Reforming the Social Care Workforce - Delivering the Highest Quality Standards of Care

Jo Moriarty
Outline

- Looking at workforce implications of current policy developments
- Using messages from research that we have done or are doing
The Caring for our future engagement has now closed. Thank you to everyone who took part by submitting comments or attending events. The Department of Health will be continuing to work with the appointed discussion leaders and their reference group members to develop policy recommendations for the White Paper and the progress report on funding that will be published later this spring.

The feedback that has been collected from the care and support sector and the public between 15 September and 2 December 2011 will be used to help the Government understand the immediate and longer-term priorities for social care reform, and will inform this policy development and decisions. Do keep in touch with us via the Caring for our future mailbox or via this website, and your comments will be passed onto the relevant policy teams at the Department of Health.

Further updates will be published here or on the Department of Health website as soon as they’re available.

http://caringforourfuture.dh.gov.uk/
Highlights workforce

‘Improving quality and developing the workforce’ is identified as one of six areas with potential to improve system

‘How could we equip the workforce, volunteers and carers to respond to the challenges of improving quality and responding to growth in demand? How could we develop social care leadership capable of steering and delivering this?’
Why do we need changes? (1)

- Familiar themes
  - Increased numbers of people needing support
    - Increased life expectancy
    - Increased numbers of people with a long term disability
  - Increased expectations about support we receive
Why do we need changes (2)

- Wider policy context that we are also considering today
  - Vision for adult social care
  - Commission on funding of care and support
  - Law Commission proposals for new legal framework for adult social care
Why do we need changes (3)

- Improving public confidence
  - Panorama programme on ‘Winterbourne View’
- Equality and Human Rights Commission inquiry into home care
- ‘Which’ report into home care

Guardian report 16 March 2012
Six discussion areas

‘Improving quality and developing the workforce’ is number 1

But we know that....

- the sector is very diverse
- generally has low status
- pay rates are low for the most part
- there is a history of under investment in the workforce
Major sector in UK economy

- 31.4 economically active people in UK (ONS Social Trends 40, 2010)
- At least 2 million people work in social care in UK (Moriarty, 2010)
- 1,603,000 people work in adult social care in England (Eborall et al., 2010)
- NHS often used as benchmark as example of large workforce in UK but.....
  - By comparison 1,771,000 people employed in NHS (Information Centre for Health and Social Care, 2010)

20 March 2012 The Future Outlook for Adult Social Care Services Forum 10
Social Care Workforce Periodical

- Secondary analysis of National Minimum Dataset for Social Care (NMDS-SC)
- Undertaken by Dr Shereen Hussein
- Important messages on a number of issues
Atypical workforce

- Dominated by women
- Horizontal and vertical gender segregation

Data sources: Social Trends 40 and Hussein, 2009, Social Care Workforce Periodical (SCWP), 2
Men

- More likely to bring experience from outside the sector (SCWP 14)
- Often start out as volunteers
- More likely to work for small organisations
- Men in urban areas more likely to work in social care
Impact of migration

- There is a high proportion of non-EEA migrants
  - Differential pay levels and differential employment in different sectors
    - More likely to be employed in private sector and looking after older people
    - More likely to be paid less per hour
    - BUT employers in LoCS study say they are more willing to work more hours and to work unsocial hours
Challenges and benefits

- Issues where workers have no training in cultural backgrounds of people using services
- Potential to use workforce’s strengths and abilities
- Specialist services

Image from Simon Rawle’s photographs taken for International Migrant Workers' day for UNISON
Young workers

- More likely to hold or be working towards a qualification (SCWP3)
- More likely to work in residential settings
  - Impact of transport and needing a car
- Some come from retail or were previously unemployed
Impact of policy changes

New types of service and employers
- Will there be an expansion of mutuals and co-operatives?

Changes to benefits system
- Will flexible age of retirement and changes to benefit system increase the ‘pool’ of potential workers?

Changes to immigration rules
- Will the cap on people coming from outside the European Economic Area lead to labour shortages?
  - Estimated that around 18% of workforce born outside UK (Cangiano et al, 2009)
Meeting the rise in demand

- Emphasise opportunities
  - job security
  - career progression
  - Variety of the work
Why people leave jobs

**UK 2008-2009 - Social Trends 40, 2010**

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**Hussein, 2010, SCWP 8**

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So why work in social care?

- Care workers 8th out of 88 occupations in terms of highest job satisfaction (Rose 2003)
  - Much better than shop workers or waiters/waitresses
  - However, workers see demanding nature of work and low status as barriers
No two days are the same….

“And then I might pop and see an elderly woman and help her go shopping. At night time, I’d have outreach support, so I’d go and look after a [girl or boy] take them out after school just to give the parents respite. Take them to youth groups, take them to the cinema, take them swimming….. I’d also have domestic ones where I’d go and help … I had one woman she was in a wheelchair and she couldn’t obviously clean her flat herself and I would go for two hours and clean it”
Personalisation

‘Councils should provide personal budgets for everyone eligible for ongoing social care, preferably as a direct payment, by April 2013.’

- Vision for Adult Social Care, 2010, para 4.49

Increases in number of people directly employed by people using services and carers

- Paid workforce may include family members/adult fostering/shared lives
Impact of personalisation

- Increased need for 24 hour support
  - Example of where public perceptions are lagging behind reality
    - ‘I think you need to be very clear with people at the interview stage rather than once they’ve got to the service’
    - Need to be clear about hours people work and what they will do
Changing nature of the work

Need to find ways of reflecting new situations and new ways of working

“We’re lone workers, so everyone has their own way of doing things. I don’t think necessarily it works well together because there isn’t a staff team, as such, there’s staff and we flow from one shift to the next. But we aren’t allowed to, sort of, stop and talk to each other about what’s gone on.”
Maintaining improvements

- Positive impact of regulation in improving access to training (Gospel, 2008)
- BUT limited access to training in specific areas such as dementia care (NAO, 2007)
- Needs reinforcing to maintain long term impact (Moriarty et al, 2010)
- PA Framework (2011) says lack of training is one of main reasons why personal assistants leave their jobs

Image from Elite Social Care Professionals Website
Impact on pay

‘Dual labour market’

- One set of pay and conditions for professionals/paraprofessionals and another for frontline and ancillary workers
- In 2009, median hourly rate for a care worker was £6.45 (Hussein, 2010)
- Migrant workers earn less (Hussein, 2011)
- Many agencies do not pay travel time or petrol
- ‘Living wage’ outside London is £7.20
Forthcoming adult care White Paper

- Role of apprenticeship schemes?
  - Youth unemployment
  - Employers look for personal qualities and sense of ‘vocation’

- Changing role for social work?
  - New role in community development?
    - Implications for social work qualifying and post qualifying education?
Future services?

Impact of changes to commissioning

At the same time, workforce is increasingly outsourced

- Are there limits to the number of people who can directly manage a personal budget?
- Message from current carers’ study is that needs change more than is sometimes recognised
Acknowledgements

- SCWRU acknowledges the help of the Department of Health for its financial support for the Unit
- Contact me at Jo.moriarty@kcl.ac.uk (or +44 207 848 1697)
- Thank you for listening!