Developing a scale of work-related quality of life for adult social care staff (CWRQoL)

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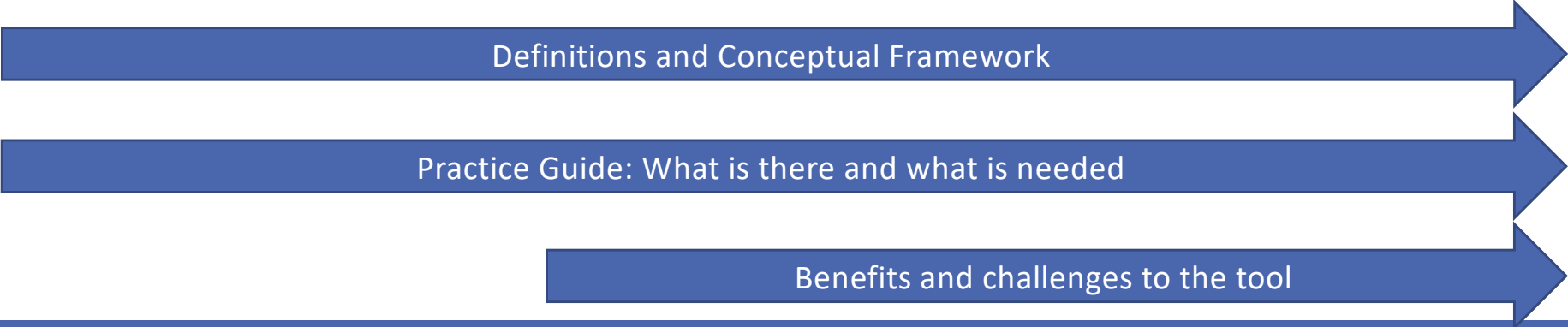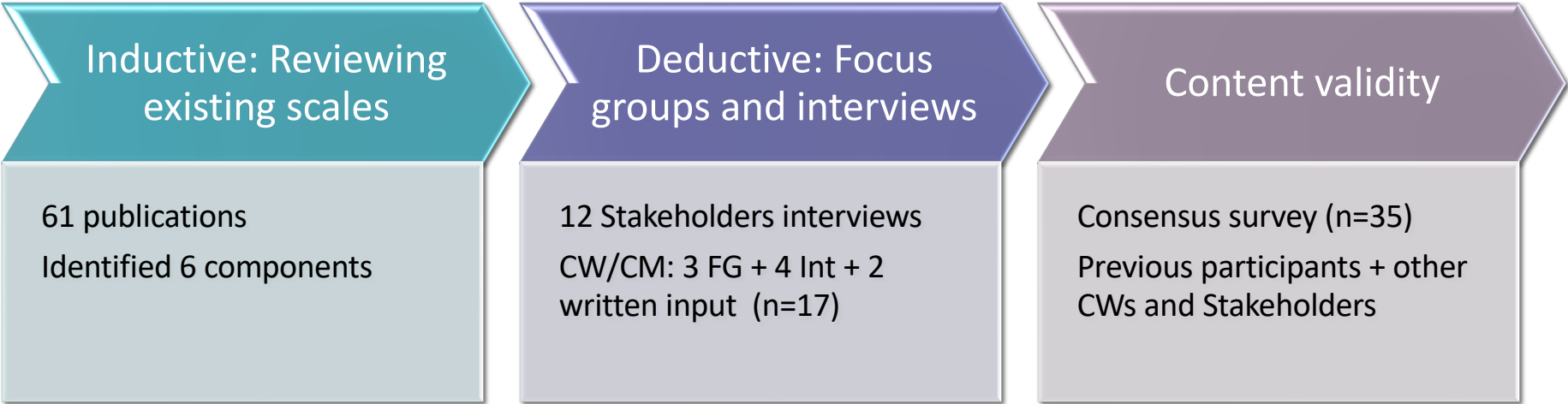
Aims and Objectives

➢ Define CWRQoL for care workers

➢ Develop a conceptual framework of relations

➢ Provide examples of how to support CWRQoL for care workers

➢ Understand the benefits and challenges of using such tool/scale

➢ Few additional COVID19 elements

➢ To begin the development of a Care Workers scale, measuring the quality of life at work of care staff (CWRQoL)

➢ The first stage, and the focus of this project, is to determine the domains and items of Care Workers CWRQoL scale

Duration: September 2019- September 2021

Methods:

Sequential mixed-methods. Iterative, deductive/inductive methods to establish domains and items

Inductive: Reviewing existing scales	Deductive: Focus groups and interviews	Content validity
61 publications Identified 6 components	12 Stakeholders interviews CW/CM: 3 FG + 4 Int + 2 written input (n=17)	Consensus survey (n=35) Previous participants + other CWs and Stakeholders

Definitions and Conceptual Framework

Practice Guide: What is there and what is needed

Benefits and challenges to the tool

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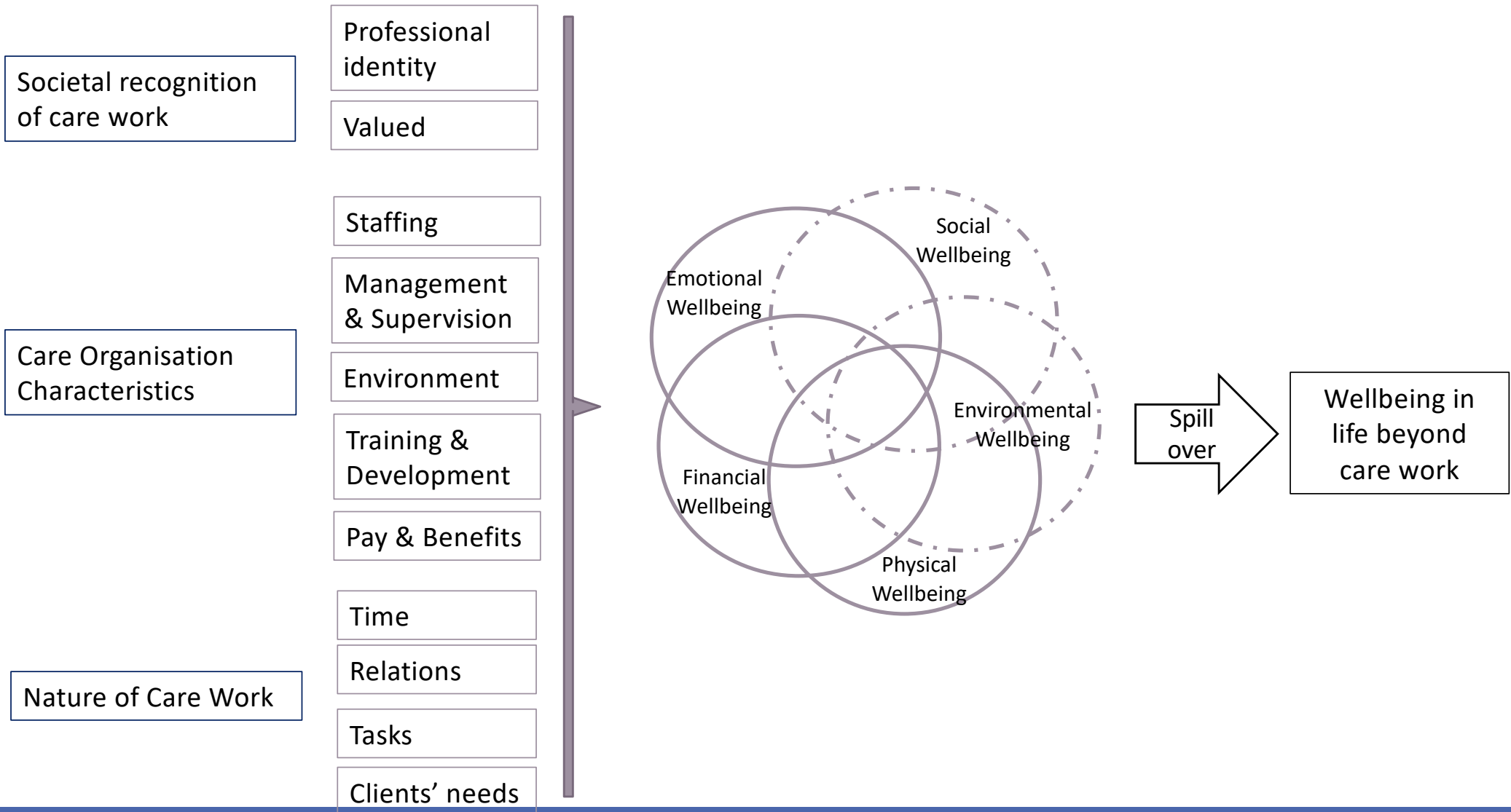
Domains, Subdomains & items

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

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Content validity of domains and effect of COVID19

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

*Factors identified as most impacted by COVID-19

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

Emotional Wellbeing

Social Wellbeing

Environmental Wellbeing

Financial Wellbeing

Physical Wellbeing

Spill over

Wellbeing in life beyond care 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 away ….because you're kind of waiting for that phone call to come through (FG, manager, care home, female)

Three factors underlining the domains with three components of CWRQoL impact were identified

CWRQOL Definition: At a *particular time*, a care worker's work-related quality of life corresponds *to their experiences of work tasks*, determined by and rewarded within an *employment context* in which *interacting emotional, physical, social and financial components* of wellbeing are impacted in work life and non-work life, and potentially shape their engagement with care.

Summary of Findings

Dissemination & Impact

Practice Guide

London School of Hygiene & Tropical Medicine · **University of Kent**

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, Barbora Silarova, Petra Mäkelä, Shereen Hussein

Health and Social Care Committee ✓ @CommonsHealth · Apr 20 · · ·
We have commissioned our Expert Panel to evaluate the Government's progress in achieving its commitments made regarding the health and social care workforce in England.

Health & Social Care Committee's Expert Panel

NEW EVALUATION:
Government commitments made in the area of the health and social care workforce

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National & Int. policy

International Labour Organization

International Institute on Ageing
United Nations - Malta

Journal Articles

Understanding and measuring the work-related quality of life among those working in adult social care: A scoping review

Barbora Silarova PhD[1] | Nadia Brookes PhD[1] | Sinead Palmer MSc[1] |
Ann-Marie Towers MSc[2] | Shereen Hussein PhD[1]

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Next Steps

Fully develop and test a CWRQoL Scale

- **Further funding to develop, test and validate the scale**

Policy dialogue and impact

- National policy
- Awareness & practical support;
- International guidelines

Future research to utilise the CWRQoL scale

- Quality of care and users;
- Unplanned work absences;
- Retention and exiting the sector

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