





Dr Natalie Joseph-Williams Senior Lecturer in Improving Patient Care Cardiff University School of Medicine / WCEC Core Team

on behalf of the WCEC Public Partnership Group







Ariennir gan Lywodraeth Cymru Funded by Welsh Government

# The Welsh Public – the real 'why?'

## We can only 'learn to live' with COVID-19 by learning from those who have lived through it

How do we deal with living with covid and rebuilding people's lives...and how can we try and prevent something like this happening again?

> Debs Smith WCEC Public Partnership Group Member

National Day of Reflection 23 March

# Involving the public in WCEC work



Are we asking the right research questions?

Which evidence is most important?

What do these findings mean to patients & the public?

What difference could this evidence make?

Is our evidence understandable & accessible?

Sharing the evidence to make a difference

# Identifying what matters to the Welsh public

### Public Stakeholder Research Priorities Consultation

 Health and Care Research Wales Public Forum (May 2021)

- Impact on Impact on cancer Impact on care wellbeing of screening and home residents health and care treatment staff Lessons that can Best ways to be learned from Impact on mental reduce spread of changes made to health general COVID-19 improve health & population care delivery Public's attitudes towards Impact on non-Impact of long vaccination / mask COVID-19 health covid wearing / social conditions distancing
- SUPER Group
  (Summer -Autumn 2021)
  PRIME Centre Wales PPI Group

# Identifying what matters to the Welsh public



Health and Care Research
 Wales Public Forum (May 2021)

 SUPER Group (Summer -Autumn 2021)
 PRIME Centre Wales PPI Group



# WCEC Public Partnership Group









Barbara Harrington

**Robert Hall** 

Sally Anstey

**Debs Smith** 



Work together with the WCEC core team, evidence review collaborating partners, and other stakeholders to support all our processes from start to finish



Anne Collis

Rashmi Kumar Chris Pavlakis Nathan Davies Alexandra Strong

Nigel Pearson

# Role of the WCEC Public Partnership Group



- Questions submitted via stakeholder consultation
- Help WCEC to rank research questions identified by our stakeholders & prioritise research topics
- Approx. 2-6 hours over 6 months
- Support review process (each report takes 1-2 months) – refine the questions, discuss early findings, write report, recommendations
- Attend meetings with Collaborating Partner and other stakeholders
- Approx. 2-3 one-hour meetings per report
- Work with Core Team to prepare 300-word public facing lay summary of our report findings
- Approx. 1-2 lay summaries per-month



### What innovations help to attract, recruit and retain social care workers within the UK context?

Report number - RR\_00026

(December 2021)

Lay Summary

The social care sector has suffered staff shortages and been under pressure for several years now. The COVID pandemic and restrictions on overseas recruitment have made the situation worse recently. This research aims to explore new ways to attract, recruit and retain social care workers in the UK and to understand what factors affect turnover.

Articles from 2001 – 2021 involving social workers and the social care workforce were studied. Key ideas for recruiting and retaining staff were -

#### Social Workers

- · Opportunities for work placements prior to employment
- Recruiting graduates on fast-track programmes
- Apprenticeships

Social Care workers

- Appointing care workers as champions had a positive effect both on the champions themselves and in attracting and keeping new staff
- Pre-employment training to help build skills and confidence
- National recruitment campaigns
- Recruiting staff on the basis of their values and behaviours rather than just on their qualifications and experience

Poor terms and conditions, low pay, unsociable working hours, and inexperience of both employees and managers all made it difficult to keep social care staff in post. High stressful workloads made it difficult to keep social workers.

Pay and bonuses, good working conditions and having achievements recognised, all encouraged staff to stay.

Although there have been many new ideas tried in this area, the evidence about which ones have been successful is often poor. The results also come largely from a time before BREXIT and COVID which may affect their relevance to the current situation.

We need to plan how new ideas will be evaluated right from the start so that we confidently choose successful ideas. Further research is needed so that this can be done. Several of the ideas identified above show promise and will be investigated further by Social Care Wales who are currently drawing up a new social work framework for Wales.

Campaigns to promote care work are needed to address negative views and the low status of this work

Although this is ongoing, it has been made worse by the COVID-19 pandemic **Evidence Base** EXTENT O 11 innovations were described to attract, recruit and retain the wider social care workforce across the O 13 UK articles involving social workers evidence base: only 4 were evaluated O Care workers as ambassadors to promote career O 28 UK articles involving the social care workforce opportunities can positively impact attraction and recruitment for new staff and the ambassadors feel RECENCY more valued and likely to stay with their current employer (retention) (mixed methods evidence) O Studies were published 2001-2021, largely prepandemic • Pre-employment training initiatives such as the Care First Careers Pilot scheme are important in Findings may not be fully generalisable to the building basic care skills, interview preparation and circumstances brought on by the pandemic confidence and can enhance recruitment (mixed methods evidence) • National recruitment campaigns, specifically EFFECTIVENESS FOR SOCIAL WORKERS 'Every day is different' campaign saw an increase in • Nine innovations were described across the evidence enquiries and applications (attraction), and interviews and vacancies filled (recruitment) base to attract, recruit and retain social workers; of (organisational report evidence) these only three were evaluated Pre-employment initiatives including practice-based • Values-based recruitment has resulted in lower learning activities may contribute to retention (mixed recruitment costs, positive return on investment. methods evidence) lower staff turnover and better staff performance (mixed methods and quantitative descriptive • Graduates of fast-track programmes may be more evidence) likely to remain in employment, thus contributing to increased retention (mixed methods evidence) Negative factors affecting turnover were identified as: poor terms and conditions, low pay, Apprenticeships are a potentially impactful way to train unsociable working hours, and inexperience of (recruit) and then retain social workers (mixed methods both employees and managers. evidence) Frequently cited factors causing social workers to leave • Positive factors included: pay and retention were identified as: high caseloads and excessive bonuses, good working environment and workload, combined with organisational stress. celebrating achievements No evidence identified that explored increasing diversity or good working conditions for social IMPLICATIONS FOR workers POLICY AND PRACTICE A

The rapid review was produced in December 2021, and is available at: http://www.primecentre.wales/resources/RR00026 Wales COVID-19 Evidence Centre Rapid review of Social Care Recruitment December 2021.pdf

# Unequal experiences, equal involvement

# 60%

Of people who died with COVID-19 between Jan – Nov 2020 were **disabled** 

Greater reduction in access to healthcare compared to rest of population Greater proportion ICU admissions from **most deprived quintile** & COVID-19 mortality rate twice as high in most deprived communities.

COVID-19 mortality rate in people younger than 64 from **deprived communities** 3.7 times higher than least deprived areas People from **ethnic minority communities** at higher risk of COVID-19 **mortality** during first wave – black African people 3.7 times more likely to die than white men

4 x



Prevalence of **psychological distress** among those aged **18-24** increased from 23% (2017) to 44% (April 2020)

### Employment levels

fell for those aged 18-24 by 9% compared with 0.4% for those aged 25-64

# **Debs Smith**

# WCEC Public Partnership Group Member



"Why public involvement in the WCEC is essential"

# Thank you

# **Diolch yn Fawr**





National Day of Reflection 23 March

WC19EC@cardiff.ac.uk @NJosephWilliams



Ariennir gan Lywodraeth Cymru Funded by Welsh Government