I’ve got one. I don't even know if I’ve got one.

Interviewer: Oh really?

Respondent: If I’m honest.

Interviewer: So, it's not like it…

Respondent: It's not. No.

Interviewer: Did you get a contract at the start of your employment or…?

Respondent: No. Possibly a verbal one, maybe. No. I would probably say no.

Interviewer: Right.

Respondent: I don’t think so.

Interviewer: So, that's kind of scary, isn't it? So, there's no laid out terms and conditions of your employment or anything like that?

Respondent: No.

Interviewer: Gosh. I know, I’m really shocked.

Respondent: I knew I’d signed myself up for something.

Interviewer: No, but this is why we're doing this research project. It's so important to talk to people and get these perspectives because without this kind of evidence, nothing can change. So, this is why it's so important that we raise this as a significant policy issue.

So, in terms of that, you've mentioned a little bit about your working hours. Do they vary from week to week or are they typically the same?

Respondent: I work the three days typically every week. That is set. But I do obviously take additional hours on at the weekends, if the family are going away, there's extra hours and there's overnight hours. So, we're always doing overtime.

Interviewer: Can your hours change at short notice?

Respondent: Possibly, but it's more on my terms than… it's not a forced thing. So, say one of the other carers phoned in sick tomorrow, if I could tap into the hours I would do. If I wouldn't, then the parents would do it.

Interviewer: Yeah, that makes sense. And do you work particular hours just because that's what's required or are there any sort of benefits, in work benefits for working particular hours?

Respondent: No, there's no benefits. Me and the family, I mean, I started off years ago just doing evenings and weekends and then obviously since the children, we've adapted to work between the pair of us because obviously childcare costs is ridiculous. So, when the opportunity came, so another carer left to go to the NHS, I tapped into the extra two days that fit around me and childcare. But it's not forced, no. It's not. I wouldn't be able to do it, to be fair.

Interviewer: Yeah, just because of other life commitments. Yeah, that's really helpful, CW5. You're giving me some really, really useful responses here.

So, just a little bit about the actual day-to-day work. What does your job involve on a day-to-day basis?

Respondent: Absolutely everything. Getting dressed, medications, supporting her throughout the day, supporting her to eat, drink. And everything. She's quite complex needs.

Interviewer: And what do you enjoy about your job the most? And what do you least enjoy as well?

Respondent: Her character. She's very strong-willed but very funny. The least I enjoy about the job? She's quite dangerous in what she wants to do. She has pica, which is where we eat inedibles impulsively.

Interviewer: Oh, I've heard of that. Yeah, I've heard of that.

Respondent: It can be stones, it can be soil, it can be nappies, it can be poo, it can be anything we can get our hands on. She also doesn't chew food on purpose and choking is a daily occurrence.

Interviewer: Gosh, that's a lot. A lot to deal with, isn’t it?

Respondent: For £10.90.

Interviewer: Yeah, it really is. Yeah. Yeah. So, do you find, is that one of the, would you say that creates quite a lot of stress in your day-to-day work?

Respondent: I would say so. I deal with it a lot better now. I mean she's not always, like I say, I've worked with her for 17 years. She's not always displayed those behaviours. They're more now if you ask me to do something and I don't want to, then I will do this because in her head, because we’ve worked together so long, I think she thinks I will save her life.

Interviewer: Oh, so she kind of knows that reliance is there almost.

Respondent: Yeah.

Interviewer: Gosh, that's a lot, like a big – are you okay? Bless you.

Respondent: Yeah. It's a big responsibility for so little.

Interviewer: It is. It’s a massive responsibility. Oh, bless you. Do you want to stop for a little bit? Are you okay?

Respondent: No, I’m okay.

Interviewer: Are you sure?

Respondent: Yes.

Interviewer: Oh, bless you. Yeah, I can totally understand. It's somebody's life, isn't it? Like life and death each day really from what you're saying.

Respondent: And because you're not in a setting as such where you've got more staff, you're on your own.

Interviewer: Yeah, you've not got that peer support either, have you, in terms of ringing a colleague and having a vent about it.

Respondent: Oh no.

Interviewer: Yeah. How do you manage the day-to-day stress of that, CW5? How do you cope with that?

Respondent: I’m much better now. Mum is quite supportive, so I often feel better once I've offlaid everything. And Mum just goes, “It’s fine. It's okay,” because it is a lot to kind of hold in. And it can happen multiple times throughout the day. Sometimes we're two to one now with her, but again it all depends on staff and we don't have many.

Interviewer: Right. So, on a typical week how much of the time do you get support with that or with another person?

Respondent: Maybe once, once or twice a week, but it's not for a full day. It's not, on a Wednesday when I work 12 hours, it's maybe four, five that have got two people. But then things like having dinner, we don't have lunches, we don't have breaks, we don't have nothing.

Interviewer: Gosh. It's kind of quite shocking to hear. I mean we're speaking to various different people. But yeah, your experiences are, it's quite, it's so difficult to hear that people are working in these kind of conditions.

Respondent: You know what's nice though is being able to tell somebody. You're not in a union, you're not in a company where you can get change. But there are people that are doing good jobs and not getting any benefits from it.

Interviewer: Yeah, definitely. Yeah, no, it's scary. In terms of the relationships that you have with the people that you're caring for, you mentioned a little bit about the mum and how you've had this kind of long ongoing relationship with the lady that you care for. Tell me a little bit about that relationship and how is that important in terms of the quality of the care? Do you feel like you've had enough time to develop that relationship? I know you said it's been over a number of years, but do you feel like the relationship that you've got there is quite good?

Respondent: The relationship with the parents are quite good. I often, if I'm honest, feel that sometimes when you try and talk about the service user sometimes they take it more as a criticism rather than you trying to be productive. So, there's scenarios about like with the pica and the stones and you'll try and talk to them about it. And it will be, “Well, what was you doing wrong?” rather than, “We've got an issue with the service user.” It’s more about, “Well, what are you not doing?” and I'll go, “I honestly can't do any more,” do you know what I mean, in those scenarios. But it takes a while.

I said to the other carers, because sometimes when you talk, you feel like you're hitting a brick wall. And I say, “Well, we have to talk to her differently so that she’ll listen.” And it does take some time and she does listen. We've got scenarios where we used to drive our own car with the service user and she would take her seat belt off and sit in the footwell, she would bite our cars. And it has took me years to push that she deserves her own car. We got her own car last year and I kept mentioning about taking the seat belt off when I'm driving. She can grab me. She can bite me. She can do whatever. And it has took another 12 months to get a car harness in. It's taken a long time to get what, if I’d have gone to a different manager in place straightaway because they don't want – and I can get it. They don't want to the restraints and they don't want things in place to restrict her. But you've got to have that equal balance about protecting the service user and your employee. And if I ever crash in the car because she's sat in the footwell and she's pulling my clothes, what then?

Interviewer: Exactly. Yeah. So, who do you typically, so in a situation like that where you've got a really challenging situation and you're trying to get that harness in place, who do you go to? Is it through…?

Respondent: It’s just mum.

Interviewer: Just the mum?

Respondent: The only way, the only contact I have is through mum, and the only way that I would get any further is to go through safeguarding, which I think is a very horrible way to go above, in that sense, when it's just a case of getting them to think differently.

Interviewer: Yeah. So, you'd go to mum and who would she go to? Who…?

Respondent: She would then have to get a duty social worker to go through all the forms and it all takes time. And then it's who's paying for it. And the whole thing takes such a long time.

Interviewer: Yeah, I can imagine. It's like knocking on doors that don't want to be opened, isn’t it?

Respondent: Yeah, of course it is.

Interviewer: So, in terms of your career, and again, I always can anticipate what you might say about this. But would you say you've had sufficient training and development in your role, in your current job? And what kind of training have you had?

Respondent: No, I would say. Years ago, I was made to do the NVQ Level 2. I only asked a couple of months ago because we're looking at our service user moving into her own independent house about getting an NVQ for management so that I could develop and manage her care package within her own home and manage staff. And (name of place) Council said because I'm employed by the parents, I am not entitled to anything.

Interviewer: Gosh, like no opportunities to have any form of training?

Respondent: Nothing. Absolutely nothing, no.

Interviewer: What kind of training would be beneficial to you?

Respondent: My service user is nonverbal and she signs and in 17 years I have not been on a signing course.

Interviewer: Is that something that you would like to do?

Respondent: Yes.

Interviewer: Yeah. But there's no way you can access anything at all?

Respondent: No.

Interviewer: That's bananas, isn't it? Excuse me.

Respondent: Yeah.

Interviewer: Do you feel like you can progress at all in this career path? I guess do you want career progression as well? Is that the question?

Respondent: Yes and no. Yes, I want career, I want, I would like to think that I could manage her care package and manage a number of staff. But the opportunities are not there and it's like I said to mum the other week, if I don't have the skills then what happens then? She'll go back into the system, which she wouldn't cope.

Interviewer: In terms of if you stepped away into something else?

Respondent: Yeah.

Interviewer: Did you think that’s…

Respondent: It would happen.

Interviewer: Do you think that's one of the main factors keeping you in the job is the relationship and the sense of responsibility for the person that you're caring for? Yeah. Yeah. The bond that you've built and that sort of, like sort of almost fear over what would happen if…

Respondent: Yeah.

Interviewer: Yeah. Bless you. So, I can see that this is really, really tough for you. I mean, from an outsider’s perspective I can just already, you must be doing an absolutely fantastic job for this person.

Respondent: She’s great. Do you know what I mean? She wouldn’t understand. She asks for me every day when I'm not at work. It would have a massive impact if I walked away. And I have thought about it because there are better paying jobs. But would I be happy?

Interviewer: There's the thing, isn’t it? It's a balancing act, isn't it, our work fulfilment and our happiness at work and it's not always clearcut what something would feel like, is it? You could move into something better, but as you say, you might, better paid, you might feel completely different. It's so hard to know, isn't it?

Respondent: Yeah.

Interviewer: And the fear of the unknown sometimes. It's just the biggest thing, isn't it? That whole kind of keeps us. Do you see yourself continuing to work as a care worker in the future then, CW5?

Respondent: Yes.

Interviewer: Yeah. And you've mentioned a bit about the relationship you've got with the person that you're working with. What other factors are playing into your decision there to stay in care work?

Respondent: I think for me it's the freedom that parents give me to… every day I can do, she goes to a day centre twice a week which I support her to, and on a Wednesday it is our day. So, whatever I choose to do with her is what we do. We can go to (name of place), we can go to (name of place), we can go swimming. I give her the best day that I can.

Interviewer: Oh, sounds amazing.

Respondent: Sounds better than stacking shelves, doesn’t it? Do you know what I mean?

Interviewer: Yeah, yeah, yeah.

Respondent: It would be repetitive and monotonous. I can go wherever I want to with her and she's having a nice time.

Interviewer: Yeah, you've got that, you're out and about, aren’t you, in the world rather than sort of being in an organisation and having to stay there nine to five which again has its stresses of its own, doesn't it?

What would stop you working in this care role? Is there anything that would be a factor that would stop you and really propel you into something else?

Respondent: I think for me it would be obviously if it wouldn't fit around my lifestyle, if I was maybe being made to, forced to work every weekend and stuff like that because of the children and stuff and childcare not being available for me. I wouldn't pay any to put them into an after school club or stuff because it's not, I've got too many, it's not effective to do it.

Interviewer: So, it would be if it somehow had an impact that you couldn't sort of juggle the work/family balance?

Respondent: Yeah.

Interviewer: And what would prevent you from leaving? What are the factors that would make it so you would not leave?

Respondent: I think being paid more and opportunities to better myself.

Interviewer: Yeah. So, the pay and the development factors would be things that would?

Respondent: Yeah.

Interviewer: And what kind of thing could you see yourself doing in terms of something else?

Respondent: In terms of something else? It would probably be within the care. I don't know whether I could do nursing homes and stuff because the nice thing about the direct payments is it's a lot more personal. It’s a lot more one to one. I can have a relationship with her and she can have one with me. Whereas I know you can't have that within the nursing home. So, I'm not sure. It’s a funny one whether I would completely go out of it. I don’t know.

Interviewer: Yeah, lots of competing factors, isn't there, in this kind of work and everybody says the same. It's a real hearts and minds job. That's what keeps people in the role. But also, I think what the sector overly relies on, doesn't it, is that people's sense of loyalty and commitment is one of the things that keeps the retention rates.

So, I've got to the end of all the questions in the actual interview. We’re also trying to develop a quality of working life toolkit for care workers. So, there's a few questions on that, if that's okay. They're more like, they're not so much open questions. There's a list of like three or four responses. There's not that many of them. We can probably get through them quite quickly. Is that okay?

Respondent: Yes.

Interviewer: Yeah. And just, I really am appreciative of your time here, CW5. So, it's super helpful for us.

So, the first question is thinking about your role and the differences you're able to make to people's lives, which of the following statements 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 not able to make a difference.

Respondent: Some difference, but not enough.

Interviewer: Okay, brilliant. Thinking about your relationships with the people that you care and support, again which of the following describes how you feel? Overall, my relationships with people drawing on the care and support are as good as I want them to be, good enough, not as good as I would like, not good at all.

Respondent: Not as good as I'd like.

Interviewer: Okay. Do you want to say a little bit more about that, how…?

Respondent: I suppose for me it's about being able to meet my service user’s needs. I don't really understand her condition. I'm going to sound terrible again. Even after 17 years, I haven't seen her care plan. It is a hidden document because parents prefer it if you don't label her. Which I get, but it means that I don't really understand her, I don't know how her condition develops, I don't know how I can meet her needs with regards to activities. Like we've been looking at hydro pools for her because she doesn't do anything sort of physical activities. It's becoming an impossible thing to gain access to. So, in a sense, I could probably do a lot more if I had the tools and…

Interviewer: If you have the time, yeah.

Respondent: … to give her the best quality of life that she has. She has a good life, but could I make it better? And I think I could if I provided her with physio in the hydro pool. Anything just to keep her going.

Interviewer: Yeah, but it's as you say, if you can't get access to that information, it's a real, yeah, it's tricky, isn't it?

Respondent: It's so like…

Interviewer: Frustrating.

Respondent: … frustrating.

Interviewer: Yeah.

Respondent: Yeah.

Interviewer: It sounds frustrating.

Respondent: But you can't understand it. I mean, for somebody who's nonverbal, she can't tell me how she feels. I'm guessing, is she well, is she not well. But I'm in a better position because I've got years of experience. If you're talking to the girls that have just come in a year ago, if you go, “What’s she signing? What's this? What's that?” We're not meeting her needs.

Interviewer: But you're doing an amazing job with what you are doing, so don't…

Respondent: Well, yeah, yeah, I know I'm doing a good job, but I could do it better.

Interviewer: Yeah, if the support around you was in play.

Respondent: Yes.

Interviewer: In terms of autonomy in the role, which of the following describes how much autonomy you have? I have as much autonomy as I want. I have adequate autonomy. I have some autonomy, but not enough. I have no autonomy.

Respondent: Does that mean impact, input into her life?

Interviewer: We're thinking more about freedom and independence to make decisions and determine the tasks that you do day-to-day.

Respondent: Very little, very little. More from, mum has total control. Whatever I decide has to go through mum.

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

Respondent: I have all the time I need because I've got all day to get done what I need to do. Getting the stuff done is the hard bit. It's basic things like getting dressed can take an hour because of the behavioural challenges. So, I'm not stuck in the sense of I'm limited to an amount of time. It could take me all day to get her dressed, but I get that bit done. Did that makes sense?

Interviewer: Yeah, no, it does make sense. Yeah. It's like you've got, yeah, there's no kind of demands on your time in terms of...

Respondent: Like you've not got 20 minutes to get her dressed and I might not get it done. It took me all day to get her dressed, I'd get it done eventually, yeah.

Interviewer: And you've got control over what you're doing in the day anyway, so it's not like you have to be in certain place?

Respondent: No.

Interviewer: Yeah. Which of the following statements best describes how much you worry about work outside of working hours? I hardly ever worry about work. I occasionally worry about work. I often worry about work. I constantly worry about work.

Respondent: I occasionally worry about it.

Interviewer: Okay, that's okay. And thinking about looking after yourself at work, which of the following best describes how you feel? I'm able to look after myself as well as I want. I'm able to look after myself well enough. Sometimes I'm not able to look after myself well enough. I'm rarely able to look after myself well enough.

Respondent: In terms of breaks and…?

Interviewer: Yeah. Yeah.

Respondent: We don’t have them.

Interviewer: Really?

Respondent: We don’t have them.

Interviewer: Nothing?

Respondent: None at all.

Interviewer: So, you wouldn't be able to sit and have a sandwich or lunch or anything like that. You just literally work right through? Gosh, that's… you must get home and be absolutely exhausted.

Respondent: I'm absolutely knackered, yeah.

Interviewer: Yeah, and starving, I would imagine.

Respondent: Yeah, yeah.

Interviewer: Bless you. There's only a couple more questions on this. Which of the following statements best describes how safe you feel at work? I feel as safe as I want. Generally, I feel adequately safe. I feel less than adequately safe. I don't feel safe at all.

Respondent: Adequately safe.

Interviewer: Okay. Thinking about your professional relationships with people you work with, which of the following best describes how you feel? Overall, my relationships are as good as I want them to be, good enough, not as good as I would like, not good at all.

Respondent: Good enough.

Interviewer: Good enough, okay. Thinking about the skills and knowledge you need to do your job well, which of the following statements best 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.

Respondent: Some skills, but not enough.

Interviewer: Is that kind of going back to like you saying before that you'd like some training in the sign language and things like that?

Respondent: Yeah.

Interviewer: Yeah. Sorry, I said there was a couple other more. There is now a couple more. Thinking about your career aspirations, how would you like to develop and progress in social care? 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.

Respondent: I've got no opportunities.

Interviewer: Okay. And then thinking about the income from your work in social care, which of the following describes how you feel about your financial security? I have as much financial security as I want. I have enough financial security. I do not have enough financial security. I do not have any financial security.

Respondent: Middle.

Interviewer: The middle? So, I have enough or I don't have enough?

Respondent: I have enough. But is based just on, it's not based on the household, is it?

Interviewer: It says whether your income meets yours and your dependants’ needs.

Respondent: It's enough, it’s enough. I mean, it's enough. I cover my bills but I don't go out, I don't go out at weekend, I've not got a new car. You know what I mean? It meets what I need it to meet.

Interviewer: Yeah. Okay. Thank you. That's really, really helpful. That's the end of my, of all the interview questions. There were just the final tiny little bit which is just to collect a little bit of demographic data if that's okay. So, obviously gender is female. Again age, you don't have to tell me, but you could give me a rough bracket.

Respondent: 36.

Interviewer: 36? Okay. Nationality.

Respondent: British white.

Interviewer: British, yeah. Ethnicity. White British, yeah.

Respondent: British.

Interviewer: Yeah. You never know because some people are very British, but they actually like… Do you have any disabilities?

Respondent: No.

Interviewer: Educational qualifications?

Respondent: NVQs and a higher diploma.

Interviewer: Okay, amazing. And household situation. You mentioned you had a partner and children.

Respondent: Yeah.

Interviewer: Yeah. And you all live sort of in one household. Yeah. And travel to work distance, geographical and also the geographical area that you live and work in.

Respondent: It's about seven miles from my house, so not too far. So, it takes me about 30 minutes. It just depends on traffic.

Interviewer: Sure. And what geographical are you in, CW5?

Respondent: (name of place).(name of place), (name of place).

Interviewer: Brilliant. That's me at the end of my questions. So, that's absolutely fantastic. I just want to sort of say is there anything else that you'd like to say or add or anything that you just want to get off your chest or just any sort of comments, thoughts, feelings on this issue?

Respondent: I think for me it's just recognising that social care isn't one size fits all. We're all different and we all offer different things. Like my service user does have challenging behaviour and some days we go to work and get hit and bit and slapped. And for £10.90 it doesn't justify it, does it? It just, it's crazy to think that I'm saving her life three times a week from choking.

Interviewer: Yeah, yeah. If you're a doctor in a hospital saving lives it's a different thing altogether, isn't it?

Respondent: Yeah, do you know what I mean? It's like dispensing meds. I've just been to a nursing home with me auntie and the nurse gets paid well more than me and she’s doing something very similar. It's just, I don't know. It's just crazy. But hopefully my input will make a difference.

Interviewer: Definitely. It’s so important that we unearth these issues, isn't it? And that there is significant change in these kind of roles and in terms of pay and conditions. So, thank you so much for your time and input. It's been really, really lovely to talk to you, if a little upsetting at times, I guess, to hear that there are so many struggles for you with this. But yes, your contribution is really, really valued. So, thank you, CW5.

Respondent: Thank you.

Interviewer: I will stop the recording there.

END OF AUDIO