Introduction to the Longitudinal Care Work Study (LoCS)

LoCS Expert Seminar
King’s College London
24 September 2014

Prof Jill Manthorpe, Dr Shereen Hussein PI, Jo Moriarty,
Dr Kritika Samsi, Jess Harris (project manager),
Dr Michelle Cornes and colleagues
Today

1.30pm  Welcome & introduction – Prof Jill Manthorpe

1.45pm  Job satisfaction dynamics – Dr Shereen Hussein

2.15pm  Compassionate care? – Jo Moriarty

2.45pm  Recruitment & retention – Dr Kritika Samsi

3.15pm  Tea / Coffee

3.30pm  Group discussions on above themes

4.30pm  Close
Background & Methods

**LoCS** programme of work (DH funded) aims to increase understanding of the factors that facilitate or constrain recruitment and retention in the social care workforce in England.

**The Unique Selling Point (USP)**
- Longitudinal design enables us to ask those who changed post about reasons for movement, new role, satisfaction with working conditions.
- Started in 2008, a *longitudinal panel survey* of a sample of social care providers and their workforce in four different parts of England.
- **Face to face** 300 interviews over two phases with social care workforce, employers, and service users/carers in 4 areas.
- A *multi-mode survey* distributed by post and online at phase one and phase two to wider group of social care workers.
- **Third phase** of LoCS planned to start April 2015.
300 qualitative interviews (T1 & T2)

Managers
- 4 local authority (LA) areas in England
- Care homes, home care and some local authority staff
- 121 interviews (T1 & T2)
  - Female = 95
  - Male = 26

Staff
- Same 4 LA areas
- Recruited via establishments where managers interviewed and elsewhere, including day centres
- 119 interviews (T1 & T2)
  - Female = 99
  - Male = 20

Service users and carers
- Same 4 LA areas
- Recruited via participating establishments or elsewhere
- 60 interviews (45 users; 15 carers)
  - Female = 40
  - Male = 20
300 qualitative interviews (T1 & T2)

<table>
<thead>
<tr>
<th>Working with different Adult Service User Groups (including carers)</th>
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<tbody>
<tr>
<td>• Older people (OP) (including dementia)</td>
<td>129</td>
</tr>
<tr>
<td>• Learning disabilities (LD)</td>
<td>65</td>
</tr>
<tr>
<td>• All user groups (local authority staff / home care with mixed clients)</td>
<td>55</td>
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<tr>
<td>• Mental health</td>
<td>32</td>
</tr>
<tr>
<td>• Carers</td>
<td>4</td>
</tr>
<tr>
<td>• Physical disabilities (non OP or LD)</td>
<td>3</td>
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<tr>
<td><strong>Total</strong> <em>(awaiting details of final 12) so numbers don’t add up yet!</em></td>
<td><strong>300</strong></td>
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300 qualitative interviews (T1 & T2)

- 32 staff members were interviewed at both T1 & T2
- 48 organisations/employer interviewed at both T1 & T2, but in nine the manager had changed
- Users and carers interviewed once

Analysis currently underway

- Emerging findings being discussed with SCWRU Service User and Carer Advisory Group and here
Multi-mode survey

• Distributed by post and online at phase one and phase two to wider group of social care workers.

• First round of the survey (T1) took place between May 2010 - July 2011 and received a total of 914 responses.

• Second round (T2) took place between April 2012 - July 2013 and received a total of 428 responses.

• Among the responses to the survey, 172 were received from the same individuals at T1 and T2.
Other data analysis: linked to LoCS (1)

Secondary analysis of National Minimum Dataset for Social Care (NMDS SC)
(tthanks to Skills for Care)
Other data (2): LoCS linked studies

‘New’ care staff: Turkish migrants working in the care sector: Explored experiences of Turkish migrants working in social care.

‘New’ user and carer populations: older Turkish migrants in the UK - perceptions of social care: Explored experience, needs and perceptions of older Turkish migrants from three distinct groups; 24 Turkish Cypriots, 13 Turkish and 30 Alevi/Kurdish Turks.

Mental health day centre staff: Interviews with staff at statutory and voluntary sector mental health day centres as part of Ph.D. by visiting researcher Gaia Cetrano, a mental health social worker from Italy.

Personal budget directly employed workers: Assistance with analysis of Norwegian/UK interviews with migrants working as Personal Assistants (PAs). Study conducted by Karen Christensen of University of Bergen exploring men working as PAs and risk.

‘New’ care staff: Interviews with Indian migrant care home workers supporting residents with dementia to study their motivations and circumstances. Part of Master’s dissertation by Brandon Ow Yong. Identified need for employers to provide ‘cultural acclimatisation’. Many workers looking for rapid move to NHS.

Registered Social Care Managers: Interviewing sample of registered social care managers taking part in a development project using Communities of Practice (COP) to explore leadership challenges around delivering compassionate and dignified care.

Care home staff satisfaction in their work: Literature review investigated what makes care home staff ‘happy’ in their work supporting residents with dementia. Findings suggest the importance of analysing continued satisfaction and morale, not just motivations on joining the workforce.
Three group discussions today

- Job satisfaction dynamics – Shereen
- Compassionate care – Jo
- Recruitment & retention – Kritika

Please choose the group of your choice and move to the appropriate table in the tea break at 3.15pm.

All groups facilitated and scribed. We won’t feed back today, but will write up the event, send you a copy, and this will inform our current analysis and the planning of future phases of LoCS.
My questions for you

- What further analysis needs to be done from phases one and two of LoCS?

- What new directions, if any should we take for phase three of the project, post April 2015?

*These questions are just a guide – please feel free in your groups to also discuss any other aspects of these topics that you think are important*
Disclaimer & thank you

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Thank you to everyone who was interviewed or returned a survey, interviewers, transcribers, SCWRU Service User and Carer Advisory Group, DH for funding, and you for coming today.