



# THE WELL-BEING OF PROFESSIONAL CARE WORKERS



## SUMMARY REPORT

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This document is a summary of the NACAS Well-Being of Professional Care Workers research report. The research was conducted from July - August 2018. This summary lists each question and it's results.

All percentages are rounded to the nearest decimal place.\*

**Please note:** All recommendations in this report are the views of the Care Research group. Any decision to change policies or practices remains the sole responsibility of the company. We recommend any company considers all available evidence carefully before making decisions. The Care Research group will not be held responsible for the results of any changes or decisions made.

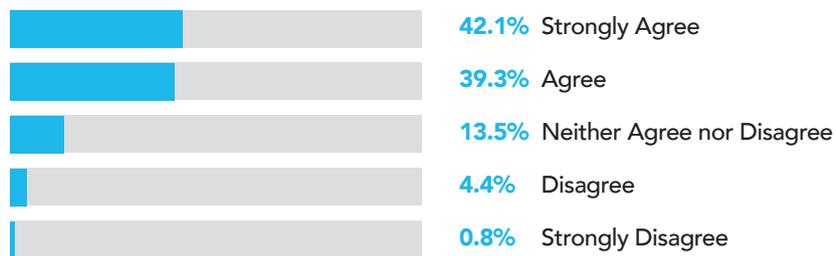
\*Please note as results are rounded to the nearest decimal place, totals may not add up to exactly 100%. This is common in statistical research.

For further information please contact: [research@careresearch.co.uk](mailto:research@careresearch.co.uk)

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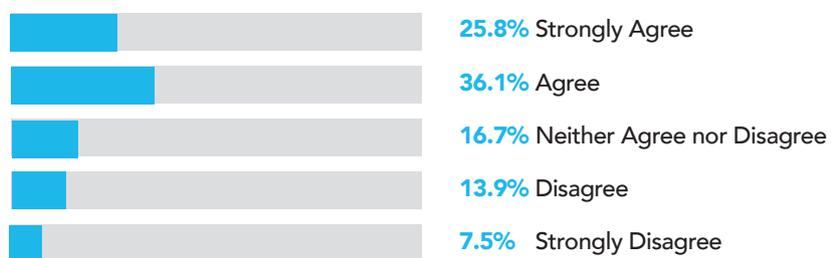
## 1. I enjoy my work...



These results are very positive and suggest that the majority of employees in the care industry enjoy their work. However, those who worked live-in shifts and waking night shifts were less likely to select a positive answer. Respondents also raised concerns that their enjoyment of the role and their care for people who use services meant that they could be taken advantage of by employers.

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## 2. I believe issues relating to my work have had a negative impact upon my own mental health...



Over 60% of respondents claimed their work had a negative impact, almost three times the number of respondents who claimed it did not. Lack of appropriate breaks, low pay and shift patterns were all seen as potential contributors.



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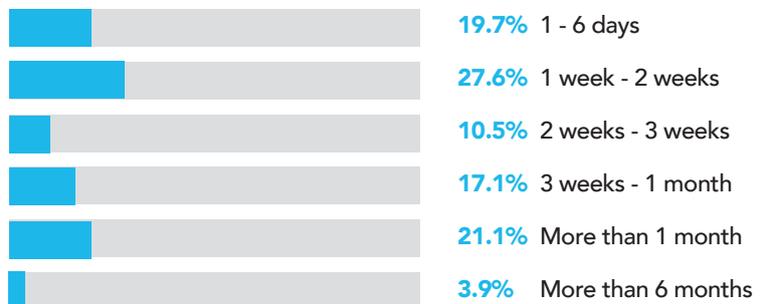
### 3. I have had to take time off of work due to aspects of my work having an impact upon my own mental health...



Results for this question were lower than expected in view of the results of the previous question. However, respondents explained that some staff were unable to take leave due to low pay or concerns that work hours would be reduced.

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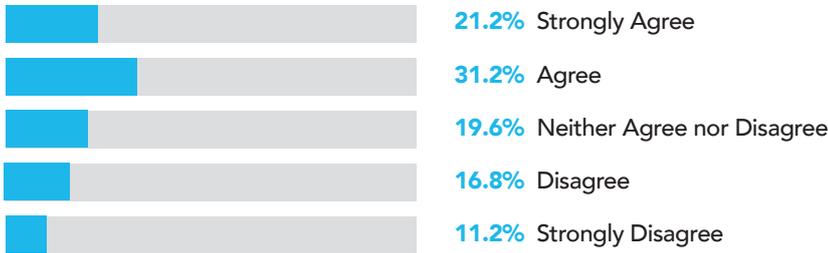
### 4. How much time have you had to take off of work due to its impact upon your mental health?



The results of this question suggest that an absolute minimum of 1635 days have been taken off by staff due to the impact of their work on their own mental health. This averages out at 21.5 days per person who selected Yes to question 3 or 6.5 days per person when averaged out across all respondents.

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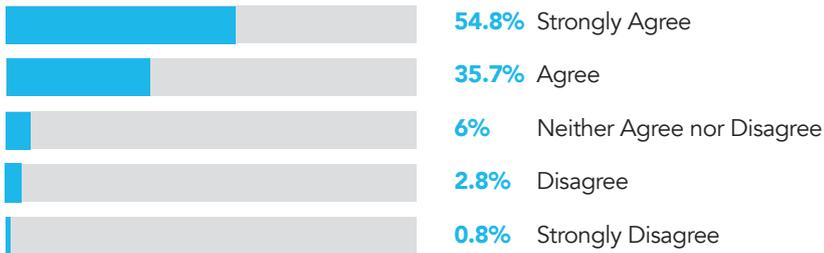
## 5. I am happy with the type of employment contract I have...



Only 23.7% of respondents on zero hours contracts selected Agree or Strongly Agree for this question. There were also issues raised regarding self employed contract arrangements.

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## 6. I see myself as a professional...



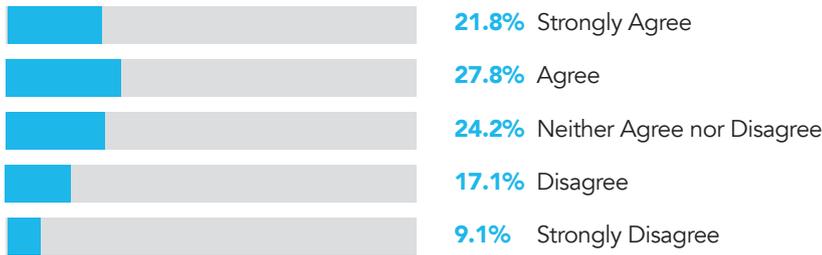
This response gained the highest positive result across the research questionnaire. The results suggests the majority of staff (90.5%) do see themselves as professionals. The level of skill required, responsibility and levels of training were all cited in support of the professionalisation of the role alongside the impact of care work on the NHS.

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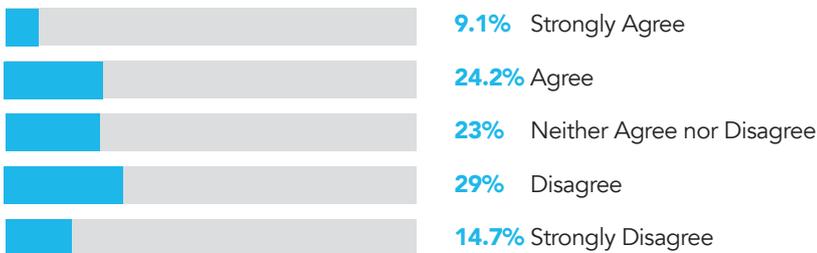
## 7. My employer(s) respect me as a professional...



The results of this question suggest those that work in care believe their employers are less likely to see them as professionals. Low pay was highlighted as a key example of employer attitude. Those who work in care also highlighted the issue of families of people who use services being disrespectful.

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## 8. I believe wider society respects me as a professional...

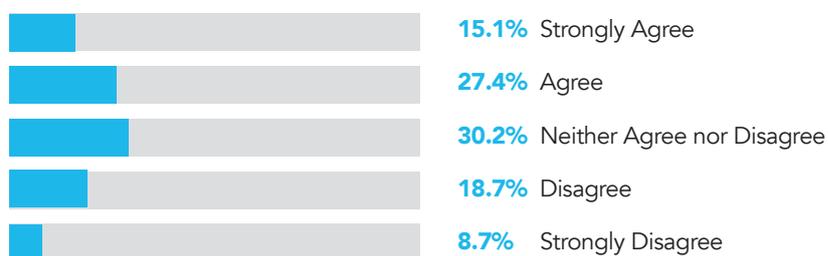


The results of this question and related comment and interview data suggest many who work in care believe society has a very low view of the work they do. This was, in part, attributed to a lack of understanding as to what care work entails as well as the low pay and the ease with which someone can get a care role.

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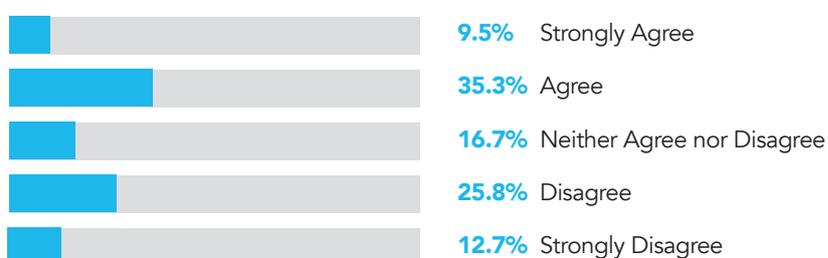
### 9. I believe my employer(s) would offer the support needed if I were having personal or family issues...



27.4% of respondents selected Disagreed or Strongly Disagree for this question. A number of respondents gave examples of employers refusing to give time off for important medical appointments as well as concerns about employers reducing hours if staff took time off.

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### 10. I feel I am able to balance my work life and home life well...

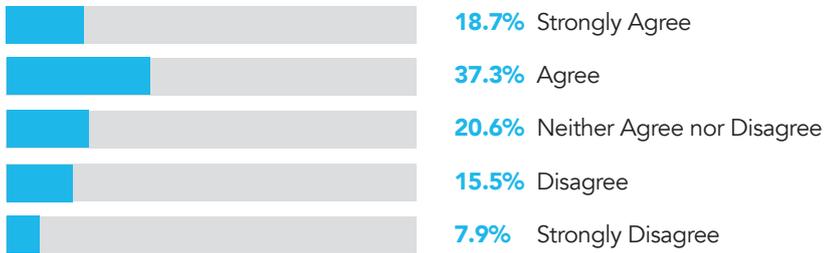


Concerns were raised particularly regarding spending time with family. Shift patterns, shift lengths and employer expectations were all cited as key issues. A number of respondents also stated that the low pay meant staff had to work extra hours and overtime to live and that this impacted upon time with family.

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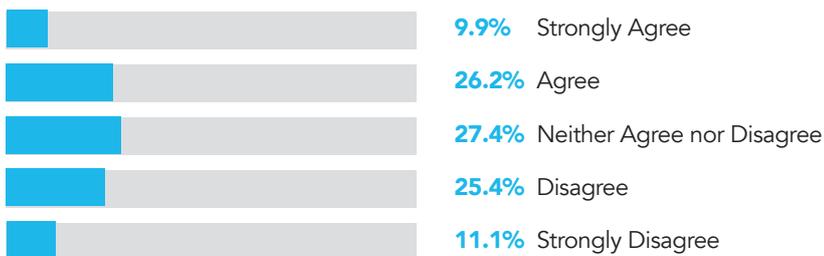
## 11. I believe there are opportunities for me to develop professionally within the care sector...



A number of respondents commented on the desire to study at university. Some respondents saw this as a way of developing professionally within the sector though others saw this as a way of leaving the sector. The challenge of fitting study and professional development around the hours and shift patterns care work requires was also raised.

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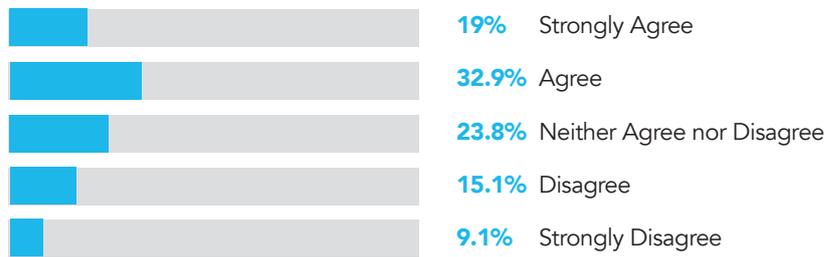
## 12. I believe my employer(s) support me in my professional development...



This question has the closest spread of results and suggests a real mix of experiences. Many commented that employers only provided the basic level of training required. Staff also stated that, often, gaining qualifications or engaging in professional development had no impact upon their levels of pay.

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### 13. I see myself continuing to work in the care sector in 5 years time...



The results for this question highlighted that people aged 22-30 years old were most likely to select Disagree or Strongly Disagree, than those aged 61 years old and over! This further highlights the issue of retention in the care sector and the need for the sector to improve to ensure capable young staff see working in care as a viable and worthwhile career choice.



## GET IN TOUCH!

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