00:00:00:06 - 00:00:22:02

Speaker 1

I'll send you an Amazon voucher before if that's to you. That same email addresses that. Okay. Really? Okay. Look, I'll try not to take up too much of your time and so just tell me, first of all, you don't need to tell me the name of the organization if you don't want to, but what's your current job title and what kind of organization is it that you work for?

00:00:22:04 - 00:00:31:06

Speaker 2

So it's a support worker? I work with adults with learning disabilities in a supported living environment.

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

Speaker 1

Okay, perfect. And is that quite a large organization or medium sized?

00:00:39:00 - 00:00:58:01

Speaker 2

It’s a private organisation, two ladies set it up, they've sold the company now and the people have taken it on. And we've gotten quite a small company, but they've got different companies across the UK, its very personalized. So it's not one of these big companies like Mencap or anything.

00:00:58:02 - 00:00:58:09

Speaker 1

Okay.

00:00:58:11 - 00:01:05:10

Speaker 2

Its smaller and person centred and they also run a day centre services alongside doing the community work.

00:01:05:13 - 00:01:32:12

Speaker 1

Brilliant. And what geographical area is that in CW21

Speaker 2

Its in (name of area)

Speaker 1

I have to get like a spread is a spread of people across the country so that’s good that’s not an areas that I have already got, I'll open up my list of questions. So how long have you worked in care?

00:01:32:14 - 00:01:41:11

Speaker 2

My daughter was six months old when I started. She is now 22, so a little while.

00:01:41:13 - 00:01:59:15

Speaker 1

And what about your current provider? How long have you been with them?

Speaker 2

About 18 months- maybe two years.

Speaker 1

And how and how did you get attracted to this particular job? What? What made you come to work for this particular employer?

00:01:59:17 - 00:02:21:01

Speaker 2

When I worked for Mencap, I used to drop off some of the service users at the day services that belong to this company. Okay. So when I was looking for the job, I kind of knew them already and I knew how their business work and I liked the way they were and their ethos and you know what they stand for.

00:02:21:01 - 00:02:24:11

Speaker 2

So yeah, that's why I went with them.

00:02:24:13 - 00:02:35:08

Speaker 1

Brilliant. So you left another organization to come here. You're not like kind of job sharing or anything like that or split. This is this is your only organization?

00:02:35:10 - 00:02:43:04

Speaker 2

Well, I, I do have it's not a private job. It's the (name of org) trust, there’s a young lad that I look after as well.

00:02:43:05 - 00:02:43:24

Speaker 1

Right. Okay.

00:02:44:01 - 00:02:46:22

Speaker 2

But I pay tax on that. Obviously.

00:02:46:24 - 00:02:53:18

Speaker 1

That's like that. That's like. But and the one with the charity, that's like your main job.

00:02:53:20 - 00:02:54:19

Speaker 2

Yeah. Yeah.

00:02:54:21 - 00:03:00:13

Speaker 1

And do you mind me asking what your hourly rate of pay is in your current job?

00:03:00:15 - 00:03:02:11

Speaker 2

Yeah. £10.90 an hour.

00:03:02:13 - 00:03:12:00

Speaker 1

Right. Okay. A lot people have kind of said that within the same sort of sort of a pay range bracket.

00:03:12:03 - 00:03:12:24

Speaker 2

The pay isn’t enough

00:03:13:01 - 00:03:31:19

Speaker 1

I know. And that's one of the reasons we're doing this study, is to help to highlight that. And how important is it to you that people who have got more experience are paid more? Or do you just or do you think that people in the sector just generally need to be paid more?

00:03:31:21 - 00:03:39:18

Speaker 2

They do generally need to be paid more. But however, I do believe that if you've got more experience, then yeah, you should be paid a bit more.

00:03:39:20 - 00:03:44:07

Speaker 1

Good point. And when was the last?

00:03:44:09 - 00:03:55:19

Speaker 2

Sorry. At the end of the day we were administering the medication which could kill somebody. Or by not giving it, you could kill somebody. And that's what people need to realize. It's a massive responsibility.

00:03:55:19 - 00:04:12:06

Speaker 1

Yeah, it's a huge responsibility. And and I don't think that's I don't think people are aware of that are they, of how much that is a day to day reality. And when was the last time that your pay was increased and how much was that by if you can remember?

00:04:12:08 - 00:04:35:17

Speaker 2

So it was increase not December gone, the December before that and it was paid out of the new company's own pocket from December to April. Gosh, I can't remember. I think it was 45p an hour.

00:04:35:19 - 00:04:38:03

Speaker 1

It was increased by 0.45p an hour.

00:04:38:07 - 00:04:47:06

Speaker 2

I think so, yeah. I think so. So we were just above the minimum wage. But the minimum wage is going up in April. Yeah, yeah.

00:04:47:08 - 00:05:00:08

Speaker 1

Yeah, yeah. Okay. And, and, and how does your rate of pay compare with like all the care jobs that you've had or the jobs in the area?

00:05:00:10 - 00:05:03:12

Speaker 2

If I was to do home caring, I could get a lot more.

00:05:03:17 - 00:05:04:18

Speaker 1

Right.

00:05:04:20 - 00:05:24:17

Speaker 2

I don’t want to do home care, I love the job that I am doing now and the people that I support, which is the only reason why I'm doing the job, is because I love it. I love looking after people and and which is another reason why a lot of us don't strike. Because if we went on strike. Yes.

00:05:24:19 - 00:05:27:18

Speaker 2

And then everyone would realize what it is us carers do.

00:05:27:20 - 00:05:51:00

Speaker 1

Yeah, exactly. I think and again, a lot of people have said the same as you, it’s the love for the clients and the people they work with that keeps them in the role. And so I've talked a little bit about when you pay was last increased, do you know if you pay was increased and there was an increase to the National Living Wage or the National minimum wage last April, April 2023, sorry.

00:05:51:02 - 00:05:58:06

Speaker 1

Do you know if your wages increased then or what did you say? It was about six months ago.

00:05:58:08 - 00:06:09:04

Speaker 2

So I think £10.90 was up there, was that the national living wage? So we were on slightly more than the national minimum wage.

00:06:09:05 - 00:06:11:01

Speaker 1

Right.

00:06:11:03 - 00:06:13:03

Speaker 2

They they didn't need to increase it.

00:06:13:04 - 00:06:26:05

Speaker 1

And do you have any and do you receive any other benefits in your job? Like any sick pay, annual leave, pay and pension contribution.

00:06:26:07 - 00:06:45:05

Speaker 2

So we accrue annual leave, we can use the (name of hotel) in (name of place) and to get a card for that you have to let them know when you want to use it, so that’s one of the benefits.

00:06:45:05 - 00:06:49:18

Speaker 1

Is that like a hotel?

00:06:49:20 - 00:06:51:24

Speaker 2

Yes, yes, yes. They've got a gym.

00:06:52:01 - 00:06:52:12

Speaker 1

Oh, right.

00:06:52:12 - 00:06:58:02

Speaker 2

Okay. So you can't use it to book rooms-

00:06:58:03 - 00:07:06:11

Speaker 1

That would be lovely wouldn’t it, You would just check in there for the rest of the year wouldn’t you and save your heating bill.

00:07:06:13 - 00:07:22:00

Speaker 2

We used to have the blue light card paid for, for the year, we used to have our DSB update paid for and our DSB

00:07:22:06 - 00:07:23:08

Speaker 1

Okay.

00:07:23:10 - 00:07:26:09

Speaker 2

But they don't pay for the update anymore.

00:07:26:11 - 00:07:32:02

Speaker 1

Okay, brilliant. Any bonuses?

00:07:32:04 - 00:07:36:00

Speaker 2

Yeah, we contribute and the employer also contributes to the pension.

00:07:36:01 - 00:07:40:07

Speaker 1

Okay. Do you know how much they contribute?

00:07:40:09 - 00:07:41:19

Speaker 2

A little bit less than I pay.

I don’t know the percentage

00:07:41:20 - 00:07:50:19

Speaker 1

Okay. No, that's that's absolutely fine. And do you do any sleep in shifts?

00:07:50:21 - 00:07:51:23

Speaker 2

Yes. Yes.

00:07:52:00 - 00:07:56:06

Speaker 1

And do you get paid like extra for those?

00:07:56:08 - 00:08:15:18

Speaker 2

So between 10 p.m.. So you get hourly rate until 10 p.m. and then 10 p.m. to 7 a.m. and we get £72, which is more than some companies pay. Yeah. But less and, and the companies pay I think and I think that's the average wage.

00:08:15:20 - 00:08:22:01

Speaker 1

How many of those would you do a week, would you typically do a week?

00:08:22:03 - 00:08:36:18

Speaker 2

So I'm down for one a week and I can pick up they always ask me if I can pick up like I said, if you and if you need me to pick up, just let me know and I'll like say yes or no, depending on my availability. So I’m always offered them.

00:08:36:20 - 00:08:45:04

Speaker 1

Okay, that's good. And and you mentioned about did you say they paid for DBS checks?

00:08:45:06 - 00:08:50:24

Speaker 2

They, I think they still pay for the DBS checks. Used to have the DHBs update paid for.

00:08:51:04 - 00:08:51:14

Speaker 1

Yeah.

00:08:51:16 - 00:09:06:03

Speaker 2

I mean to be honest, it's only like £11 for the year. Yeah, and it makes sense just to keep it up to date because you don't know what the future holds. You don't know if your going to end up having to work for a different company or, you know, and it's just good to keep up to date.

00:09:06:06 - 00:09:11:20

Speaker 1

Yeah. And do they do you have to wear a uniform? Like, would they pay for that or.

00:09:11:22 - 00:09:23:23

Speaker 2

We don't have to wear a uniform. We have our I.D., which we keep in our purses because we don't want to have that stigma. We staff- they are service users, we want to be inclusive.

00:09:24:02 - 00:09:42:04

Speaker 1

Yeah, okay. No, that makes sense. And how do you manage the time spent with the people that you care for? So is it is it literally like you would do you just kind of clock in in the morning and then you'd have a set shift and you would sort of spend time between different clients or how would the how would your day work?

00:09:42:04 - 00:10:01:05

Speaker 2

And that's the way supported living works as well. I'm lucky some people have to do certain hours with that person and then move on to the next person and I tend to stay in one place. Okay, I like this coming Friday. I'm starting at 9 a.m. doing my sleep shift and then I finish at 9 a.m. on Saturday morning.

00:10:01:08 - 00:10:04:01

Speaker 1

So it's a quite long

00:10:04:01 - 00:10:17:09

Speaker 2

Long shift, but you have quite a bit of down time as as well because they are watching stuff on TV and stuff and you can be as busy as you want to be, which is what I prefer to do, or just do the bare minimum as.

00:10:17:15 - 00:10:21:02

Speaker 1

Time passes faster when you're busy, doesn't it?

00:10:21:04 - 00:10:34:05

Speaker 2

Absolutely. I mean, if you're helping them do stuff like I made cupcakes with the two ladies I supported on the weekend, went out in the car, went shopping, we made Apple Crumble, So depends how motivated you are really

00:10:34:06 - 00:10:36:20

Speaker 1

Yeah, I bet they love that. Bet they love having you.

00:10:36:22 - 00:10:37:14

Speaker 2

Oh, yeah.

00:10:37:16 - 00:10:44:23

Speaker 1

So presumably you don't require any reimbursement for, like, travel time or petrol costs or anything like that.

00:10:45:00 - 00:11:05:21

Speaker 2

Mileage costs you do. And so if they're in the car with you and they get charged for it, you fill out a mileage claim form. And so it's normally from your mileage from home to the work base - don't get paid for obviously nobody does anything over that amount then you can put the mileage claim for.

00:11:06:01 - 00:11:13:16

Speaker 1

Okay, brilliant. So it would it would vary depending on what you would what you done that week with them and why you'd be that kind of thing.

00:11:13:18 - 00:11:17:24

Speaker 2

I try and do it on the same day so that you don't forget.

00:11:18:01 - 00:11:43:01

Speaker 1

That's, that's great. So. So and in terms of your rate of pay, I think you've kind of alluded to this already, but would you say it's good for a care worker in the local area or and that there are other jobs available in the local area that are sort of better paid? Like how would you rate the rate of pay?

00:11:43:03 - 00:11:44:12

Speaker 2

It's not brilliant

00:11:45:21 - 00:11:56:11

Speaker 2

There are better paid jobs in the care sector, but you've got to kind of weigh it up, the clientele. The company, You've got way up the pros and cons really.

00:11:56:13 - 00:11:58:08

Speaker 1

Yeah, absolutely.

00:11:58:08 - 00:12:00:16

Speaker 2

Its what works for you personally.

00:12:00:18 - 00:12:07:16

Speaker 1

Do you find like your sort of rota and your shift patterns work for you in terms of your lifestyle and things like that?

00:12:07:18 - 00:12:30:04

Speaker 2

I have set shifts so I know which days I have off. I can plan my appointments on those days so it doesn't interfere with work, I can plan stuff for me to do on the days that I know I'm off. And and like I said, with my second job, I can fit that in. If my with my hourly wage was better, I wouldn't need to do a second job.

00:12:30:06 - 00:12:35:20

Speaker 2

But doing the second job enables me to afford treats as well, once the bills have been paid

00:12:35:20 - 00:12:38:06

Speaker 1

Which we all need is very important.

00:12:38:08 - 00:12:39:23

Speaker 2

Absolutely.

00:12:40:00 - 00:13:12:22

Speaker 1

And is your income the main income in the household, CW21?

Speaker 2

Yes, it is.

Speaker 1

Okay. Yes. And are you in receipt of any in-work benefits?

Speaker 2

No-

Speaker 1

I am and thinking about your weekly income from your work in social care, does it meet your needs and your household needs

Speaker 2

just about

00:13:14:22 - 00:13:25:03

Speaker 2

I do pick up extra shifts. At least I know that my bills are covered you've got you think you've got your money for your food and you've got your money for your fuel.

00:13:25:05 - 00:13:26:21

Speaker 1

Yeah.

00:13:26:23 - 00:13:28:15

Speaker 2

Ive got pets so I need to make sure my pets are fed as well.

00:13:28:15 - 00:13:31:14

Speaker 1

Well. That's very important.

Speaker 1

Yeah. Pet bills and vet costs are going through the roof.

00:13:38:00 - 00:13:44:01

Speaker 2

Yeah- they are

00:13:44:03 - 00:13:49:22

Speaker 1

And has the rising cost of living crisis affect you in any way?

00:13:49:24 - 00:13:52:21

Speaker 2

Yes. I have to take a calculator with me when I go shopping.

00:13:52:23 - 00:14:12:05

Speaker 1

Okay. And and I asked you about how satisfied you were with your pay. Tell me a bit about the contract that you are on. Is it like a full time permanent contract, CW21.

00:14:12:07 - 00:14:40:24

Speaker 2

No. So when I started, I was on 20 hours a week, right? And recently, because I picked up so many shifts, my hours have gone over the 20 hours a week, which I kind of wasn't realizing until I saw it on paper and it was okay. The company actually asked me if I wanted to. They offered me a few if I wanted to do extra hours because I was then missing out on the bonus of having extra annual leave.

00:14:41:01 - 00:14:43:10

Speaker 1

Oh, right. Okay.

00:14:43:12 - 00:14:50:03

Speaker 2

So I agreed to increase it by five hours, I didn't want to do full time because if do my other commitment that I have.

00:14:50:03 - 00:14:51:01

Speaker 1

Sure. Yeah.

00:14:51:04 - 00:14:57:06

Speaker 2

I wanted to be able to pick up shifts if I want to

00:14:57:12 - 00:15:20:18

Speaker 1

It makes. Yeah that does make sense. So is that so you it's like 25 hours that you've now contracted for

Speaker 2

Yes

Speaker 1

… and, and, and have you been on this sort of like the same contract throughout apart from this additional 5 hours throughout your time with the organization? And do you feel that you've got enough hours now, too many hours, like how do you feel about the balance?

00:15:21:09 - 00:15:37:13

Speaker 2

I feel its enough. I don't really notice the extra 5 hours, to be honest, because I was always doing more than I was contracted to, which was fine anyway. But if it had been too much then I would have let my boss know and they would have adjusted it accordingly

00:15:37:17 - 00:15:45:20

Speaker 1

Yeah. And do you ever get shifts cancelled? So like, would they ever ring you and say actually, we don't need you this week so you lose hours.

00:15:45:22 - 00:16:00:06

Speaker 2

No. very rarely, say one of my ladies went on a holiday and some of the other carers went with them, I could then be rotad into somewhere else, another package to support, or the day services.

00:16:00:06 - 00:16:10:02

Speaker 1

Okay. Okay. So there would always be somewhere for you to go to get those hours

Speaker 2

Yes.

Speaker 1

And how do you feel about the contracted hours that you've got now.

00:16:10:04 - 00:16:10:23

Speaker 2

Happy with them

00:16:10:24 - 00:16:28:21

Speaker 1

You're happy with them? Okay, that's good. So is your and your income kind of stay quite static from week to week then? Now that you've you've kind of guaranteed those.

Speaker 2

Yeah. Yeah, yeah.

Speaker 1

Okay. And would they ever change hours at short notice.

00:16:28:23 - 00:16:30:18

Speaker 2

Not without speaking to me first.

00:16:30:21 - 00:16:32:23

Speaker 1

Okay.

00:16:33:00 - 00:16:36:24

Speaker 2

Yeah. They, they'd have to speak to me first. They are good with communication.

00:16:36:24 - 00:16:49:09

Speaker 1

Okay. That's, that's great. And, and is your employer able to sort of create work schedules that match your preferences for particular hours?

00:16:49:11 - 00:16:50:20

Speaker 2

I have a set Rota.

00:16:50:23 - 00:16:53:12

Speaker 1

Yeah, I've set Rota. Yes, I think so. Yeah. So that you can.

00:16:53:12 - 00:17:01:09

Speaker 2

Say I'm available then and then, but the young lad I look after, for instance this week he is on respite so I could pick up a shift to kind of compensate my not working with him whilst he is in respite.

00:17:22:13 - 00:17:31:24

Speaker 1

That's, that's great. So tell me a little bit about what your job involves on a daily basis. You've mentioned making cupcakes and apple crumbles, which I like the sound of

00:17:32:01 - 00:17:37:04

Speaker 2

Yeah. When you do a sleep shift, You have to get up and be on the shop floor for 7am which is not so nice

00:17:37:05 - 00:17:41:05

Speaker 1

That's not so nice.

00:17:41:07 - 00:18:05:06

Speaker 2

So if I go in at 9:00, the two older ladies I support, that's one package that they've generally washed and dressed. If it's one of the showers…. One of them has a shower like every few days and the other one has a shower every day. So the night shift, well, the overnighter will do the shower for one of the ladies who have it every day.

00:18:05:08 - 00:18:23:02

Speaker 2

The other lady will wait until we come in. But she'll choose if she wants to have a shower beforehand. But she generally she will wait until the next person comes in, get her wash showered creams, apply, do medication and have a cup of tea about half 9, they are nornally set, and have cups of tea at certain times

00:18:23:03 - 00:18:24:00

Speaker 1

Right.

00:18:24:02 - 00:18:54:00

Speaker 2

And I'm like, You fancy a cup of tea? They will have a cup of tea when I have one. And then you prepare the lunch, I sit and do a lunch meal planner with them and, and we go for the shopping list and they have full input with that, And I do that on different days with them depending on when my sleep shift is it, there’s arts and crafts offered, one lady doesn’t do very much, much but she's happy to watch and just observe

00:18:54:06 - 00:19:18:17

Speaker 2

Yeah and actually watch TV. So it is down time for you when you can do like the washing, pop in the tumble dryer or stick it outside if the weather is nice, There's a little bit of cleaning, but it's not a lot like hovering around and keeping the bedrooms tidy, bedrooms. And probably the biggest thing is like making the lunch and then just like, do the dishes afterwards.

00:19:18:19 - 00:19:31:07

Speaker 2

Sometimes one of the ladies comes in and helps you. You it's all about motivation. They if you're motivated, you can motivate her and offer her to do stuff. And it's nice when they say lunch was nice.

00:19:31:10 - 00:19:32:02

Speaker 1

Yeah, that.

00:19:32:03 - 00:19:33:04

Speaker 2

Yeah.

00:19:33:06 - 00:19:36:21

Speaker 1

What do you enjoy the most about your job and why? What's what are the bits.

00:19:36:24 - 00:20:04:08

Speaker 2

Oh being with them and looking after them and you get out what you put in. Yeah, I just find it really rewarding. Absolutely. Love it. And the other lady I support the other support package, She's got cerebral palsy and we do loads of stuff together, we have dressed up as fairies, been to fayres, been to the cat café, taken one of them to the cat café, which she loved

00:20:04:11 - 00:20:20:08

Speaker 2

We've had afternoon teas, we've done our own afternoon teas. When it was the King's coronation. Taken one of them to Western for the day, there and back in one day. We planned loads of stuff.

00:20:20:10 - 00:20:35:24

Speaker 1

It sounds great, I think. I can see what the draw is, because that is very, very fulfilling work, isn't it? That kind of contact… And what are the negative aspects, What are the bits that you don't enjoy.

00:20:36:01 - 00:20:39:10

Speaker 2

The lack of pay. Yeah.

00:20:39:12 - 00:20:42:09

Speaker 1

Yeah.

00:20:42:11 - 00:20:52:10

Speaker 2

That’s it really and having to get up so early on, on the morning after the night shift. Yeah. I, there isn't anything really.

00:20:52:12 - 00:20:55:08

Speaker 1

Just, just the, just what you get per hour basically.

00:20:55:10 - 00:21:00:11

Speaker 2

Yeah. Yeah. It would be nice to be rewarded for that.

00:21:00:16 - 00:21:01:12

Speaker 1

Yeah. Yeah.

00:21:01:12 - 00:21:06:19

Speaker 2

We do do a really good job a lot of the time is not physically draining. It's mentally draining.

00:21:07:02 - 00:21:34:21

Speaker 2

You can be the only member staff that and I mean actually my two older ladies, one of them speaks and the other ones are communication issues. But we do like signing in with the words and the other other lady I support, she's got a sense of humor, so I'm lucky. But if you've got somebody who's got communication difficulties, it could be mentally draining, I think sometimes.

00:21:37:00 - 00:21:43:04

Speaker 1

That's really helpful. Do you feel like you were able to develop good relationships with the people you work?

00:21:43:06 - 00:21:49:15

Speaker 2

Yes- we support them like we would look after your own family and how you like your own family member to be looked after

00:21:49:20 - 00:21:57:23

Speaker 1

Yeah. Yeah. Do you feel like there's enough time to sort of, like, develop the types of relationships that you want to?

00:21:57:23 - 00:21:59:19

Speaker 2

On my shifts, because they're so long?

00:21:59:20 - 00:22:00:20

Speaker 1

Yeah.

00:22:00:22 - 00:22:01:16

Speaker 2

Definitely.

00:22:01:16 - 00:22:02:18

Speaker 1

Yeah. Okay.

00:22:02:19 - 00:22:11:05

Speaker 2

So you can get them up in the morning and you put them to bed at night, one of the ladies, like if you kiss on the cheek goodnight, Yeah

00:22:11:07 - 00:22:19:12

Speaker 1

Do you feel that? Is there anything that sort of stops you from developing the types of relationships that you'd want to?

00:22:19:14 - 00:22:24:15

Speaker 2

Obviously, you've got to be aware of professional boundaries, not overstep those marks

00:22:24:21 - 00:22:41:13

Speaker 1

Yeah. Okay, that's great. And and then kind of coming down to the and not and the questions in terms of career development, do you feel that you receive enough training and development in your current role and what kind of training have you had?

00:22:41:15 - 00:22:52:07

Speaker 2

We have so much training - we've started on a new training platform. I've just had my training come my refresher training and there's loads of it.

00:22:52:18 - 00:22:59:06

Speaker 2

Absolutely loads as you can imagine. Yeah, there's loads.

00:22:59:11 - 00:23:06:04

Speaker 1

And how do you feel about the training. Is it, do you like, how do you feel about the quality of the train. How good is the training.

00:23:06:06 - 00:23:38:09

Speaker 2

Well I've just done three units and I'm really impressed with the new platform. The last platform wasn’t very good, but this one is particularly good. But there's certain subjects I’m not a fan off, as you can imagine, over 20 years, I've had lots and lots of different training. Yeah, I work for the council, so we have lots and lots of training and yeah, most of it is online and they will help you with questions which keeps you engaged.

00:23:38:11 - 00:23:58:02

Speaker 2

And they are never really longer than an hour but yeah, they're okay. It's just the thought of the amount of training that you and this is what people don't realize. They just think well what did Borris call us unskilled workers. Well, we're not unskilled workers because we've got to do training and we've got our qualifications. I've got NVQ level three.

00:23:58:06 - 00:24:09:06

Speaker 2

Yeah. And health and social care and people don't realize basically just think we're like going in or you hear about oh she's just made cupcakes with is that all she's got? Okay, that's easy.

00:24:09:08 - 00:24:10:11

Speaker 1

Know it's all the other stuff.

00:24:10:11 - 00:24:20:21

Speaker 2

I had to go an wipe someones bottom as well, changed dressings, applied cream, given medication, showers

00:24:20:23 - 00:24:23:03

Speaker 1

The emotional support as well that you give people.

00:24:23:04 - 00:24:33:12

Speaker 2

That see, I mean, if you're not having a great day yourself, you kind of got to put that smile on your face, leave your troubles outside the front door and pick them up on the way out. So it can be really draining sometimes

00:24:33:14 - 00:24:43:17

Speaker 1

And I think the whole unskilled thing is it's something that the sector really needs to change. It needs to be recognized as a profession in the way that nursing is

00:24:44:06 - 00:24:55:18

Speaker 1

And do you feel that there are enough opportunities to progress and develop your career in care?

00:24:55:20 - 00:25:02:23

Speaker 2

I’ve been part of management and it was very stressful and for the extra 50p per hour it wasn’t really worth the stress.

00:25:03:00 - 00:25:09:24

Speaker 1

Yeah, it's rubbish, isn't it? It's just a small amount of pay increase and so many people, it's at this.

00:25:09:24 - 00:25:27:18

Speaker 2

And you have got even more pressure on you, this is why I left (name of organisation), you are taken off the shop floor. And if working on the shop floor with people is in your blood and that's why you do care, you're kind of missing something and you urge to go back to it, So I'm quite happy to stay a support worker and put my years of knowledge to use.

00:25:34:07 - 00:25:42:04

Speaker 1

So do you see yourself continuing to work as a care worker in the future.

00:25:42:06 - 00:25:43:19

Speaker 2

Unless things change dramatically.

00:25:43:19 - 00:25:51:10

Speaker 1

Yes. Yep. Is there anything that would stop you working in a care role?

00:25:51:12 - 00:26:03:10

Speaker 2

My health, I suppose if my health deteriorated. But then I’m sure the company would try and find me care packages that would suit.

00:26:03:12 - 00:26:27:19

Speaker 1

Your needs in that situation. Yeah, yeah, yeah, yeah. So you for the foreseeable future, you see yourself staying in care work. Oh, okay. The last little bit, CW21 probably only take like 5 minutes. It's and we're creating a quality of working life tool for care workers and there's a series of questions, a very quick questions, and then I, you just need to pick one of the answers.

00:26:27:19 - 00:26:49:03

Speaker 1

Is that okay? Yeah. Okay. So question one thinking about your role and the difference you are able to make to people's lives, which of the following best describes how you feel? I'm able to make as much of a difference as I'd like. I'm able to make some difference. I'm able to make some difference, but not enough. I'm not able to make a difference.

00:26:49:05 - 00:26:49:24

Speaker 2

The first one.

00:26:50:02 - 00:27:07:15

Speaker 1

Okay. Thinking about your relationships with people, drawing on care and support, which of the following describes how you feel? My relationships with people drawing on care and support are as good as I want them to be. Good enough, not as good as I would like. Not all good.

00:27:07:17 - 00:27:08:08

Speaker 2

Good Enough.

00:27:08:10 - 00:27:30:08

Speaker 1

Okay. Um. What? Thinking about the degree to which you have freedom and independence make decisions in your role, like 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.

00:27:30:10 - 00:27:31:24

Speaker 2

Adequate.

00:27:32:01 - 00:27:46:21

Speaker 1

Thinking about the time you need to do a job. Well, which of the following statements describes how you feel? I have the time I need. I have adequate time. I do not have enough time. I do not have enough time. And it's having a negative impact on me.

00:27:46:23 - 00:27:48:00

Speaker 2

I have enough time.

00:27:48:00 - 00:27:52:21

Speaker 1

Okay. Oh, so I adequate. I have adequate time.

00:27:52:23 - 00:27:54:14

Speaker 2

What was the first one?

00:27:54:16 - 00:27:59:14

Speaker 1

Oh, sorry. The first one was I have the time I need.

Speaker 2

Yes, get that. Okay.

00:27:59:16 - 00:28:13:05

Speaker 2

Um, I've got a little list of jobs that I need to do, and I don't have to do them all straightaway, although I do tend to in that tire, self out. And I can get extra jobs done as well.

00:28:13:07 - 00:28:26:11

Speaker 1

Okay, that's great. Thinking about how much you worry about work outside of work. I hardly ever worry about work. I occasionally worry about work. I often worry about work. I constantly worry about work.

00:28:26:13 - 00:28:31:21

Speaker 2

I constantly worry about work

00:28:31:23 - 00:28:53:06

Speaker 1

And thinking about how of how you look after how able you are to look after yourself at work. So having comfort breaks, time to eat 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.

00:28:53:08 - 00:28:55:18

Speaker 2

Sometimes I forget to look after myself

00:28:55:20 - 00:29:03:00

Speaker 1

SO is that sometimes I'm not able to look after myself. Do you think?

Speaker 2

Yeah.

00:29:08:19 - 00:29:24:17

Speaker 1

Oh. Just take a while to heal, doesn't it, as well? When? If. On your own. Yeah. Yeah. And then you want it all day aren't you. So it's not getting the rest it needs. And which of the following statements best describes how you feel at work, How safe you feel that way?

00:29:24:18 - 00:29:32:14

Speaker 1

I feel as safe as I want. Generally, I feel adequately safe. I feel less than adequately safe. I don't feel safe at all.

00:29:32:16 - 00:29:35:09

Speaker 2

I feel adequately safe.

00:29:35:11 - 00:29:50:02

Speaker 1

Yeah, it was. Yeah. Thinking about your professional relationships at work and my professional relationships with the people I work with are as good as I want them to be. Good enough, not as good as I would like. Not all got.

00:29:50:04 - 00:29:51:21

Speaker 2

A good enough.

00:29:51:23 - 00:30:09:10

Speaker 1

Thinking about how supported you are in your role and this is like respected and encouraged by your manager. I feel highly supported by my manager. I feel adequately supported by my manager. I do not feel as supported as I would like by my manager. I do not feel at all supported by my manager.

00:30:09:12 - 00:30:14:04

Speaker 2

I feel very supported by my manager.

00:30:14:08 - 00:30:32:15

Speaker 1

Good. I'm pleased to get a thinking about the skills and knowledge you need to do your job well and which of the following describes how you feel. I have the skills and knowledge I need. I have adequate skills and knowledge. I have some skills and knowledge, but not enough. I do not have skills of knowledge.

00:30:32:15 - 00:30:34:21

Speaker 2

I have the skills and knowledge I need.

00:30:34:23 - 00:30:56:07

Speaker 1

Brilliant thinking about your career aspirations and how you would like to develop and progress in social care. Which of the following statements describes how you feel? I have the opportunities to advance my career as I would like. I have adequate opportunities to advance my career career. I have some opportunities to advance my career, but not enough.

00:31:00:09 - 00:31:02:13

Speaker 2

The second one.

00:31:02:15 - 00:31:25:13

Speaker 1

And the last time thinking about your income from work in social care and your financial security. I have as much financial security as I want. I do not have enough financial security. I do not have enough financial security, and I do not have any financial security.

00:31:25:15 - 00:31:30:08

Speaker 2

Oh, I think I'm going to have to say I do not have enough because I have to do a second job yet.

00:31:30:08 - 00:31:49:23

Speaker 1

That since I am thinking about your role in social care and how valued is or how valued you feel is, my role is highly valued by others. My role is adequately valued by others. My role is not as valued as I would like by others, and my role is not at all valued by others.

00:31:54:06 - 00:32:17:01

Speaker 1

And valued by like society, the media.

Speaker 2

not valued all

Speaker 1

So that's me. At the end of my questions and it just needs to take a little bit of personal data if that's okay. So just so that I've got everyone's demographics, do you mind telling me your age range, you don't have to tell me exactly how old was 45.

00:32:17:01 - 00:32:28:12

Speaker 1

45. Okay. Lesson And your nationality is white British. Do you have any disabilities or anything like that?

00:32:28:14 - 00:32:32:08

Speaker 2

Hyper mobility- but I don't think that's a disability. Okay. Okay.

00:32:32:10 - 00:32:36:09

Speaker 1

And educational qualification said you had NVQ’a

00:32:36:11 - 00:32:37:00

Speaker 2

Level three.

00:32:37:00 - 00:32:44:23

Speaker 1

your household situation and you live by yourself with children, with parents.

00:32:45:00 - 00:32:49:09

Speaker 2

I found myself in rented housing association accommodation.

00:32:49:09 - 00:32:56:07

Speaker 1

Okay, brilliant. And. And how long is it? Just take for you to travel to work?

00:32:56:09 - 00:33:00:21

Speaker 2

20 minutes, depending on which package I'm going to between 15 and 20 minutes.

00:33:01:01 - 00:33:12:03

Speaker 1

Brilliant. That's perfect. Is there anything else that you'd like to add or say that might help us today? I kind of conclude, well, with this, anything else you want to add?

00:33:12:05 - 00:33:13:17

Speaker 2

So we got it then.

00:33:13:19 - 00:33:14:06

Speaker 1

I know.