

Health and Social Care Workers' Quality of Working Life and Coping while Working during the COVID-19 Pandemic



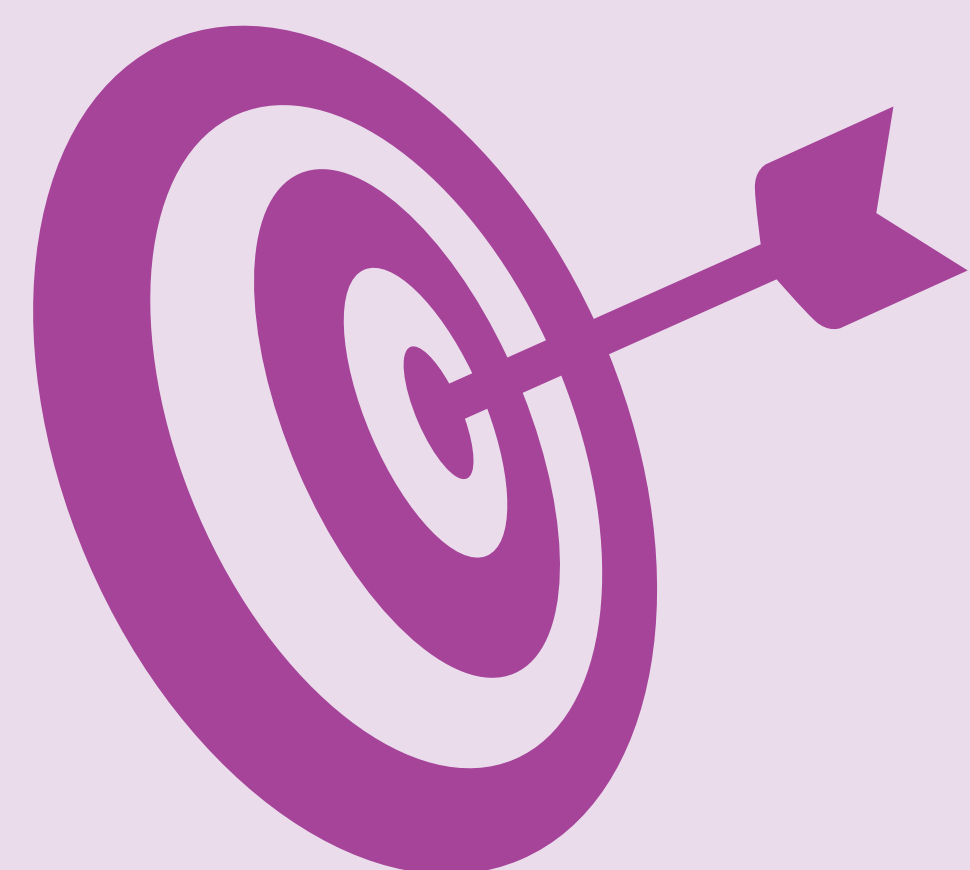
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1 Aim and Method



Explore the impact of providing health and social care during the COVID-19 pandemic on nurses, midwives, Allied Health Professionals (AHPs), social care workers and social workers working in the UK.

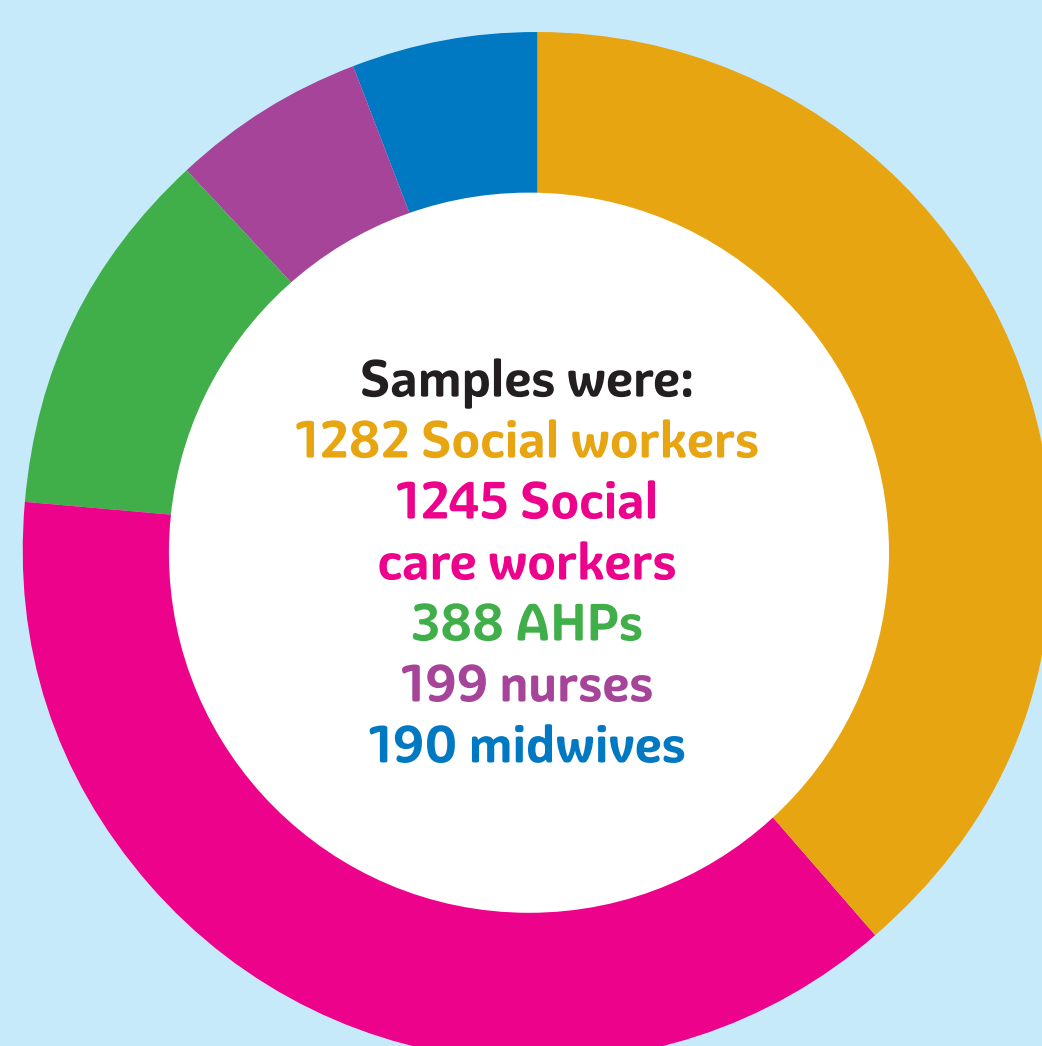
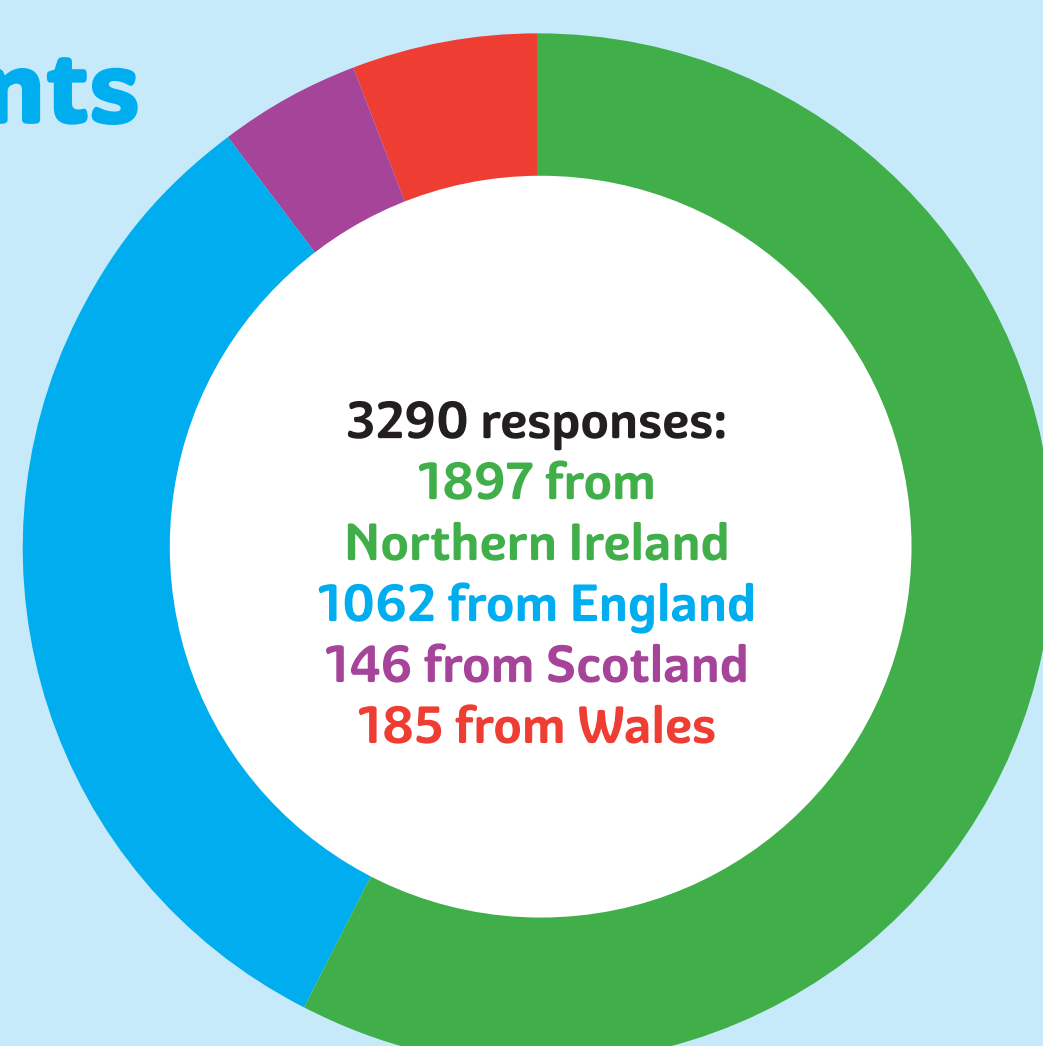
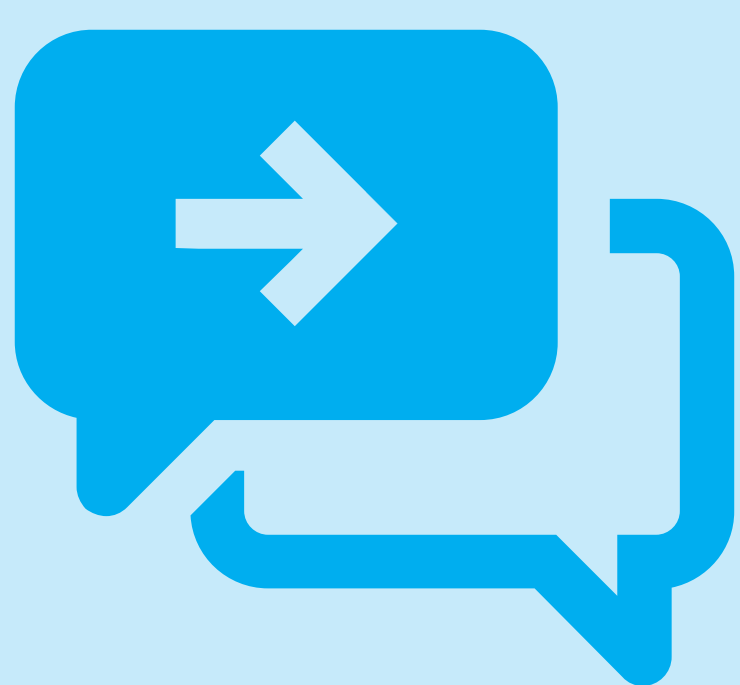


Online Survey open from 7th May 2020 - 3rd July 2020.

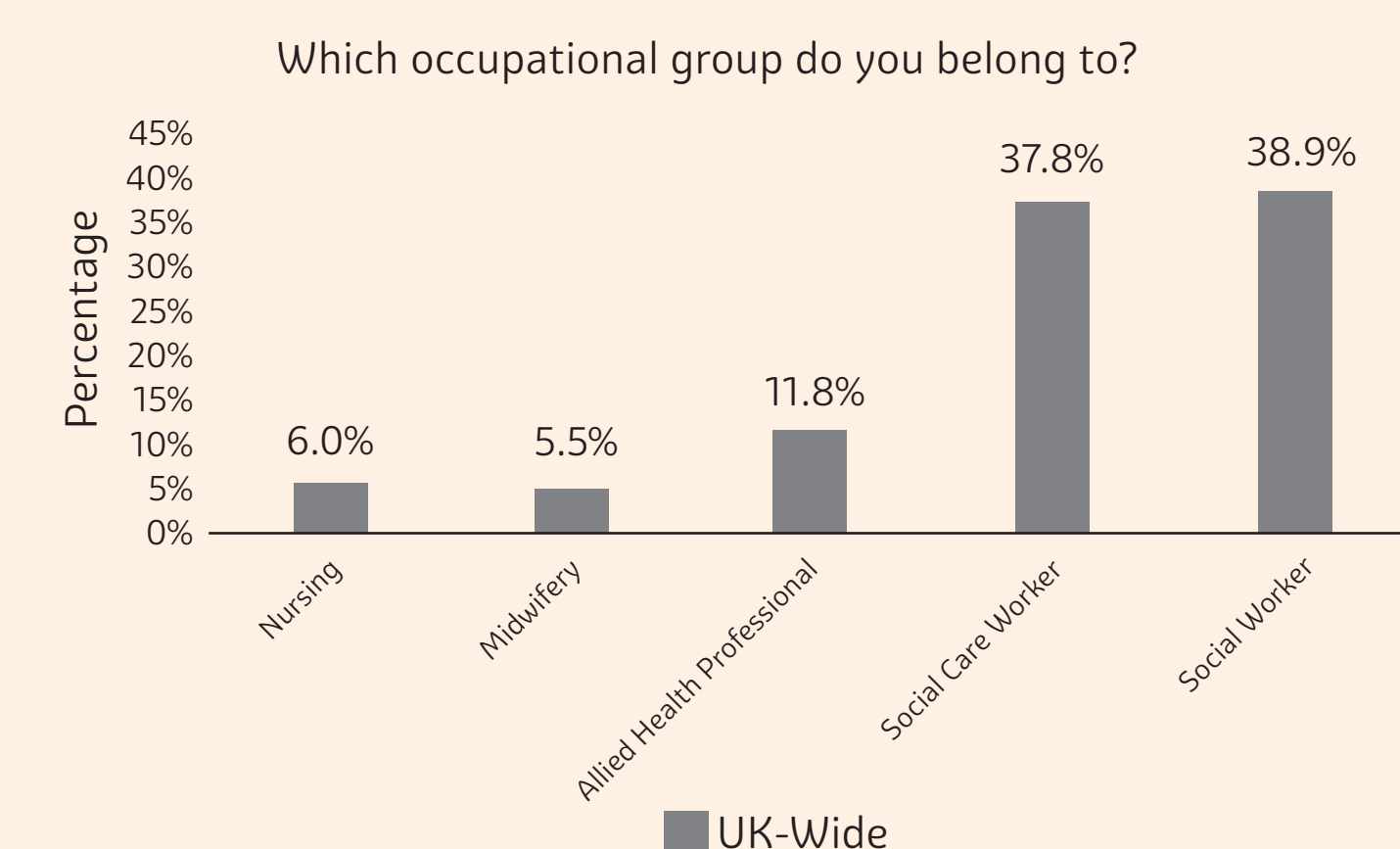
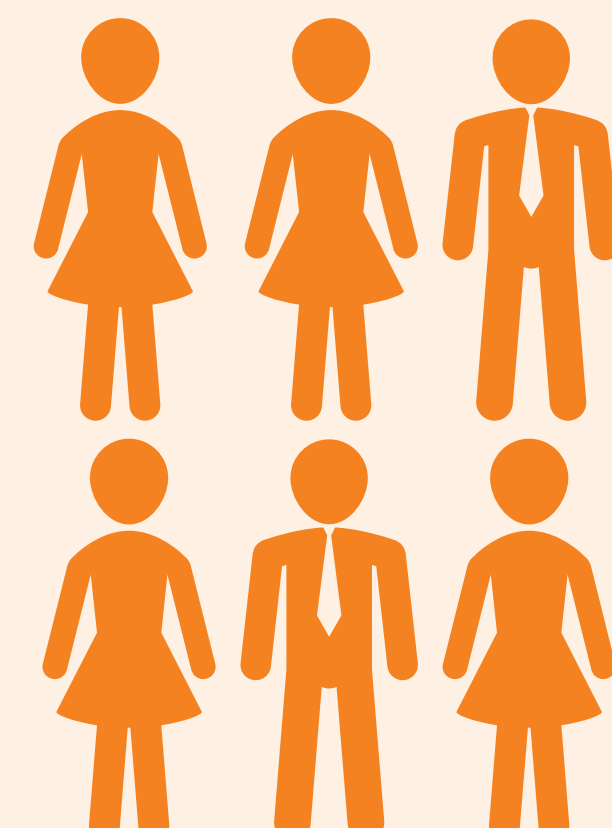


Focused on quality of working life, mental wellbeing and coping.

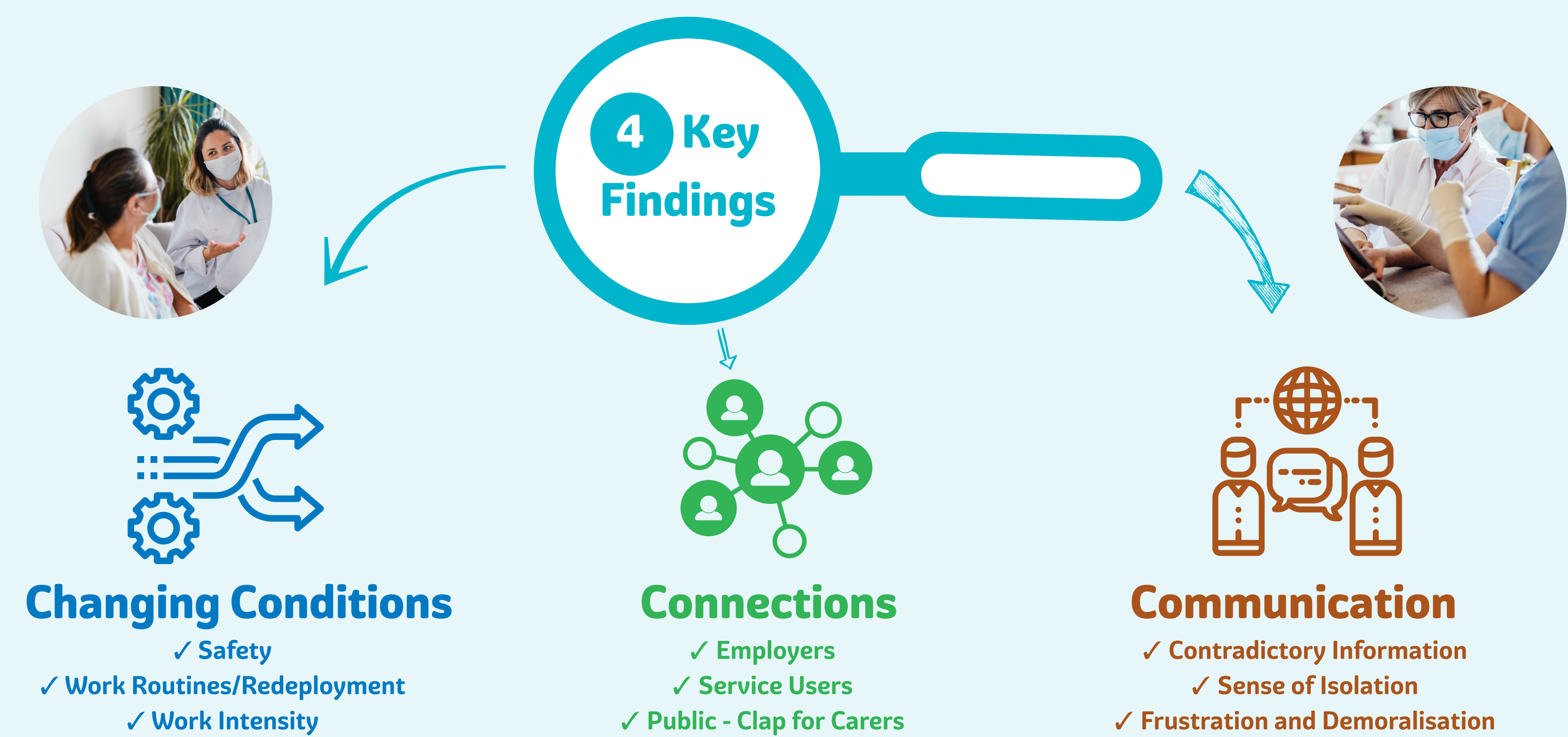
2 Overview of Respondents



3 Demographics



- ✓ Mostly Female
- ✓ Age 30-59
- ✓ Band 6 pay band
- ✓ Most worked in the Community
- ✓ Over half worked with older people/other adults
- ✓ Occupational Groups



Safety
"I feel that risk is massively undervalued and under discussed, with regards to our own personal safety. This has been highlight more under Covid with regards to PPE...our PPE did not reflect our role and the risk we face."
(England, Social Worker)

Employers
"We haven't heard of our manager barely at all through the pandemic. We have had no direction or advice on our job roles through this all."
(Wales, Nursing)

Contradictory information
"Sometimes the information sent out...was contradictory so that at times I felt supported to work remotely and other times I didn't. This was extremely stressful and worrying."
(England, AHP)

Work Intensity
"We have been running with a depleted team due to staff off due to illness, shielding, stress due to the service demand."
(Northern Ireland, Social Worker)

Service Users
"Service users all have learning disabilities, and some have no understanding of what's going on or why they can't go to shops etc, therefore results in frustration and challenging behaviour which can be stressful for staff."
(Northern Ireland, Social Care Worker)

Frustration and Demoralisation
"... we had resuscitation protocols sent to us... for someone with suspected COVID-19. It said if someone was collapsed so that at times I felt supported to work remotely and other times I didn't. This was extremely stressful and worrying."
(England, Nursing)

5 Ways of Coping Scores



There were significant differences across occupations in almost all coping mechanisms



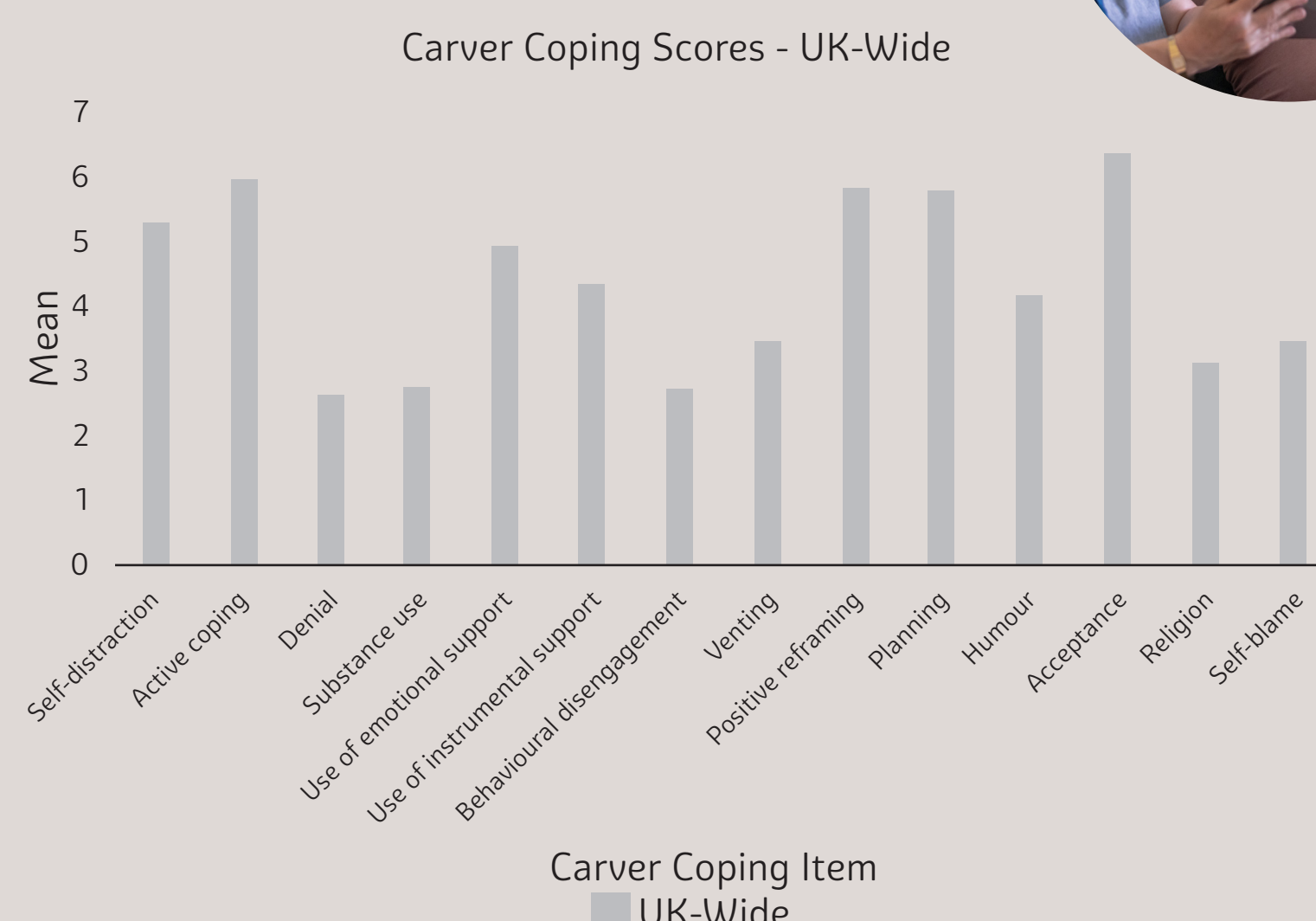
Across all professional Groups - Active Coping, Acceptance, Positive Reframing and Planning showed higher mean scores



Nurses scored higher than all other occupational groups on the use of Venting



AHPs scored higher than others on Religion



6 Wellbeing and Coping



Use of Active Coping, Emotional Support, Work Family Segmentation, Relaxation and Exercise predicted higher well being scores.



9% - likely range of anxiety and depression-further third in possible range



Respondents from England reporting higher quality of life than Wales, then NI



Number of sick days associated with lower Work Related Quality of Life (WRQoL)



Lack of preparedness for redeployment also impacted on Work Related Quality of Life (WRQoL)



7 Wellbeing and Quality of Life



Data suggest that our sample had considerably lower wellbeing than the general population



Overall mean wellbeing scores were slightly higher for the NI sample than UK



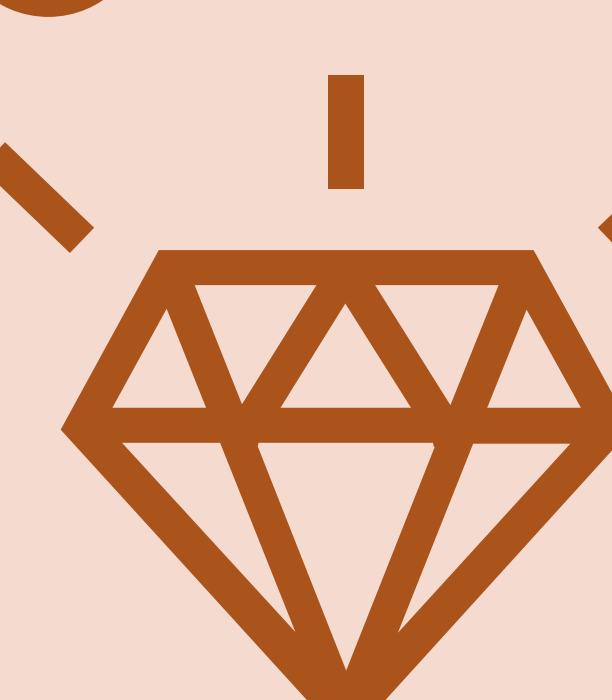
As people age, report higher wellbeing score



Males report higher level of wellbeing than females



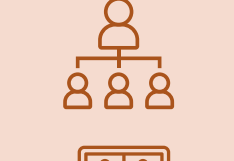
8 Some Good Practice Recommendations



Employers should offer flexibility around working hours and location - including working from home



Some staff keen for more involvement in decision-making and autonomy



Connection with colleagues and managers



Visibility of management, either in person or virtually



Staff concerns for patient wellbeing need taken seriously

9 Next Steps



Ethical approval for November - February survey and focus groups



Dissemination of survey across 4 countries and all disciplines



Comparison study with Sweden



PANDA Pandemic Social Work Research Forum - Professor Timo Harrikari, University of Lapland, Finland



Dissemination of results (May-July 2020)



Public Health Conference November 2020



Chapter requested from Professor Hugo van Woerden for Director of Public Health Annual Report.



Electronic Conference on Environmental Research and Public Health—Public Health Issues in the Context of the COVID-19 Pandemic (ECERPH-3)



Publications