

Care Workforce Wellbeing: Influences and Support

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Why Care Workers' Wellbeing is Important

- ❖ Recruitment & retention
 - ❖ Attracting talents
 - ❖ Productivity
- ❖ Quality of care & users' satisfaction



Developing a scale to measure care workers' wellbeing at work

Hussein, S., Towers, A-M., Palmer, S., Brookes, N., Silarova, B., Mäkelä, P. (2022). Developing a Scale of Care Work-Related Quality of Life (CWRQoL) for Long-Term Care Workers in England. *International Journal of Environmental Research and Public Health*. 19(2): 945.
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Care Workers' Wellbeing at Work

- Have several dimensions
 - For example: emotional, physical and financial
- Affected by work-related factors that are similar to other work
 - For example, pay and working conditions
- Affected by a unique set of features related to care work
 - The relational nature of care work
 - How care work is organised and rewarded
 - How the society perceive the importance of such work

Societal recognition of care work

Professional identity

Valued

Care Organisation Characteristics

Staffing

Management & Supervision

Environment

Training & Development

Pay & Benefits

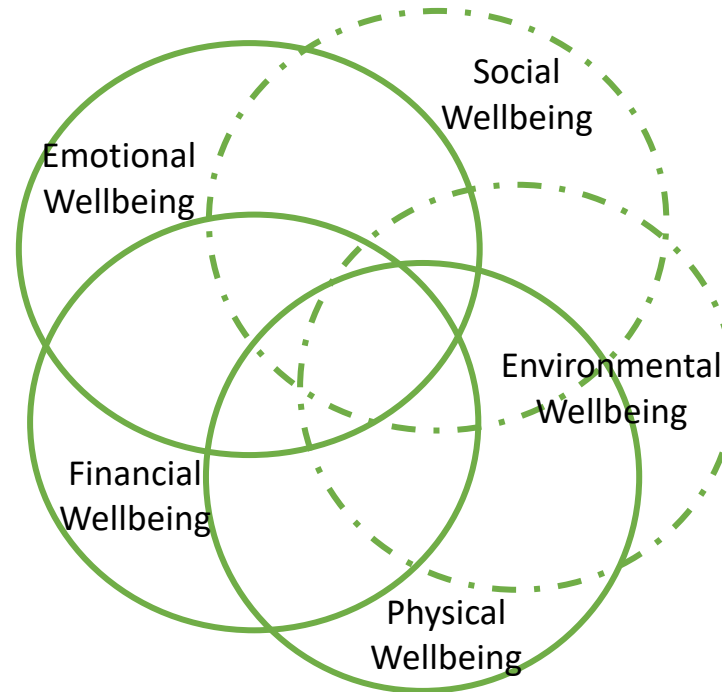
Nature of Care Work

Time

Relations

Tasks

Clients' needs



Spill over

Wellbeing in life beyond care work

Domains, Subdomains & items

Financial Wellbeing	2 sub-domains: 1 -Job security; 2 - Having enough money to meet needs
Mental Wellbeing	3 sub-domains (6 items) : 1- Burnout/exhaustion (3 items); 2- Satisfaction/motivations (2 items); 3- Impact of clients' loss (1 item)
Physical Wellbeing	4 sub-domains: Physical injuries; Adequate equipment to do work; Physical health (aches & pains); Impact on health behaviour (sleep, diet)
Organisational Features	5 sub-domains (11 items): 1- Sufficient staffing (1 item); 2- Management & supervision (3 items); 3- Working environment (2 items); 4- Training & Development (4 items); 5 – Pay & Benefits (1 item)
Nature of care work	4 sub-domains (16 items): 1- Time (4 items); 2- Relations (5 items); 3- Tasks & Responsibilities (5 items); 4- Care client's needs (2 items)
Recognition of Care Work	2 sub-domains (5 items): 1- Feeling valued and respected by (4 items); 2- Professional identity
Work-life spill-over	3 sub-domains: 1- Work limits out of work activities; 2- Positive mood from work improves personal life; 3- Negative work-related thoughts stays out of work

Impact on care workers



Mental/emotional wellbeing

I occasionally just kind of get compassion fatigue, and a kind of, not overwhelmed, but I get kind of like burnt out from they ask a lot from us emotionally (CW, community support, male)



Physical wellbeing

There are periods when it is all consuming and it's all I can think about and I don't sleep, I don't eat properly, I stop exercising (Care manager, community support, male)



Financial wellbeing

Low pay – inability to have financially secure life[...] Better pay so I do not have to pick up so much overtime to have enough money to provide my needs. (CW, care home, female)

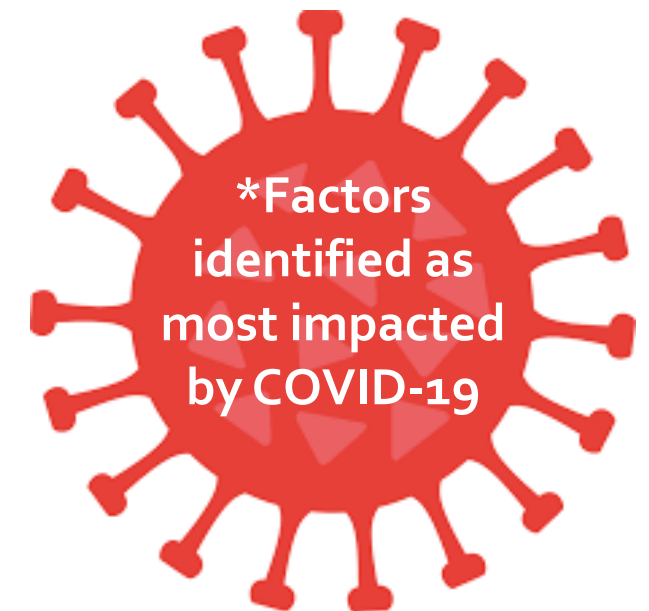


Spillover from work to home

I can't remember having a holiday, or it's been a long time since I have actually had a holiday where I haven't been interrupted whilst being awaybecause you're kind of waiting for that phone call to come through (FG, manager, care home, female)

Order of importance:

1. Financial wellbeing
2. **Mental wellbeing***
- 3= Features of the organisation/employer
- 4= What care workers do in their jobs
5. **Impact of work on home-life***
6. Professional identity as a care worker
7. Physical wellbeing



Ways of supporting care workers' wellbeing

➤ Primary Interventions

- Are transformative in nature
- Address the root cause of the issue

➤ Secondary Interventions

- To cope with and manage workplace stressors.
- Focus on strengthening the personal resources of individuals within organisations

➤ Tertiary Interventions

- Remedial in nature
- Supporting care workers and managers after their wellbeing has been affected

QUALITY OF LIFE AT WORK

What it means for the adult social care workforce
in England and recommendations for actions

FEBRUARY 2022

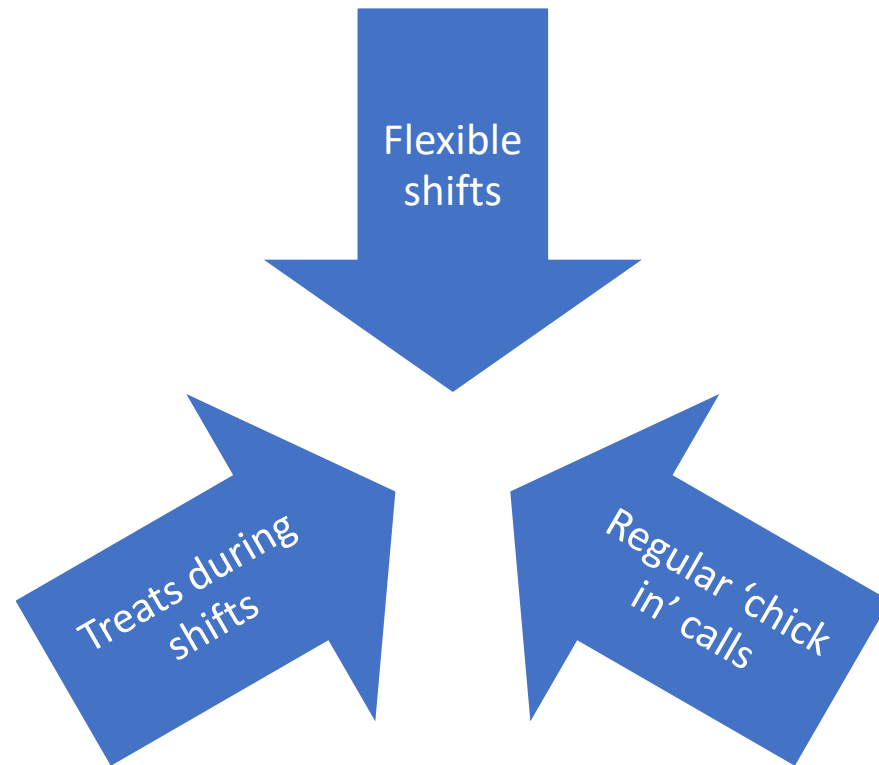
Authors Ann-Marie Towers, Sinead Palmer, Nadia Brookes, Sarah Markham, Helen Salisbury,
Barbara Silarova, Petra Mäkelä, Shereen Hussein



Current Support Mechanisms

- None of our participants indicated any primary interventions
- Most interventions mentioned were tertiary in nature
- Managers or national stakeholders mention secondary interventions but not care workers:
 - Resilience and coping strategies
 - Placing the onus/responsibility on the individual
- Most tertiary interventions are not bespoke to care work, e.g.:
 - Staff surveys, consultative committees
 - Confidential helplines
 - Financial assistance
 - Discount schemes, cycle to work schemes

Some managers go 'over and beyond'



What care workers wanted in the short term

- Mental health first aiders
- Better holiday allowances
- Predictable shift patterns
- Social and team-building activities, especially for lone workers

Recommendations

Resources

- Pay
- Time
- Equipment
- Staffing level

Respect

- Registration
- National qualifications
- Career trajectory
- Decision autonomy when providing care

Relationships

- Relational-centred practice
- Team structure
- Inclusive multi-disciplinary teams

Leadership

- Representative
- Compassionate
- No blame culture
- Communications

Thank you for listening
Happy to respond to questions

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