**File name: CW06**

**Audio Length: 0:44:04**

**Date transcribed: 15 October 2023**

**Date proofread: 20 October 2023**

Interviewer: I’ve got a list of questions, there’s quite a number of questions. Some of them you’ll probably just answer very quickly, some of them you might want to say a little bit more about, I’ll leave it up to you how much you want to say on each question. Before I start, I want to just double check, do you work as a care worker in a residential home or in a person’s home, as in like a domestic setting?

Respondent: In a residential home.

Interviewer: A residential home, that’s great and what locality are you again, whereabouts are you based?

Respondent: South West.

Interviewer: In South West, great, and you’re residential, lovely. How long have you been in your current role Cw6?

Respondent: In my current role, about a year, and I’ve worked in healthcare for nine years, but I’m actually leaving to go into a different industry.

Interviewer: What’s your current job title at the moment?

Respondent: Care assistant.

Interviewer: A care assistant in a residential home.

Respondent: Yes.

Interviewer: How long have you worked at your current provider?

Respondent: A year.

Interviewer: For a year, okay and what kinds of things did you do before that?

Respondent: I worked in a hospital as a HCA.

Interviewer: A health care assistant kind of role?

Respondent: Yeah.

Interviewer: Why did you come to work for the provider that you’re working for now, how did you hear about the job that you’re in at the moment?

Respondent: (Laughs) Basically because I went on maternity leave, I had a little boy and the hospital wouldn’t give me set shifts around childcare.

Interviewer: Okay.

Respondent: I applied for flexible working, but that got denied and my shifts were all over the place, days/nights/earlies/lates, all different days of the week and childcare became very difficult, so that was why.

Interviewer: So family reasons.

Respondent: Yeah.

Interviewer: What attracted you to care work in the first place? What kinds of things brought you into this profession?

Respondent: Many years ago when I first got into it, I don’t know, I just always thought it was going to be interesting to go into, kind of always enjoyed looking after people. Family worked in the industry as well, so that kind of there as well. I just always thought it would be quite a rewarding career.

Interviewer: Did you go straight into that after school, into care work?

Respondent: Pretty much, I went to uni and stuff, but I went and worked in a special needs college. I’ve worked in numerous places within social care. I worked in a special needs college and then I went into residential care and then hospitals. So yeah.

Interviewer: Brill, that’s really, really interesting. The next little section I’ve got is about pay and benefits, if that’s okay? If there’s any questions you don’t feel like you want to answer, don’t feel like you absolutely have to. I was wondering if you could just tell me what your current hourly rate of pay is as a care assistant?

Respondent: Eleven pound.

Interviewer: Eleven pounds an hour. And when was the last time your pay was increased and how much was that by?

Respondent: It hasn’t been.

Interviewer: It hasn’t been at all in the time you’ve been in the role, okay.

Respondent: [\*\* 0:03:18]

Interviewer: Okay and how does your hourly rate of pay compare with other care jobs that you’ve had in the past, so the healthcare assistant role you had or other jobs in the area?

Respondent: I’m being honest, the reason why I chose this residential home is because it was the highest paid in the area.

Interviewer: Oh really?

Respondent: Yeah, I’m on a higher wage now than I was when I was working at the hospital, so yeah.

Interviewer: That’s interesting. And what about other similarly skilled jobs in the area, do you feel like it’s comparable, better or worse?

Respondent: I was offered another job elsewhere and the only reason why I turned it down is because it was less money, it was like £1.50 less an hour and I just couldn’t live on that wage. I said to the manager, I said, “I’m really sorry, but this is why I’m turning it down.” And he said to me, he said, “Can’t you just top it up with benefits?” And I said, “No, I can’t top it up with anything because I’m not entitled to benefits because I have a partner.”

Interviewer: Gosh, that’s so frustrating, isn’t it? Bless you.

Respondent: I was really interested in working there, but the salary was just too low to be able to live off.

Interviewer: And it makes a difference, doesn’t it, it starts to add up, yeah, that’s tricky, that’s really tricky. I don’t know if you’ll know the answers, you may or you may not, some participants have known, some haven’t. Did you have a… I know you’ve said you’ve not had a pay increase since you’ve been in this role, obviously the national minimum wage changed in April 2023. Did your wage change at all during that time or did you get any pay increases around that time?

Respondent: I changed jobs during that time, so I don’t think it’s been really so relevant. I’ve always kind of been on the minimum wage marker, yeah. I know I’m slightly… I’ve always been on that minimum wage marker basically.

Interviewer: Okay, brilliant. Do you know if your current employer has signed up to pay the real living wage Cw6?

Respondent: I don’t know, it’s a bit difficult because it’s a private, independent home, so I’m not sure.

Interviewer: That’s fine. Thinking about other benefits outside of pay, how do you feel about other benefits that you receive in your role or not receive in that case, the question can go either way. Things like bonuses, sick pay, annual leave, any pension contributions. Is there anything that you get, and just tell me a little bit about how you feel about other benefits?

Respondent: Benefits-wise, the only thing we get is pension, on the lower end, yeah, to be honest, that’s one of the reasons why I’m leaving actually.

Interviewer: Interesting.

Respondent: [\*\* 0:06:20], which makes it extremely difficult, I’ve got a little boy and I recently had a back injury at work, caused at work. I just got staff pay, which was a bit difficult. Yeah, so it’s quite tricky really. The only benefits is pension.

Interviewer: And you said they’re on the lower end, those pension contributions?

Respondent: Yeah, I think it only worked well, like compared to the (ORGANISATION), it’s only better like 40 quid a month or something, it’s really low.

Interviewer: Is there anything else that your employer offers in terms of benefits, anything else that you sort of class as a benefit that’s different to pay, anything that they offer?

Respondent: Not really, other than you get holiday, like holiday, that’s about it.

Interviewer: What do you get in terms of your holidays, if you don’t mind me asking? Holiday entitlement?

Respondent: I think it’s 23 days a year. So not… I don’t know what the standard one is now, I mean we do, we work bank holidays and weekends.

Interviewer: Yeah, that’s great, that’s really helpful. Do you do any sleep-in shifts in your current role?

Respondent: I’ve not, I have done a night shift, and you get paid like 50p more an hour, yeah, but I’ve not done… I have done sleep-ins in previous roles though.

Interviewer: So in your current role, when you say you get 50p more, so there’s no additional payment, like sort of bonus payment or anything like that, it’s literally just you get your normal salary, your normal rate of pay, but at a little bit more per hour.

Respondent: Yeah, and you don’t get any extra, like we don’t get any extra if we work a bank holiday or we work [\*\* 0:08:17] all night, you don’t get any extra.

Interviewer: Gosh, right okay, that’s really good to know. In terms of other payments, do you now if your employer paid for like DBS check or your uniform?

Respondent: DBS check, I didn’t have to pay for it, but they’ve recently brought it in where new starters have to pay for it now.

Interviewer: Gosh, really, is that a new thing?

Respondent: Yeah. Yeah, in the last 18 months, because [\*\* 0:08:47] staff again. I just saw a letter on the table in the office (laughs) and I was like, oh okay. Yeah, and then uniform-wise, we have to… the only thing they provide us a top, we have to provide everything else.

Interviewer: Right okay.

Respondent: We have to wash our uniform at home, but I have actually registered the tax thing for that actually, for the uniform taxing.

Interviewer: It still adds up though, doesn’t it, if you’re having to buy regular new work pants and stuff like that.

Respondent: Yeah.

Interviewer: What about induction training, did you get any payment for completing induction training or anything like that?

Respondent: No. (Laughs)

Interviewer: It’s really good to get your views on all of this.

Respondent: No, we didn’t… I’ll be honest, our training we did at home, because there’s not enough time on shift to do it, so we were asked to do it at home…

Interviewer: In your own time?

Respondent: Yeah.

Interviewer: Oh really? It wasn’t covered under your work hours?

Respondent: No.

Interviewer: Oh my god, that’s terrible. (Laughs) Sorry.

Respondent: I think it’s standard though…

Interviewer: Is it?

Respondent: Our industry, yeah.

Interviewer: That people would be asked to complete their induction training in their own hours and wouldn’t be paid for that?

Respondent: Yeah, like any training, I had to do on… any induction, any training, yeah, you just get told to do it at home because you don’t have time on the floor to do it, at work.

Interviewer: Gosh, but you wouldn’t get paid, you wouldn’t be able to claim those hours back at all or claim…

Respondent: No, I’ve not been paid that time, no [\*\* 0:10:19].

Interviewer: That’s really interesting. Thank you, you’ve given me some really, really helpful answers. In terms of the people that you work with, is it an elder care residential unit?

Respondent: Yeah, elderly care.

Interviewer: How does it work in terms of the time that you spend there, do you have to check in and check out or are you still paid for like a set shift or how does it work in terms of the hours of work and coming and going to your organisation?

Respondent: You’re paid from the start of your shift to the end of the shift, you don’t get paid travel time there and back.

Interviewer: No travel time and no petrol cover or anything like that?

Respondent: No, no.

Interviewer: Okay and was it made clear to you when you started the job that that’s kind of how it would be, that you’d just your… nothing else was said when you started the job about additional travel time or anything like that?

Respondent: Yeah, I’ve never been paid travel time.

Interviewer: Okay.

Respondent: No.

Interviewer: It’s literally just, you have like a set shift, a set rota that you do a certain number of hours and so on, yeah?

Respondent: Yeah, so say you might do eight to eight, you get paid from 8:00am to 8:00pm, that’s what you get paid.

Interviewer: That’s great. My next question was about people who were moving between clients, but that doesn’t apply for you because you’re already… as you said, you’re in a particular… the same environment day-in and day-out.

Respondent: Yeah.

Interviewer: In terms of the rate of pay, I think I have a sense of where you might go with the response to this question, but would you say the rate of pay is A, good for a care worker in the local area? Other jobs are available in the local area, or how do you feel about the current rate of pay, I guess is the question?

Respondent: I know there are places that pay lower, but at the moment because of the cost of living… they’re kind of all averaged out about the same really. It’s not great, I’m having to… I’m not able to contribute so much to the bills in my household. Luckily my partner is in a different industry, he pays a lot more of the bills because I can’t afford it on my wage.

Interviewer: Sure, so there are other roles available in the area. Do you see there’s much difference in terms of the payment between those different roles?

Respondent: Not really, no, [\*\* 0:13:00] I’ve not seen anywhere higher than £11.

Interviewer: That’s interesting. You mentioned that you have a partner, so you’re not the main income in the household, there’s another income.

Respondent: Yeah.

Interviewer: The next question is, are you in receipt of any in-work benefits?

Respondent: What do you mean by ‘in-work,’ as in?

Interviewer: I suppose there’s benefits isn’t there, for people who are completely out of work, but thinking about any benefits, some people are entitled to… top up benefits, things like that, even though they’ve got a job?

Respondent: No, I don’t receive just be my partner…

Interviewer: Because your partner, yeah, got you, okay.

Respondent: Yeah, the only thing I get, I’ve got a child, so the only thing I get is child benefit, that is it. I’m not entitled for… which has been difficult because obviously I don’t want to live off him as well, but he pays more of the bills… no, I’m not entitled, so yeah.

Interviewer: That’s really helpful. It makes it really challenging doesn’t it, when they look at the household as a whole rather than the individual.

Respondent: Yeah.

Interviewer: Thinking about your weekly income from your working and social care, does it meet your needs and your household needs? I know you’ve alluded to this a little bit, haven’t you, because you said your partner covers some of the bills, but do you feel that the income that you’re getting from social care meets your needs?

Respondent: No, not really. I kind of live month to month. (Laughs) Being honest.

Interviewer: Yeah.

Respondent: Yeah, particularly like with being recently, being off work because of my back with injury at work, and then I only get staff pay, I’ve used up all my savings up again.

Interviewer: Bless you, that’s tough, isn’t it?

Respondent: Yeah, it’s not great. (Laughs)

Interviewer: And then it almost forces you to go back earlier, even though you know you’re not quite ready doesn’t it, and then you kind of then, you’re worried about it happening again and things like that.

Respondent: Yeah, we haven’t been on holiday for a while, abroad or anything, just because it’s just… for ages.

Interviewer: Yeah, and so do you feel that the cost of living has impacted you guys quite a bit?

Respondent: Yeah, yeah. I mean it helps my partner is able to help some of the bills because otherwise on my wage it just wouldn’t happen, so yeah.

Interviewer: The next question, again, I think I can kind of anticipate how you might answer this. To what extent are you satisfied with your pay and do you think your pay is reasonable for the work that you do?

Respondent: No, I don’t think it’s reasonable for what we do, especially the amount of responsibility. I administer medication, look after people that are end of life and dying, no.

Interviewer: There’s a huge amount of emotional labour that goes into it, isn’t there, as well as physical, I think.

Respondent: Yeah, and in other jobs I used to work in, a forensic psychiatric unit, so we used to work with prisoners that had come from prisons to the psych unit, that had committed extremely severe offenses.

Interviewer: Gosh.

Respondent: And we’re thinking, we’re working with these people for minimum wage, what are we doing? (Laughs)

Interviewer: Yeah, I completely understand.

Respondent: Just the safety of the job and getting paid like £10.50 an hour we were getting paid, to look after people with extremely serious offenses, it was just bonkers.

Interviewer: Yeah, and do you feel like it’s the same in your current role, because you’re dealing with, as you say, with people with medication and really challenging issues.

Respondent: Yeah, especially when you administer controlled medication and end up being people that when they were dying, and end stages of life and after life care and stuff, yeah.

Interviewer: Yeah.

Respondent: We’d quite regularly have to call the paramedics out and things.

Interviewer: Yeah, it’s really, really taxing work, isn’t it? I know, I had a lady last week who was saying that she works with a client, she’s on a one-to-one basis and she has to save her life a couple of times a week because she chokes and she said it’s such a huge emotional responsibility for minimum wage.

Respondent: Yeah.

Interviewer: I completely understand. Sorry, what was that?

Respondent: A lot of death and things.

Interviewer: Yeah, and that must take its toll.

Respondent: Yeah, yeah.

Interviewer: What kind of contract are you on at the moment Cw6? Is it like… do you have a contract of employment from your current organisation?

Respondent: Yes, I do. But I don’t always get my hours.

Interviewer: Right okay, so sometimes you wouldn’t get as many hours as you want or?

Respondent: No. I don’t get the hours that are in my contract always yeah.

Interviewer: Does that happen on a weekly basis?

Respondent: Yeah, it’s all spread out, yeah.

Interviewer: Have you been on the same contract since you’ve been in this role? Has it changed at all?

Respondent: No, same contract.

Interviewer: It’s not like a zero hours contract or anything like that? It’s just…

Respondent: No, no, it’s supposed to be 37 hours a week.

Interviewer: And what does it tend to be or does it tend to vary?

Respondent: It can be like sometimes 30, sometimes 27 and holidays, if I take a week off with holiday, sometimes they’ve not paid me the 37 hours, sometimes they’ve only paid me like 30 or 28.

Interviewer: That’s not fair, is it?

Respondent: No, no.

Interviewer: Is that because they’re trying to… you might not know necessarily, but they’re trying to cut people’s hours down so they’re not having to pay as much, or is it that there’s just not… what’s the reason do you think why they’re…

Respondent: I don’t know, because they’re… we’re really short staffed. (Laughs) So I don’t know.

Interviewer: It doesn’t make sense, does it?

Respondent: No.

Interviewer: Do you ever get shifts cancelled or anything like that?

Respondent: No, no, we’re always short staffed, no, never get a shift cancelled. No, they’ve not been… they’re not very good with pay, like it’s quite… I get paid weekly and myself and several colleagues are quite often having to chase up our… the owners of the home because there’s quite often problems with our pay, like they’re being paid wrong and stuff as well.

Interviewer: Oh really? That happens quite regularly, does it?

Respondent: Yeah, yeah.

Interviewer: Is it just like sort of… is it errors and poor practice or is it… you might not know, or even want to say, but do you sense it’s just errors or like, or are purposeful?

Respondent: I don’t know, I don’t think it’s purposeful, but it happens to a lot of staff, regularly, you’re constantly chasing it up. Yeah, so down five hours, down 10 hours, you know, yeah. (Laughs)

Interviewer: It makes a huge difference doesn’t it, and also having to do that in your own time as well, that must be really frustrating.

Respondent: Yeah.

Interviewer: You said you’re contracted for 37 hours, but often it can be like 30, how does that vary… how does that play out across the week in terms of shift patterns?

Respondent: I always work the same days; they might just put me on a shorter shift.

Interviewer: Do you ever have to work weekends or anything like that?

Respondent: Yeah, yeah, every other weekend, yeah.

Interviewer: How do you feel about your contracted hours?

Respondent: Fine, I’d just rather have my contracted hours instead of less hours. (Laughs) But I would say one good thing is compared to the (ORGANISATION), I do have set days, like something else with the (ORGANISATION), my days were all different, spread out and it was a nightmare. That’s a bit of a side benefit.

Interviewer: Okay and do your hours ever change at short notice?

Respondent: We get our rota every week. Oh yeah, say if the nights… like say if they’ve put me on like shorter hours, then that afternoon they’ll suddenly realise oh no, they need me, then they’ll ask me to work longer again.

Interviewer: Right.

Respondent: There’s a couple of times where the night staff, they haven’t got enough night staff, so they’ve asked me to go home and come back and do the night shift and stuff. Sometimes they do that to staff.

Interviewer: Right, and do you have a choice in that, could you say, “Actually no, I can’t do that because I’ve got other commitments,” or is it kind of expected that you would be able to drop things and do that?

Respondent: It’s very difficult, I mean I could say I really can’t do it because of childcare, but then they kind of say, we haven’t got any staff. And it’s difficult really because then you know that there’s nobody going to be there to look after the residents. So they get you on the side of that.

Interviewer: Do you feel like it’s almost like an… not an obligation, because you’ve got that sense of responsibility for the residents, you almost feel you have to?

Respondent: Yeah, to look after, yeah, you do get that, yeah.

Interviewer: The next question was if your employer is able to ensure you get work that matches your preferences, particular hours, and I know you said that one good thing was that you kind of had the same hours each week. But in terms of things like if you have particular preferences for particular hours, are they open to discussing that with you? Have you found that they’re flexible in terms of your requests for particular things? Or is it kind of just like, no, this is what we need you to do and so on?

Respondent: They have been very good with me needing set days for childcare, so yeah, that’s my answer on that one really, yeah.

Interviewer: Okay, do you feel… to what extent would you say you’re satisfied with your working hours and work quotas?

Respondent: Probably like four out of 10, obviously with them not always giving me my set hours, my set days, yeah.

Interviewer: That’s a good response. Tell me a little bit about what your job involves on a daily basis Cw6, tell me a little bit about what a typical day would look like and the kinds of things you’d be doing?

Respondent: So since it’s a residential care home, we’re looking after 34 residents. You could kind of go in the morning, do the meds round, then you’re starting getting the residents up, washed and dressed. During the lunchtime rounds a lot of health and personal care, medication, cleaning, doing laundry, helping in the kitchen, helping with doing a lot of care plan assessments and things, assisting the nurse that come in, the community nurses with wounds and dressings and procedures and things like that.

Interviewer: I know you said you’re leaving, but thinking back over the last year, what do you enjoy most about your job and why?

Respondent: Looking after people, I find it really rewarding, spending time with them really, yeah.

Interviewer: Is it the getting to know particular people and those connections you build, or just generally helping people?

Respondent: Generally helping people when they’re vulnerable and not able to help themselves anymore, listening to their life history and things.

Interviewer: I think I’d really like that; you must get some really interesting stories from people.

Respondent: Yeah, I don’t know, it’s just really rewarding to help people really.

Interviewer: And you can see that’s why the sector kind of holds onto people in a way, doesn’t it, because there is that sense of like fulfilment from those connections that you make.

Respondent: Yeah. It’s very rewarding.

Interviewer: What do you enjoy the least about your job? What are the negative aspects of the job, other than the pay? (Laughs)

Respondent: The short staffing, the responsibility you have on such a low wage, not having support from management, what’s the word, I’m trying to think of the word, [\*\* 0:25:26], being told to do things that aren’t legal.

Interviewer: Okay, right. (Laughs) Kind of that going beyond your role boundaries almost.

Respondent: Yeah, sort of like, for example, like my manager telling me to take the same medication from another resident’s box to give to somebody else and I say, “No, I’m not allowed to do that,” and I know I’m not allowed to do that. Those are the sorts of things that you know you’re not allowed to do, but yeah, it’s the short staffing, you’re not having time to properly care for people.

Interviewer: That’s really hard because that puts you in a very compromised position, doesn’t it, it’s quite stressful.

Respondent: It’s like there’s really short staff at lunchtimes and you’ve got like five people that need assisting eating. There’s only one of you. You can’t get to everybody at the same time. Their food is going cold. You’ve got somebody like end of life in one room and then you’ve got all the other residents with dementia shouting out and needing help. We’ve got one lady that wanders all the time, she’s got Parkinson’s, but she’s got dementia and she wanders. But you can’t be with her all the time.

Interviewer: No.

Respondent: And quite often falls, just because… especially at night-time there’s only two of us on the night shift looking after 34 people. You can’t be everywhere at once.

Interviewer: No.

Respondent: Yeah,

Interviewer: That’s very tricky, do you feel like you’re pulled in a million different directions?

Respondent: Yeah, particularly if somebody is really unwell, yeah, it’s very difficult, yeah.

Interviewer: Do you feel like you’re able to develop good relationships with the people that you’re caring for?

Respondent: Yes and no, you don’t get enough time to spend with them. Like in the mornings we quite often have seven or eight people to get up. You don’t have time, like I don’t like rushing, rushing them to get dressed and wash and dressed. It’s really difficult because you’ve got to get everybody up. You get to know them, but not like, not enough, like I want to be able to spend time, more time with them instead of rushing. Because we’re rushed and I don’t like it, so yeah.

Interviewer: Is there anything other than the time factor that sort of stops you from developing the kind of relationships that you’d want to with the people that you care for?

Respondent: Other than, again, short staffing, not having enough staff to spend enough time with them, yeah. Other than that, no, not really. It’s the time factor and the staffing, yeah.

Interviewer: Just that having to rush through people, it sounds really tough. Thank you, that’s really, really helpful. My next little section is about career and development, if that’s okay? Do you feel like you receive enough training and development in your current role, and what kind of training have you received?

Respondent: The only training I’ve had is like the mandatory training, yeah.

Interviewer: Was that delivered in-house, in-house mandatory training?

Respondent: It is in-house, they get external trainers in, but it’s in-house, like fire training, first aid training, mandatory really, yeah.

Interviewer: Okay, do you get any kind of qualifications or certificates for that?

Respondent: Not in my current job, no, because it’s private.

Interviewer: Okay and what kind of training would be beneficial? Anything additional that you’ve not had, that you think would be beneficial for you?

Respondent: I think the only other one I could do is like management training, but those ones aren’t available in my work, they’ve already… those roles are already filled.

Interviewer: The management roles?

Respondent: Yeah, so we’ve got like my job and then we’ve got the deputy manager and then the manager.

Interviewer: Okay, so you think it would be helpful or useful to have management training so that people could take that next step almost, if they wanted to?

Respondent: Sort of, but then it’s not available because the positions aren’t available, like they won’t do that because the positions aren’t available.

Interviewer: I see what you mean, so they’re not creating that training because there’s not those spaces to move into.

Respondent: Yeah.

Interviewer: How good is the training, like the mandatory training that you had, how useful did you find that?

Respondent: I think it’s been quite useful. Well, actually they… when I first started it was, thinking about it, it was like face-to-face training and then they started to bring stuff online and I find it easier to learn face-to-face than online.

Interviewer: Me too, it’s not always easy is it, online. So to what extent do you feel that there are opportunities for you to progress or develop in your career in care Cw6? And do you even want career progression in this industry, I guess?

Respondent: I think it’s one of the reasons why I’m leaving the industry, is because there’s not really much progression, like financially. I used to work in a supported living place and my registered manager above me was only on £12 an hour, as the registered manager.

Interviewer: Gosh.

Respondent: Bonkers, my partner earns more than that as an engineer, like a standard engineer. It’s not worth the amount of responsibilities for the pay.

Interviewer: No, not for a pound more an hour that what you’re on now, that’s crazy isn’t it?

Respondent: Not worth it, no.

Interviewer: What, out of interest, are you moving into, if you don’t mind sharing?

Respondent: I’m going to work in a laboratory.

Interviewer: Interesting, so a complete change of sector.

Respondent: Yeah.

Interviewer: My question was about do you want career progression. I guess yes, you do want career progression for you personally, but not in this sector?

Respondent: No, I mean I think it’s a real shame and I wish there was more, potentially more career progression within social care. But yeah, it’s just constantly hitting roadblocks with it, so yeah.

Interviewer: What factors have been important then in helping you make that decision to leave the sector?

Respondent: It’s kind of the big influences being the pay, the not getting the hours I need, not getting sick pay, not feeling valued at work. It’s quite disheartening when you don’t get… it’s constantly short-staffed, you don’t get time to spend with the residents, you’re told to do things that aren’t legally right by your managers, which isn’t right. They’re not putting… the money is not going in the right places. It’s like a lot of equipment that’s failing, that isn’t working properly, but they’re not putting the money into it to provide us with the correct equipment.

Interviewer: That’s interesting. Are there any factors that could have… if things had been different, what would need to have been different to prevent you leaving?

Respondent: I think it’s like, again, them putting the money back into the residents, providing the correct manual handling equipment, supporting the staffing out. Our managers are always in the office, they never come out on the floor to help and stuff like that. Yeah, you don’t really feel valued and yeah, you don’t really… say like so-and-so has just passed away and then you’re immediately back on the floor going to help someone else. You never get emotional time to process anything. Taking the time, yeah. You don’t really, yeah.

Interviewer: That’s hugely stressful, so it’s just kind of like bottle it, move onto the next thing and then you’re left with that to deal with on your own at home aren’t you, almost it catches up with you.

Respondent: Yeah. It’s like they don’t really… your own wellbeing is not looked after. The residents don’t get their wellbeing looked after, there’s not funding in the home. It goes to the wrong places, yeah. It’s difficult.

Interviewer: It’s really challenging, I’m not surprised you’ve reached this decision to move onto something else.

Respondent: Yeah.

Interviewer: I guess then the pay is a big factor, but there are other things there that are… that have led you to… have got you to this place where you’re thinking… you’ve made the decision to do something else.

Respondent: Yeah.

Interviewer: Is there anything else that you’d like to share about your role as a care worker that you think is important for us in research, in this topic about pay and reward?

Respondent: I just think there just needs to be huge changes in the industry really. The care staff to be more valued, yeah. To be looked after, for the hours to be more suitable to meet their needs, to not be so overworked, to get proper breaks. I’ve had it before, and fellow colleagues have had it where they’ve not been able to go home because they’re so short staffed. They’ve had to do like a double shift.

When I was in the (ORGANISATION) it was like days/nights/earlies/lates, all different shifts and again, not being able to go home, there’s not enough staff coming in. Not getting any emotional wellbeing time, if somebody has traumatically passed away, so not in a hospital, then immediately going to help with somebody else. Yeah, I’ve got to say when I was at the hospital the training was absolutely shocking.

Interviewer: Really?

Respondent: We were in at the deep end, yeah. Like muddling through, not really knowing what you were doing, that was scary, that was, yeah.

Interviewer: That does sound scary. In your current job, you mentioned about feeling valued, not feeling valued, what kinds of things do you think the care organisation could do to make people like yourself feel more valued?

Respondent: Things like having breaks. So we’re not allowed to take any time off over Christmas and stuff like that. So the whole of December you’re not allowed to take time off. Having proper breaks, being able to take more time off when you want to. Being paid travel time, being paid for your training. Having proper training. Having management that’s supportive and do things properly by the rules. Yeah. And investing back into the company. We never… mostly where I’ve worked in care you’ve never had work away days or like Christmas parties or anything like that.

Interviewer: Those little things don’t cost a lot, it doesn’t cost a great deal to throw a party, but it makes people feel valued doesn’t it, and part of something, yeah, so just those small things, that’s really helpful. I’ve come to the end of my interview questions Cw6, but the last five minutes, if it’s okay, we’ve got this quality of working life tool, it’s literally just a series of questions, it will take me about five minutes. You rate them on a scale, if that makes sense?

Respondent: Yeah.

Interviewer: It’s because we’re trying to develop a quality of working life toolkit for care workers. If you’re happy for me to go through those questions, that shouldn’t take too long, is that okay?

Respondent: Yeah.

Interviewer: Brilliant. Thinking about your role and the difference 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 any difference?

Respondent: I’m able to make some difference, but not enough.

Interviewer: Okay, that’s great. The next question is: Thinking about your relationships with the people drawing on care and support, which of the following describes how you feel? Overall my relationships with people are as good as I want them to be. Good enough. Not as good as I would like. Not at all good?

Respondent: Not as good as I’d like.

Interviewer: Okay, and any point when I’m asking these, if there’s anything you want to add in terms of… you don’t have to, but if there’s anything you think, the reason for that is this, or because of this, do feel free to say. Which of the following statements best describes how much autonomy you have in your role? I have as much autonomy as I want. I have adequate autonomy. I have some autonomy, but not enough. I have no autonomy?

Respondent: I have no autonomy.

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

Respondent: I do not have enough time to do my job well and it’s having a negative effect on me.

Interviewer: Yeah okay. Which of the following statements best describes how much you worry about work outside of your 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 often worry about work.

Interviewer: Okay, thank you. Thinking about looking after yourself at work, which of the following statements best describes how you feel? This is things like comfort breaks and time to eat, drink and rest. 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: The third to last one?

Interviewer: The sometimes I’m not able to look after myself?

Respondent: Yeah.

Interviewer: Thank you. 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 at all safe.

Respondent: I feel less than adequately safe.

Interviewer: Thank you. Thinking about your professional relationships with people you work with, which of the following statements best describes how you feel? 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 at all good?

Respondent: Not as good as I would like.

Interviewer: Thinking about how supported you are in your role, which of the following statements best describes how you feel? I feel highly supported by my managers. I feel adequately supported by my managers. I do not feel as supported as I would like by my managers. I do not feel at all supported by my managers?

Respondent: I don’t feel at all supported by my managers.

Interviewer: 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 all 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: I have adequate knowledge, from previous experience.

Interviewer: Thinking about your career aspirations and how you would 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: Some opportunities, but not enough.

Interviewer: Thank you. Two more questions. Thinking about your income from your work in social care overall, which of the following statements best describes how you feel? I have as much financial security as I want. I have enough financial security. I do not have enough financial security. And I do not have any financial security?

Respondent: I don’t have any financial security.

Interviewer: And then thinking about your role, how valued you feel your role is. My role is highly valued by others. My role is adequately valued by others. My role is not as valued as I would like. My role is not at all valued?

Respondent: My role isn’t as valued as I would like.

Interviewer: That’s the end of my questions. I’ve just got one little thing to fill in about personal data and again, you don’t have to respond to any of this, but I was wondering if you would mind sharing your age bracket for our demographic data?

Respondent: That’s fine, 31.

Interviewer: Are you white British presumably?

Respondent: Yeah.

Interviewer: Do you have any disabilities or anything in that sort of area?

Respondent: No.

Interviewer: What qualifications do you have, if you don’t mind me asking?

Respondent: I have a foundation degree and a BTEC in health and social care.

Interviewer: And your household situation is that you live with a partner and a child?

Respondent: Yeah.

Interviewer: Thank you, that’s so, so helpful. I probably haven’t given you as much eye contact as I would normally, but I’ve had the screen open at the same time as I’ve been reading the questions.

Respondent: That’s okay.

Interviewer: That’s so helpful, thank you so much Cw6, brilliant set of responses to the questions, it’s going to be really helpful. I’m just going to stop the recording there.

END OF AUDIO