



Care Worker Wellbeing: Recovery and Beyond

Executive Survey – Results and Insights

June 2021



- There is strong evidence (BBC News article; <https://www.careengland.org.uk/news/staff-burnout>) that **social care staff burnout is at an emergency level**; although coronavirus has worsened the pressure, the issues were well-known before the pandemic and are equally affecting NHS and social care teams
- *"Health and care staff suffered stress and work-related anxiety before the pandemic but it is now far more serious and we believe the current level of staff burnout and stress presents a worrying risk to the future functioning of the health and care system and safe patient care."* (Dr David Wrigley, BMA, May 2021)
- The main purpose of this survey is to compare notes on **what works and what doesn't**, and what more can be done, to **radically improve staff wellbeing**, as one of the most serious threats to the sustainability of the UK care sector
- Nearly two thirds of respondents rated **staff wellbeing and mental health** as **worse** or **much worse** than before the pandemic
- **The causes are deeply personal**, with staff concerned about their families (86%) and their own health (74%), as well as the people they care for (80%)
- The impact is widespread: from **sickness and absence** (77% of respondents), to **extra pressure** on managers and executives (71%), concerns about **standard of care** (62%), **retention** (48%) and **recruitment**

- According to our respondents, listening to concerns and challenges to **make staff feel heard (91%)** and **offering staff support and wellbeing programmes (71%)**, prove far more effective than simply offering time off (30%)
- **There is a desire to invest in staff wellbeing and innovation:** 76% of respondents wish to invest in **wellbeing training and personal development** for their staff and more than half of our sample (52%) intend to move **from reactive to proactive** wellbeing and mental health support
- **Going forward**, the care organisations in our survey anticipate **staff support and wellbeing becoming a higher priority (74%)**, as well as exploring **widespread innovation (56%)** to improve workforce wellbeing
- While obvious concerns remain about the long term consequences of the pandemic, Covid-19 might just become the catalyst to **transform staff support and wellbeing**, for good

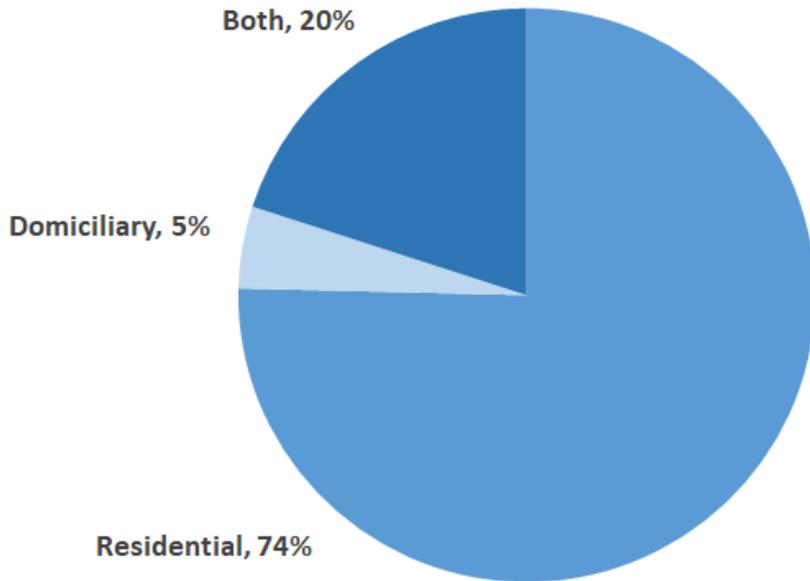


Profile of survey respondents

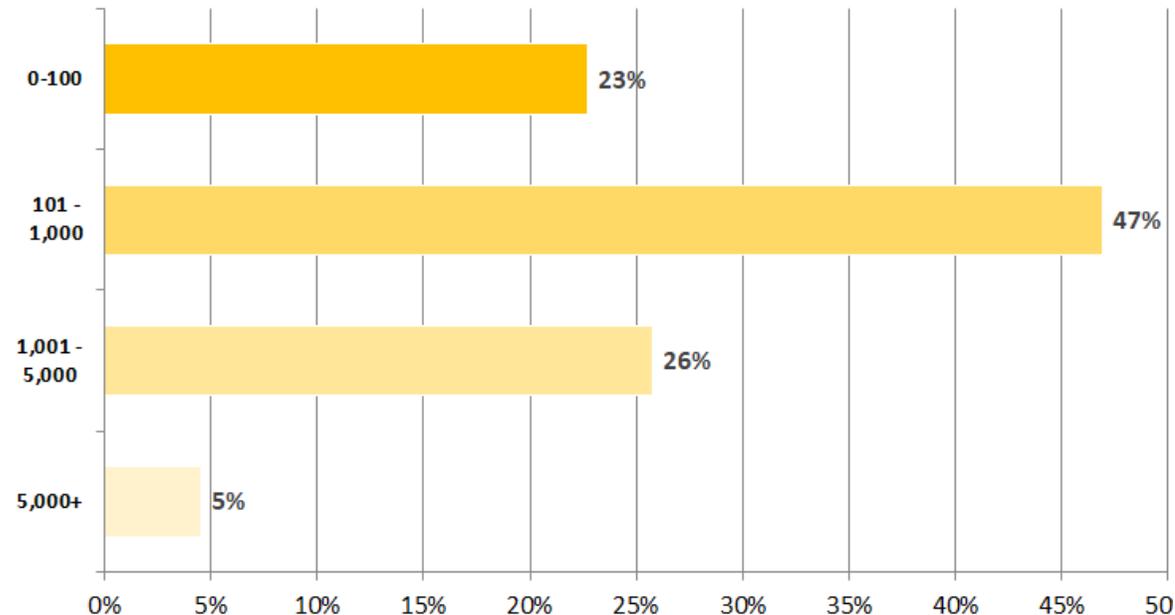


- **66 residential and domiciliary care providers** took part in our executive survey, with 47% of respondents employing up to 1,000 staff and 26% over 1,000
- The profile of respondents included **CEOs/Owners, Operations, Care Managers** and **HR Executives**

What type of care does your organisation provide?



How many people are there in your organisation (FTEs)?

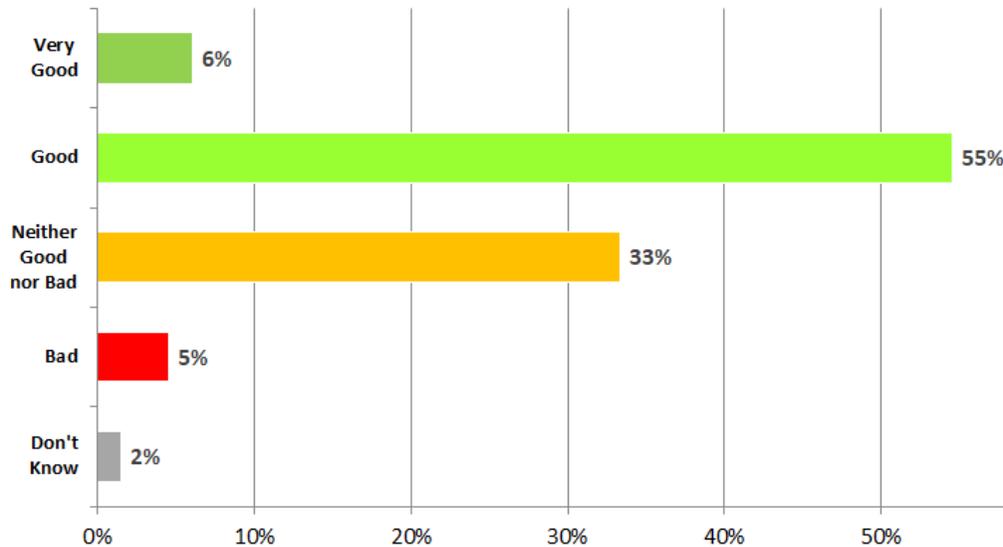


Wellbeing Challenges

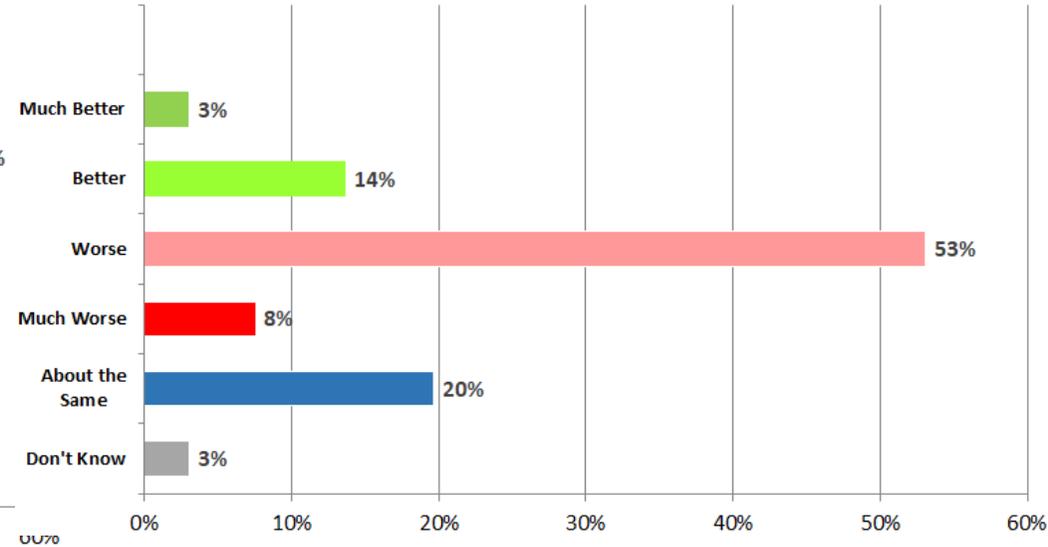


- There is, perhaps surprisingly, a mixed message on staff wellbeing - the respondents are owners, managers and executives of wide range of care organisations
- The **majority of respondents** (55%) rate the current state of wellbeing and mental health of their teams as *good* or even *very good* (6%), despite the impact of the pandemic
- However, nearly **two thirds of respondents** rate their staff wellbeing and mental health as **worse** or **much worse**, compared to 18 months ago, pre-pandemic

How would you rate the current state of staff wellbeing and mental health in your care business?



In your opinion, how do current staff wellbeing and mental health compare with 18 months ago, before the Covid-19 first outbreak?



How does this compare to the NHS?

- A recent survey from Nursing Times (April 2021), among NHS nurses, highlighted very similar concerns
- “Lack of safety net risking nurses’ mental health”
- **44%** of respondents rated their overall **mental health and wellbeing as bad or very bad**
- **62%** reported **worse or much worse** mental health and wellbeing, compared to what it was before the pandemic
- Furthermore, **62% consider the current level of support inadequate or very inadequate**, even in the NHS
- “Support must be based on **recovery and hope for the future**”
- “There’s a key role in supporting people through, but also **beyond the pandemic**”

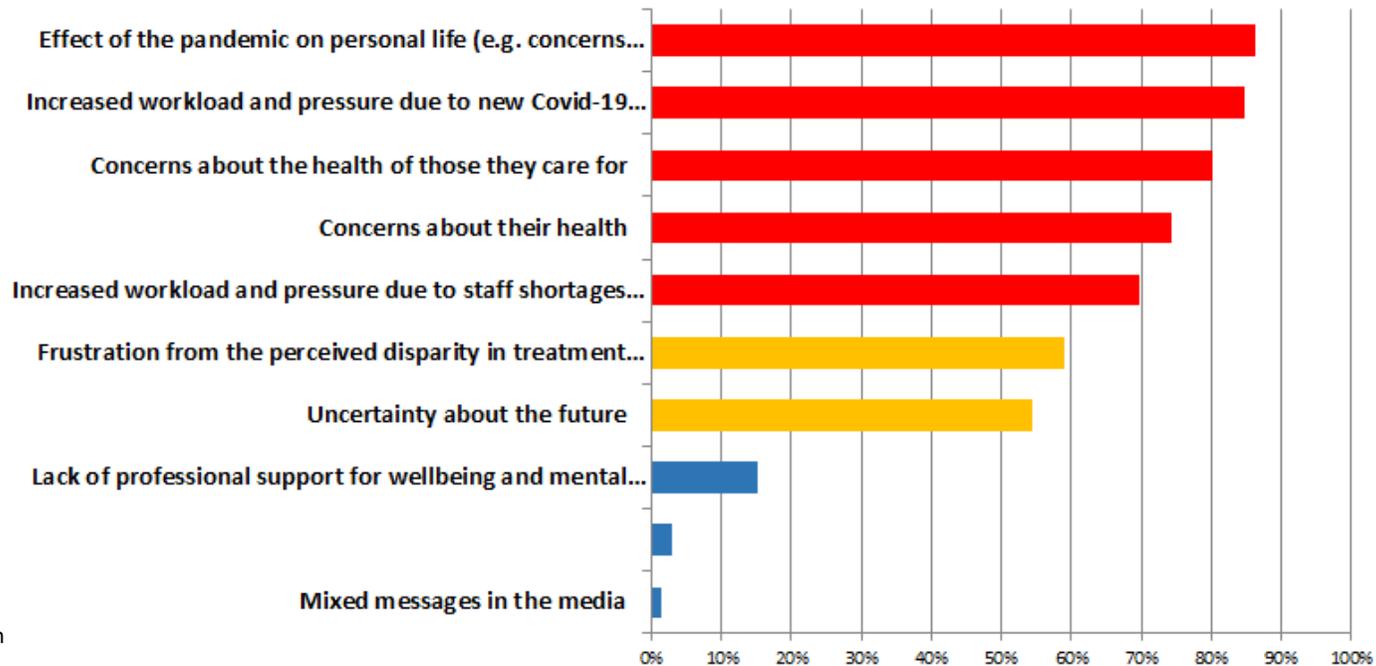


Factors Affecting Staff Wellbeing



- For a large proportion of our respondents, **personal factors** had a significant impact on staff wellbeing, including **concerns about their own families (86%)**, **about their own health (74%)** and **uncertainty about the future (55%)**
- **Increased workload**, from an already challenging starting point, seems to be another key factor: both because of **additional procedures and regulations (85%)**, as well as due to **staff shortages and absence (70%)**

In your opinion, which of the following factors affected staff wellbeing and mental health during the pandemic?*



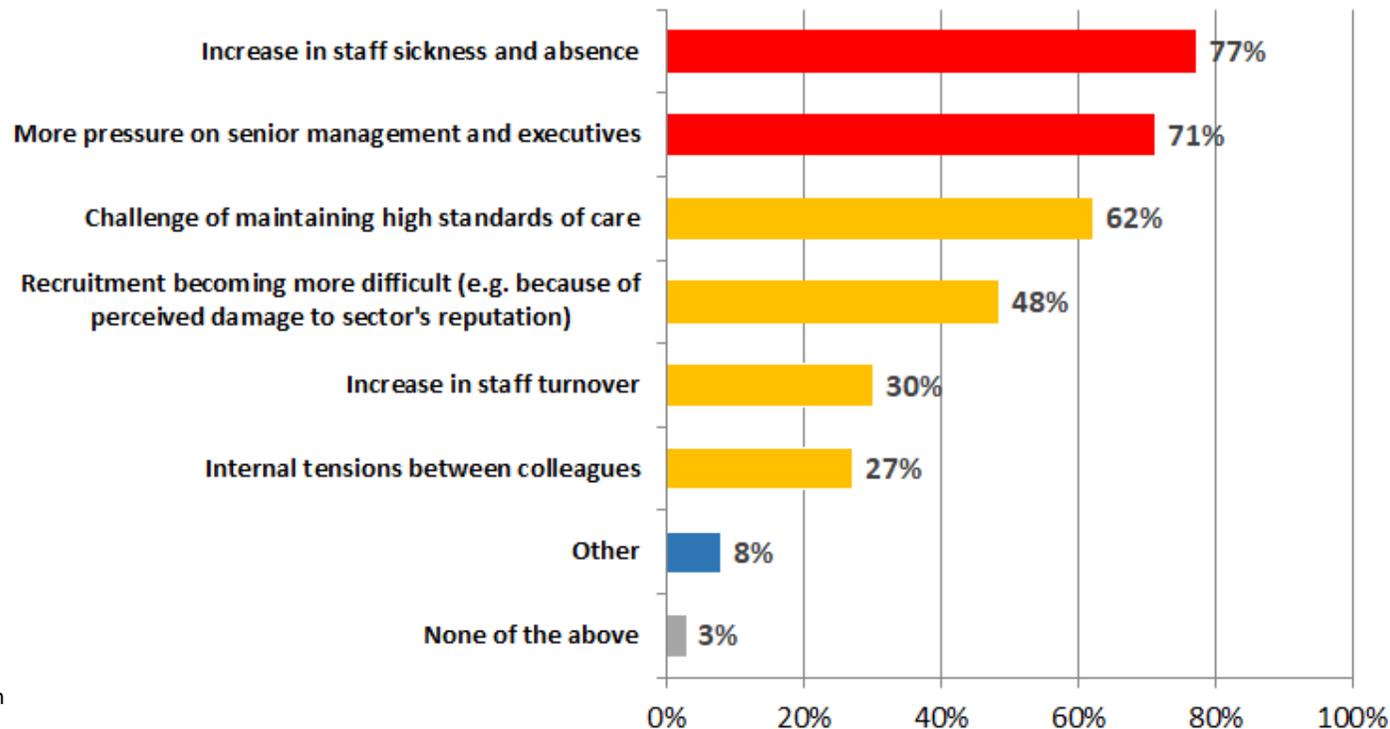
* Multiple answers allowed, therefore the total can be greater than 100%

Impact of Covid-19 on Wellbeing



- **Everyone has been affected:** from **staff**, with increased sickness and absence (77%), to **senior managers and executives** having to deal with extra pressure (71%)
- There are obvious **concerns about preserving standards of care (62%)**, as well as about long-term implications, due to **recruitment** potentially becoming more difficult (**48%**), while **staff turnover** could be on the rise (**30%**)

In your opinion, what have been the main impacts of the Covid-19 pandemic on staff wellbeing and mental health in your organisation?*



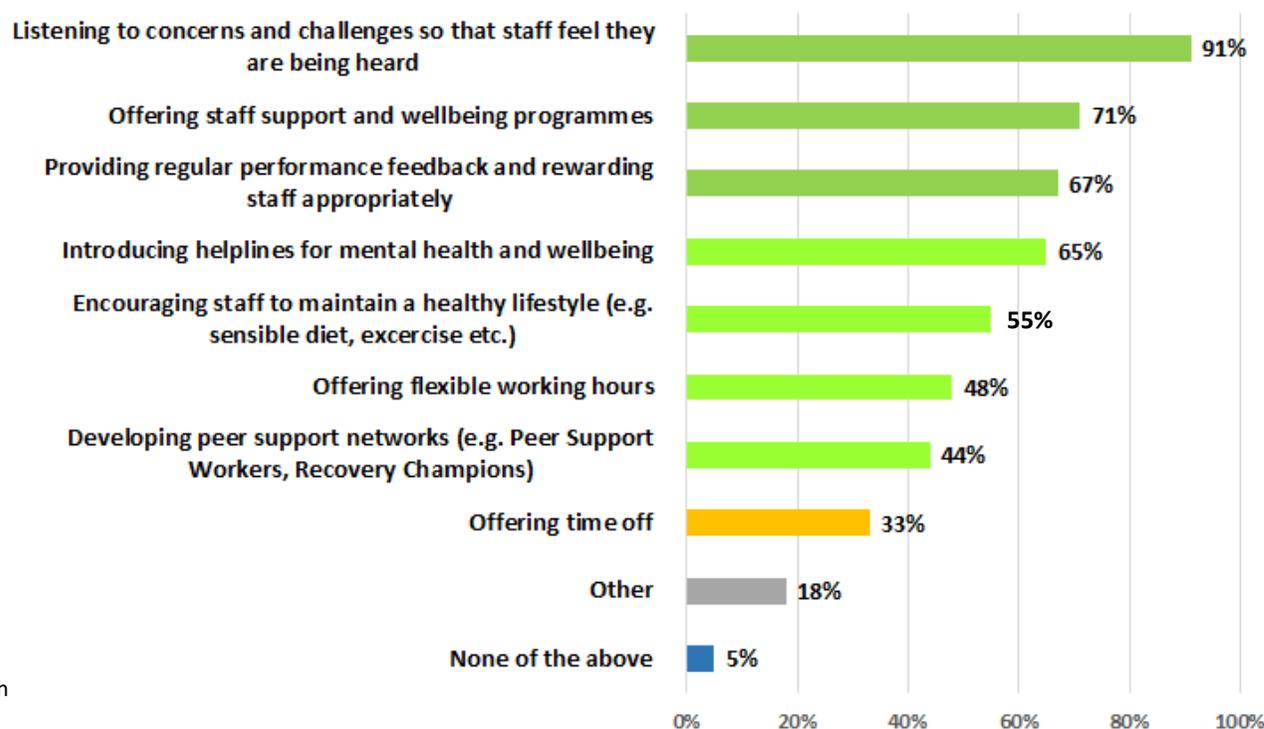
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Turning the Tide – What Works?



- There is consensus that staff need much more day to day support: **91%** of respondents found effective **listening to concerns and challenges, to make staff feel heard**; **67%** highlighted the need for **regular performance feedback and reward**
- Offering **staff support and wellbeing programmes (71%)**, very effective in our experience, proved successful for our respondents, as well as introducing **mental health and wellbeing helplines (65%)**

Which of the following initiatives have you tried and found effective for staff recovery, mental health and wellbeing in your organisation?*



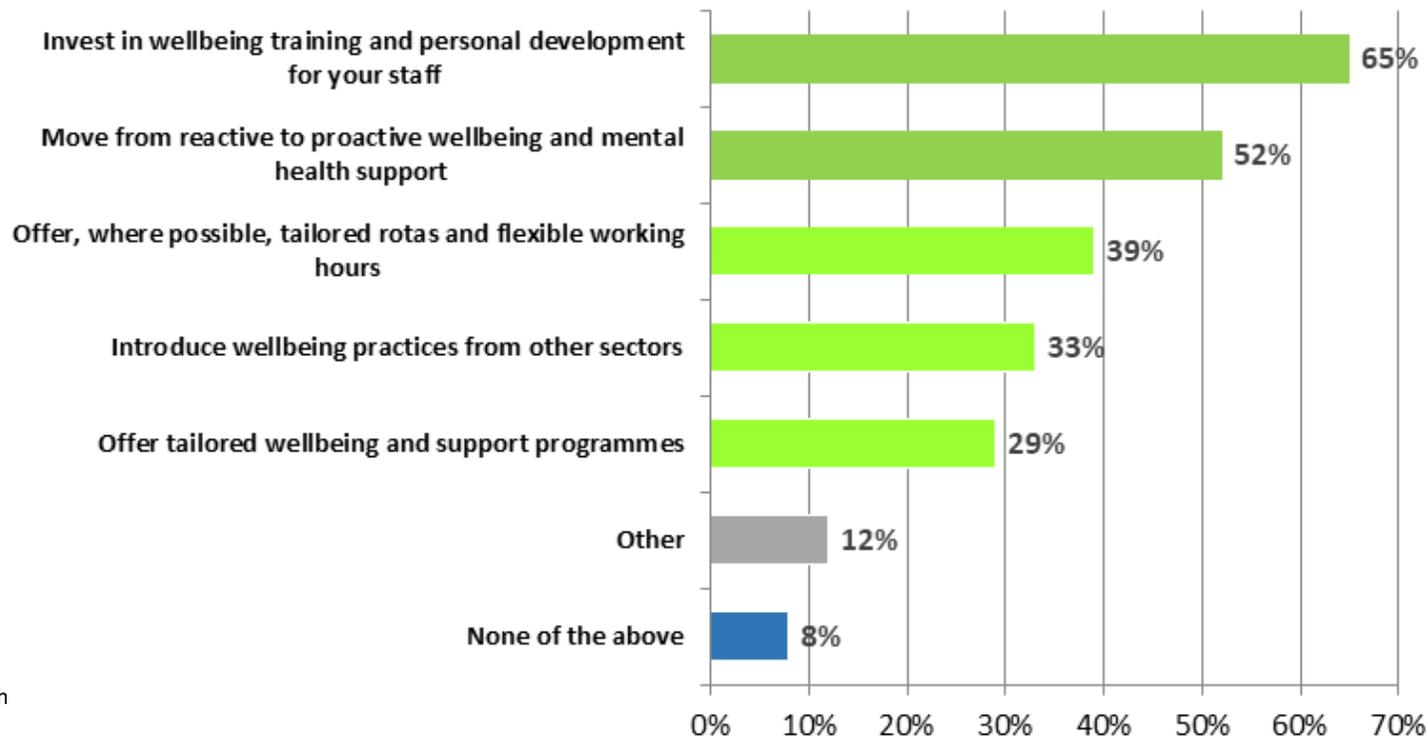
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The Future of Staff Wellbeing



- Two thirds of respondents (**65%**) are planning to **invest in staff wellbeing training and personal development**, a key priority going forward
- Over half of respondents (**52%**) are keen to learn lessons from the pandemic and move **from reactive to proactive wellbeing and mental health support**, essential for workforce sustainability in an uncertain future

Which, if any, of the following actions, are you planning in your organisation to optimise staff wellbeing and recovery?*



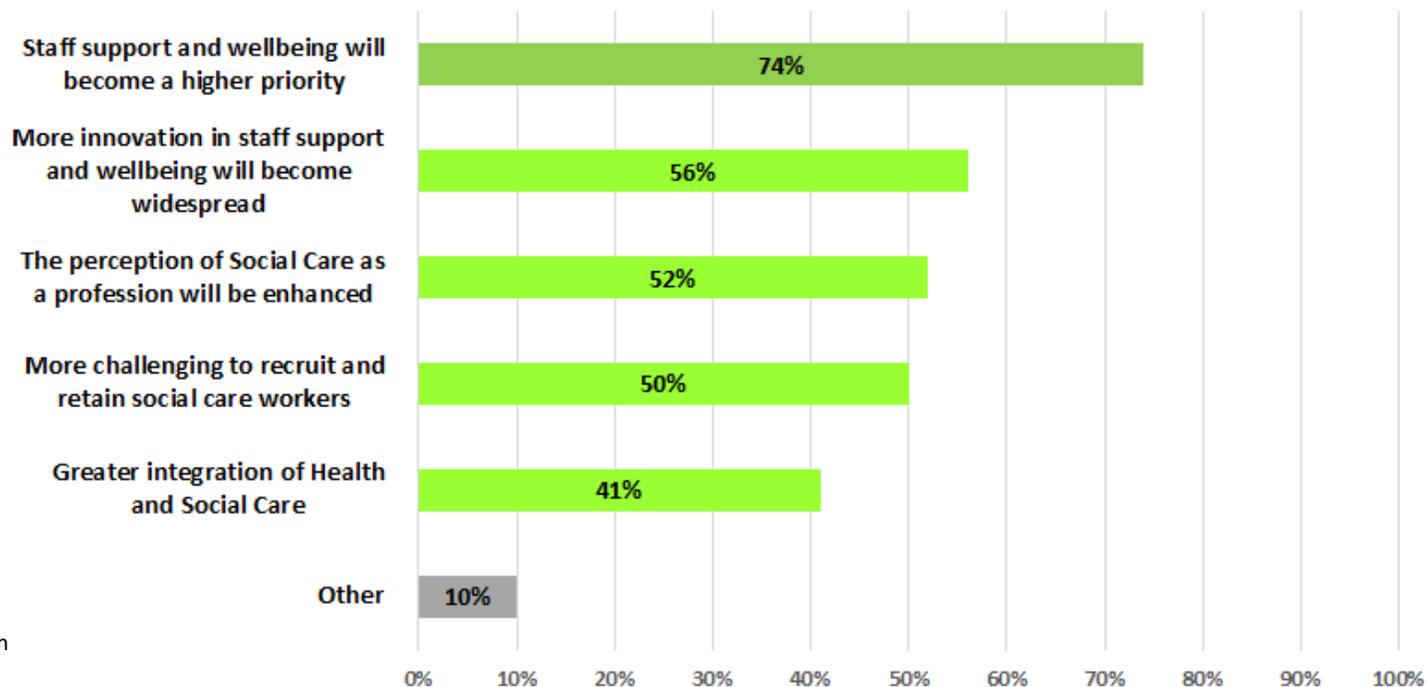
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A Positive Legacy?



- There seem to be a clear view (**74%**) that **staff support and wellbeing will become a higher priority**, as a result of the pandemic
- Although recruitment and retention might become more challenging (50%), we can look forward to **innovation in staff support and wellbeing (56%)**, **enhanced perception of Social Care as a profession (52%)** and perhaps even greater integration of Health and Social Care (41%)

In your opinion, which of the following actions will result from the Covid-19 pandemic over the next few years?*



* Multiple answers allowed, therefore the total can be greater than 100%

We would be delighted to hear from you

At **Talent for Care** (www.talentforcare.uk) we are **transforming workforce support and wellbeing** through **innovation** and **investment** in personal development of frontline health and care workers.

Our programs are **delivered remotely**, via Zoom, Teams and supported by dedicated WhatsApp groups, through a **unique methodology** that we developed well before Covid-19 and proved **particularly effective** through the pandemic.

The first few weeks are about **recovery and wellbeing**, with participants **re-building resilience** and motivation, whilst developing and **restoring essential skills** – from active listening to effective communication, handling conflict, difficult situations and the ability to develop coaching conversations.

Then, participants prepare to **help and motivate others through recovery** – colleagues, everyone they look after, patients, their families and communities – while building resilience and **becoming comfortable about an uncertain future**, developing a mindset of possibility and a **sense of belonging** in their organisations.

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A special thank you to all of those who responded to the survey and to the Care England team – **great to work with you all!** We **donated £5 for each completed survey** to the Care Workers' Charity

