



Health and social care workers' quality of working life and coping while working during the COVID-19 pandemic: May – July 2021.

nurses, midwives, allied health professionals (AHPs), social care workers and social workers.

Aim: To examine the impact of providing health and social care in UK during COVID-19 on

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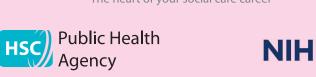
Dr John Moriarty Dr Jermaine Ravalier Ms Patricia Nicholl



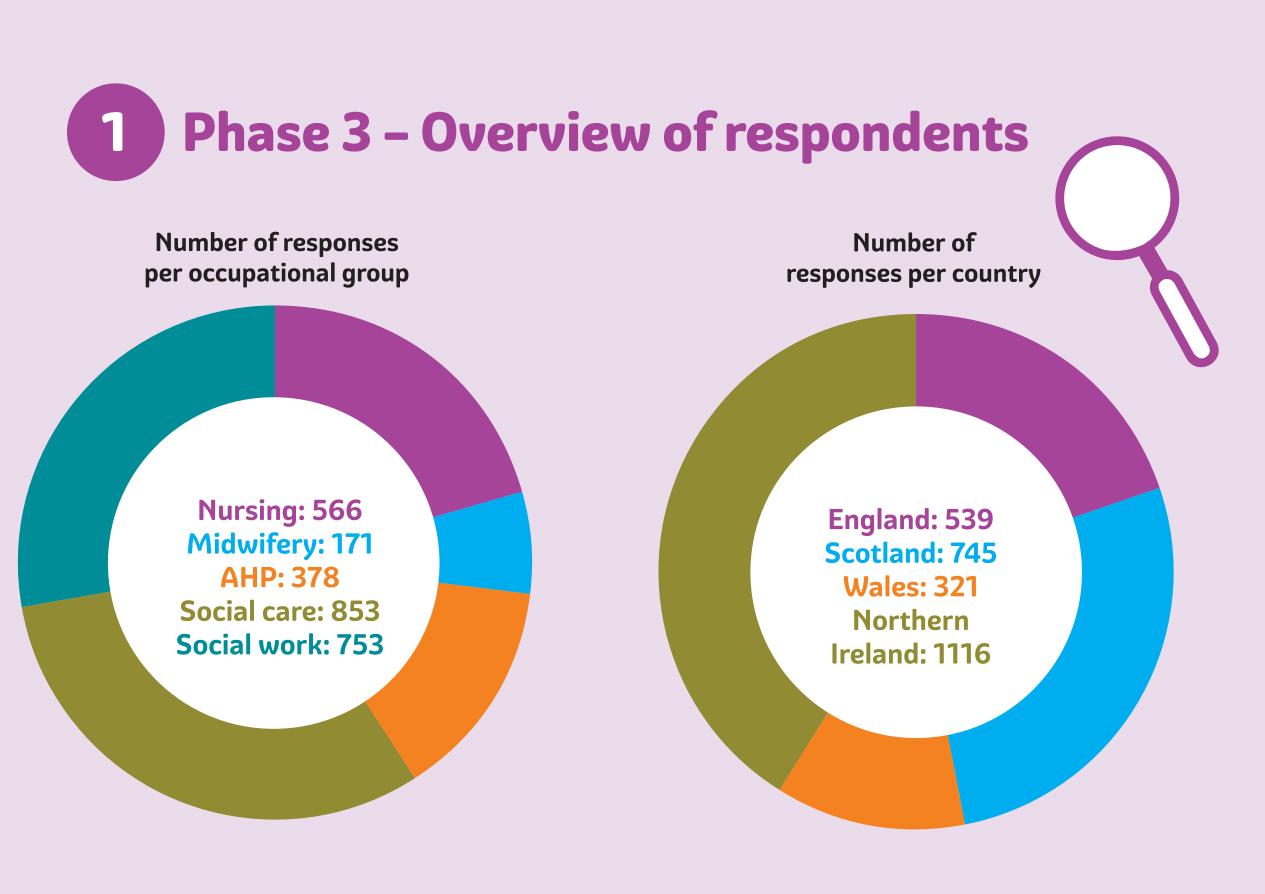


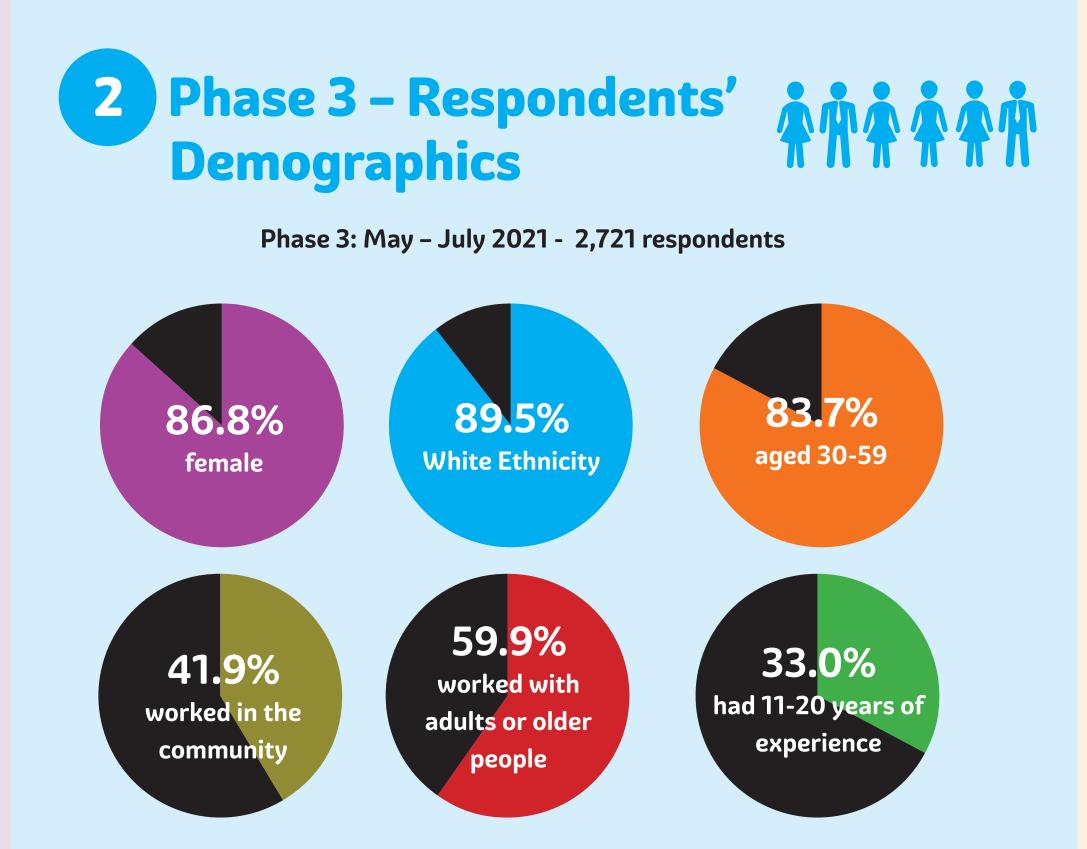


Social
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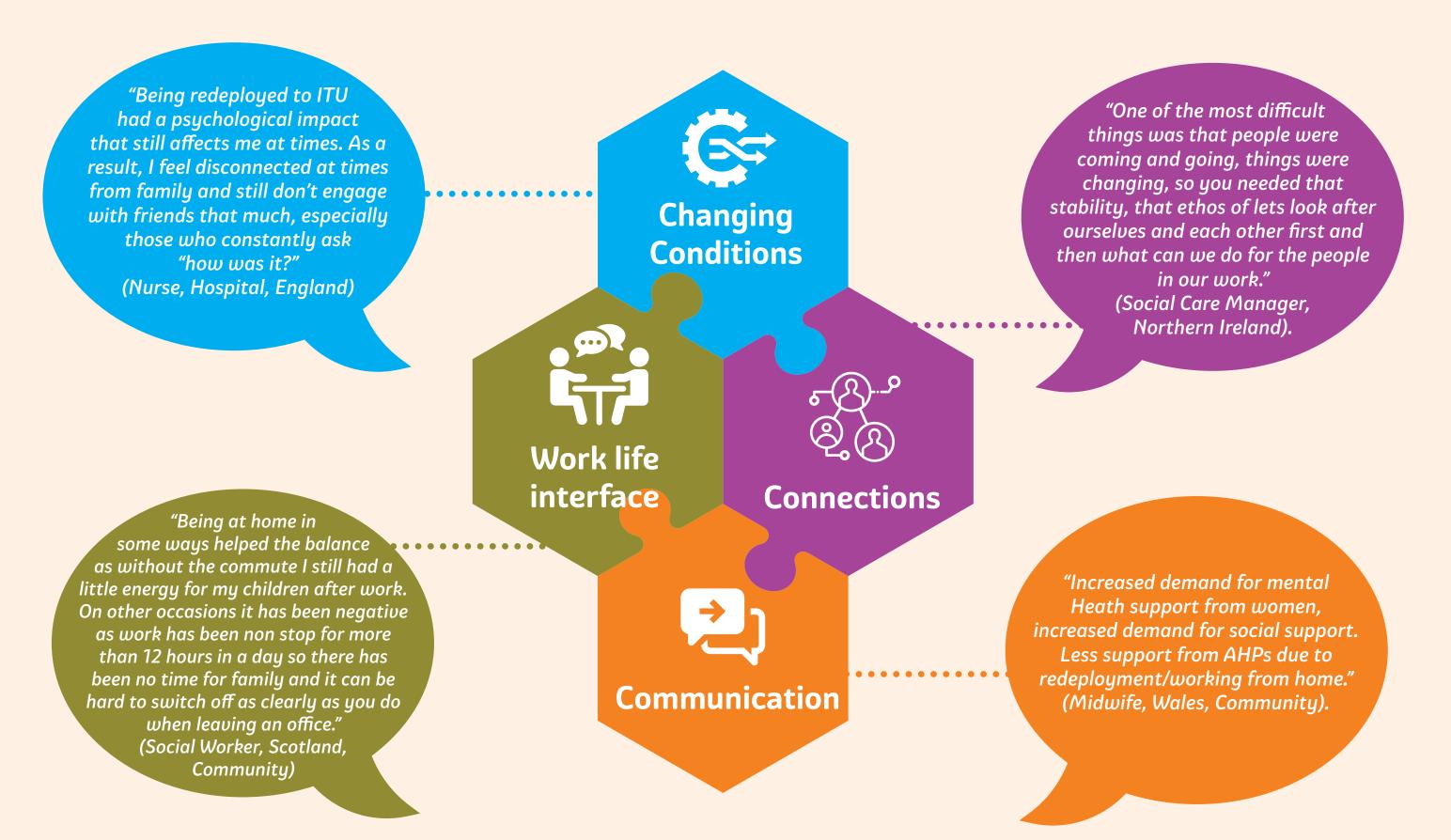


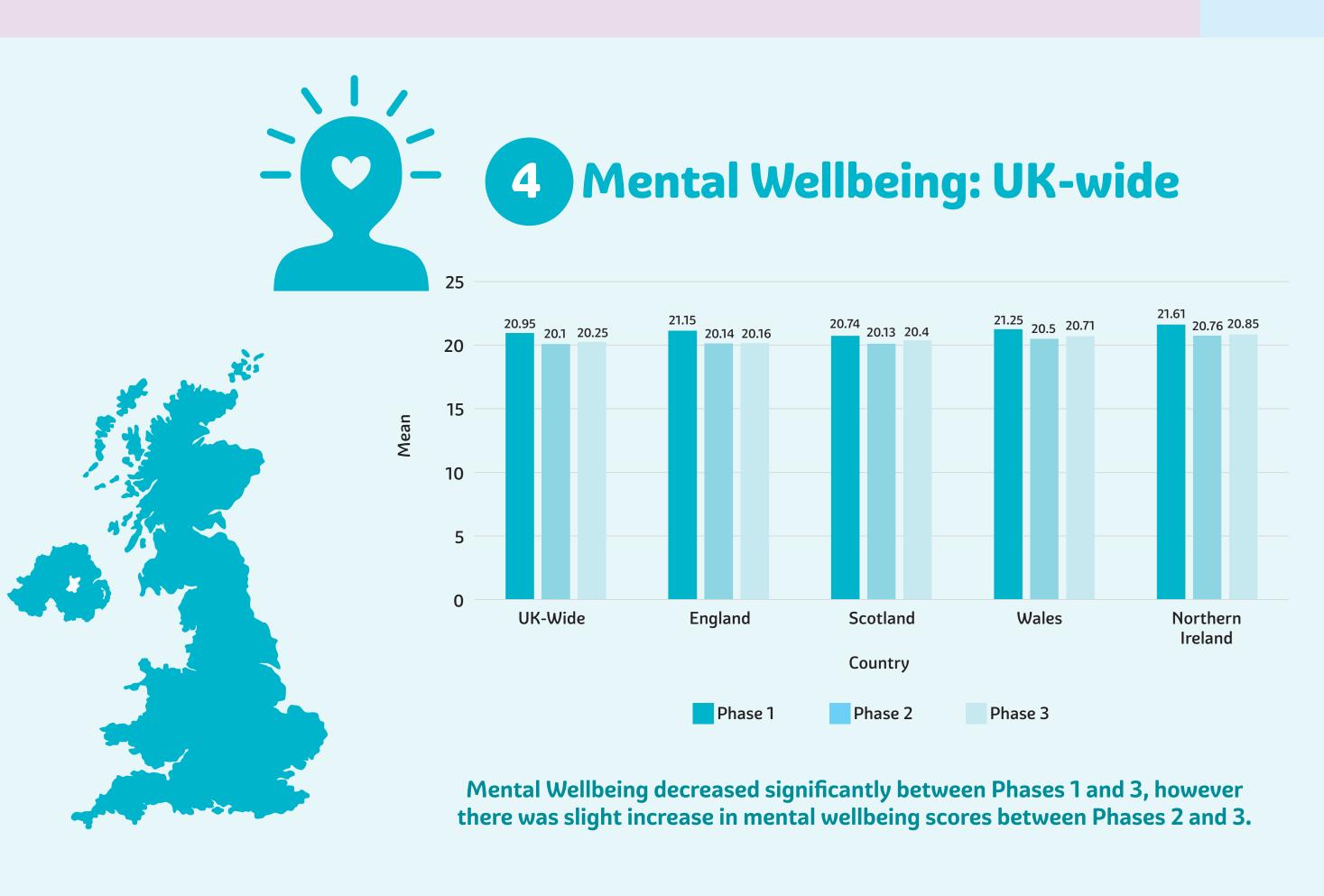
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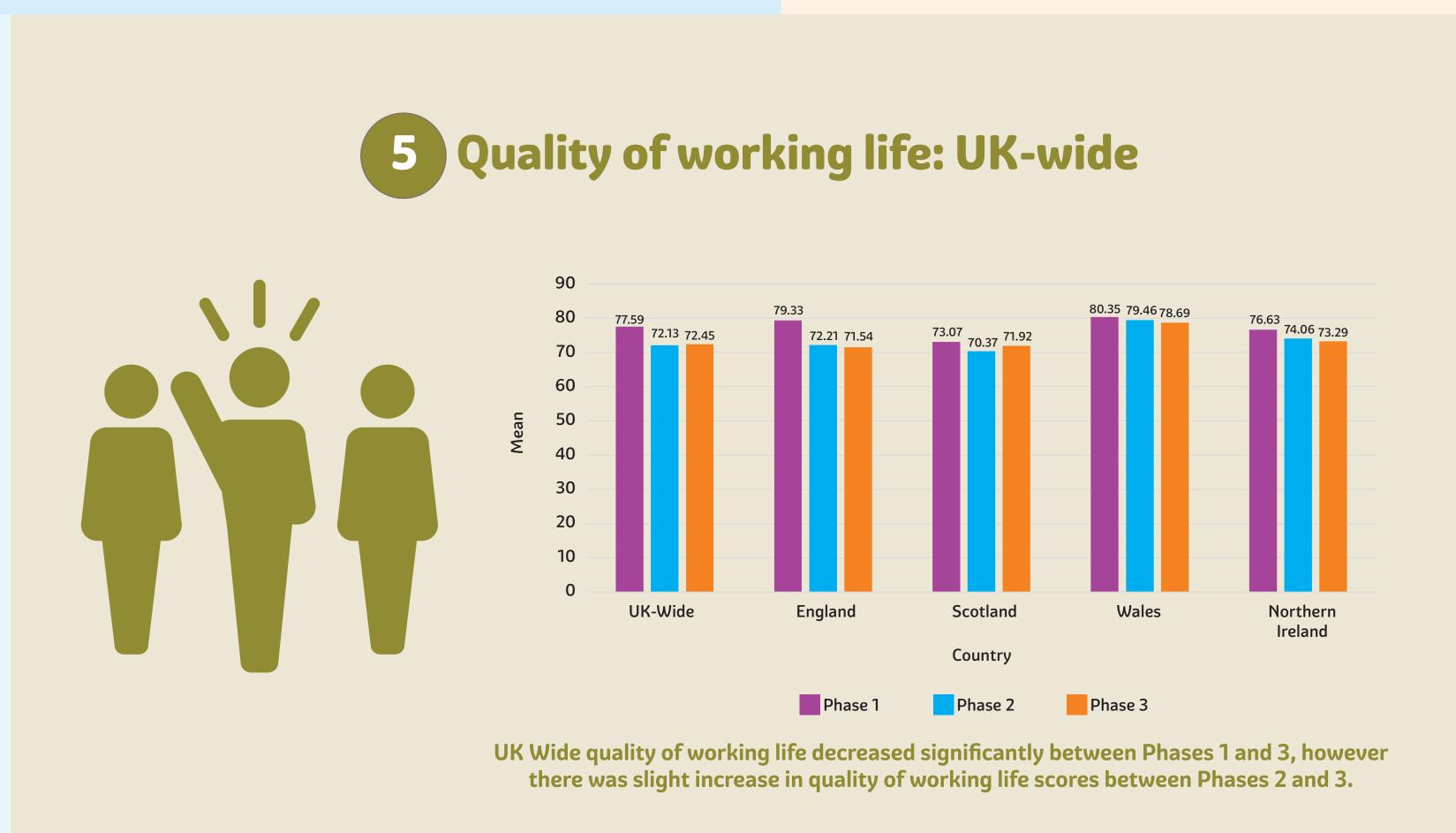


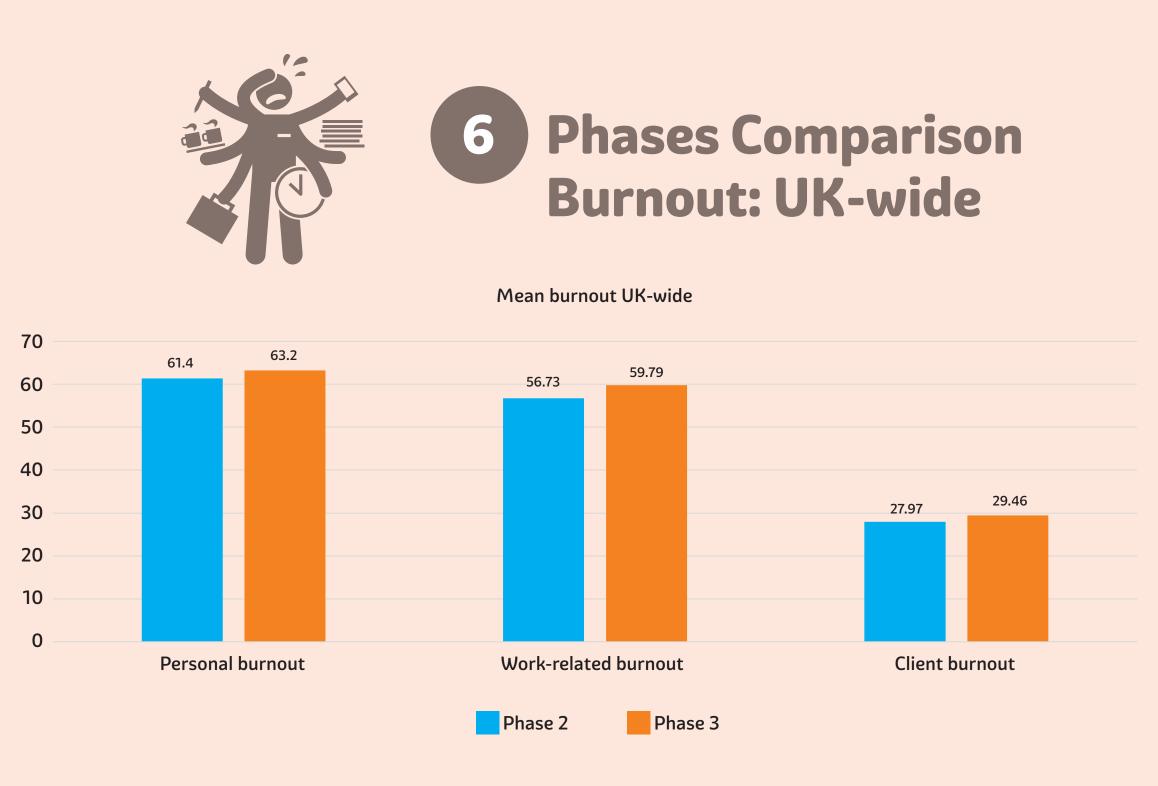


3 Phase 3 -Key Qualitative **Findings**



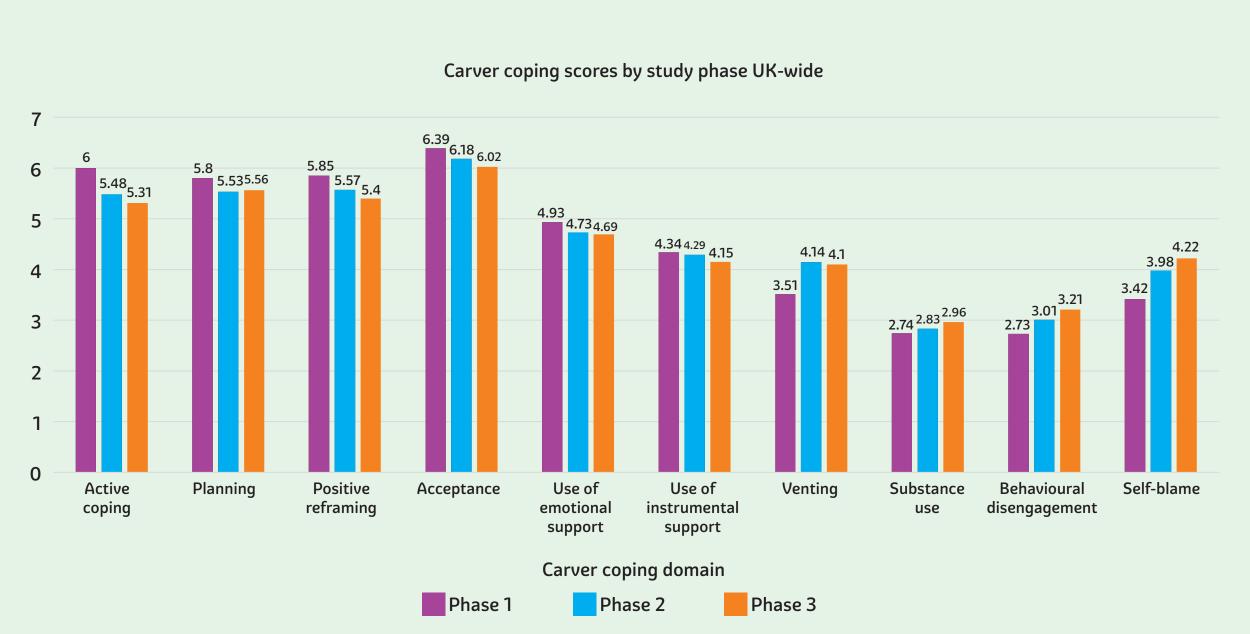






From Phases 2 to 3 personal burnout, work-related burnout and client-related burnout all increased, suggesting that burnout worsened during the pandemic. However, client related burnout remained relatively lower than personal and work-related burnout.





Please note: 'Phase 1, May-July 2020 - Covid-19 initial months and lockdown; Phase 2, November-January 2021, Severe winter pressures and lockdown; Phase 3, May-July 2021 - Vaccination rollout underway and some easement of pressures.

Positive coping strategies (e.g., active coping, positive reframing, acceptance, exercise) were associated with higher mental wellbeing, better quality of working life and lower burnout scores.

8 Ways of coping



Negative coping strategies (e.g., venting, substance use, self-blame) were associated with lower mental wellbeing, worse quality of working life and higher burnout scores.

9 Good practice recommendations

15 Good Practice Recommendations were categorized at an individual, organisational and policy level, for example.



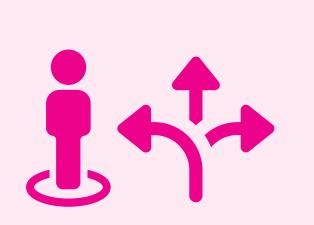
Policy

Concerted efforts are required by government and employers to make working within the HSC sectors an attractive option.



Organisational

Managerial support is important for effective communication; therefore, managers should be visible so that workers feel valued and work pressures are understood.



Employers/managers need to demonstrate trust in staff to get on with their job while working in more flexible ways including from home.

Individual