

Social care reform: Sector perspectives

Shirley Boyle

Sessional Professional Advisor

Northern Ireland

Social

Care

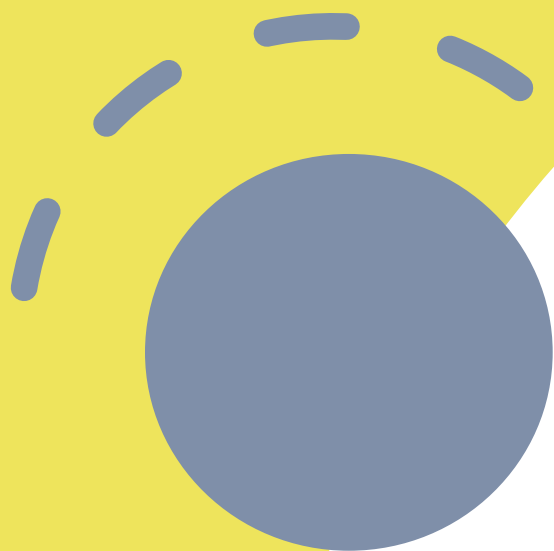
Council

Research activity:

Review of NI policy documents & comparisons with UK/ROI

Survey of social care workers
(n=586)

Survey of social care managers
(n=59)



Social Care Workers

(n=586)

Who responded

61%
40-59 years

84%
female

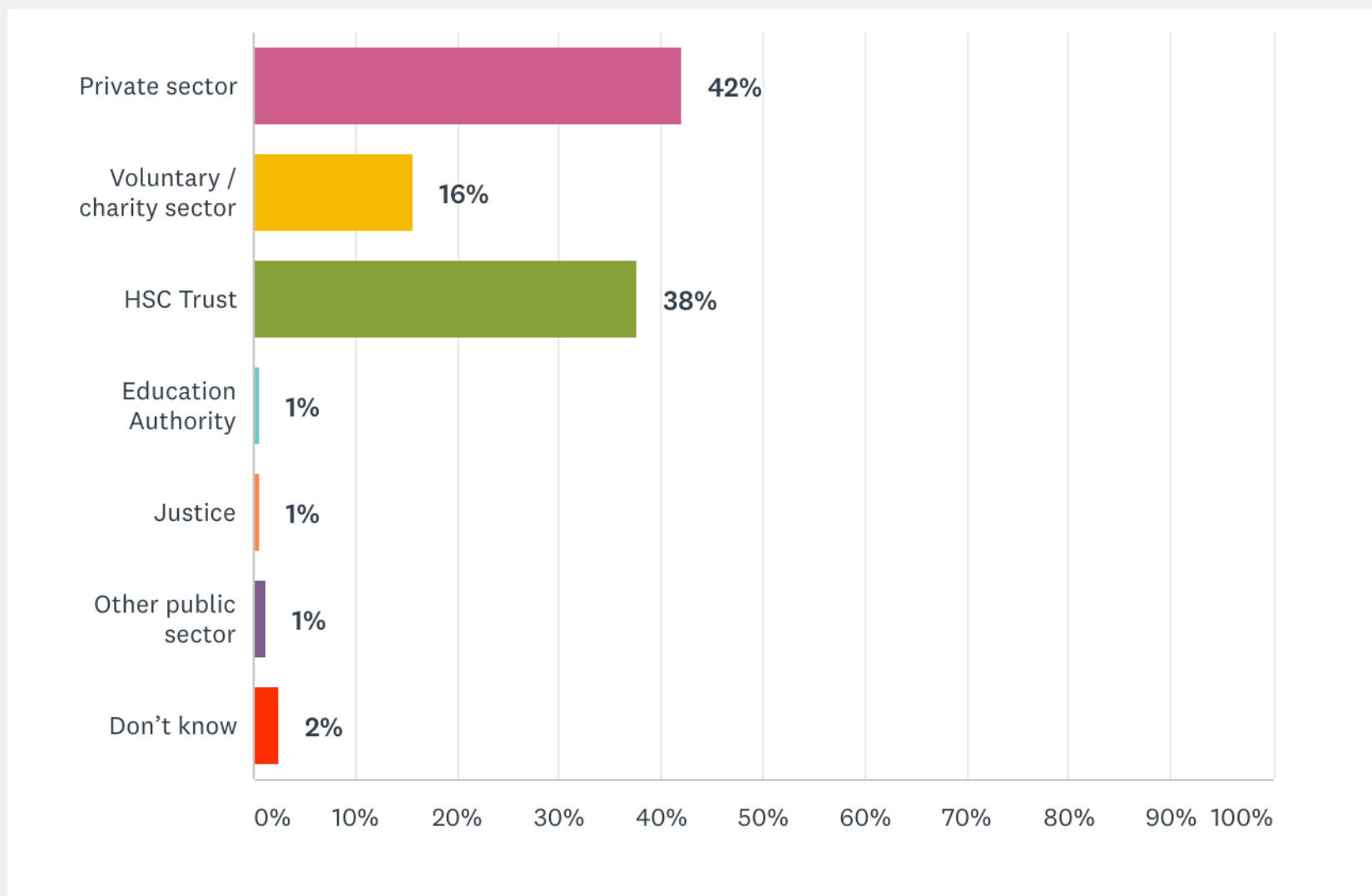
97%
white

52%
in social care
10+ years

25%
in social care
20+ years

35%
supervised
other staff

Where do they work?

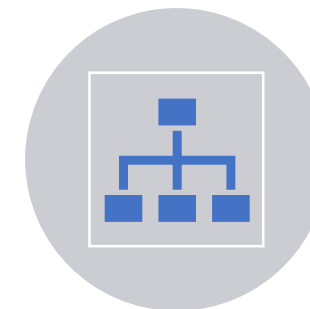


What are their roles?

Job title	
Domiciliary/home care worker	29%
Adult residential care worker	17%
Supported living worker	12%
Other (please specify)	11%
Domiciliary care/ supported living manager	9%
Day care worker	9%
Other categories	1-2% each



85% FRONTLINE



15% MANAGER

Number of contracted weekly hours

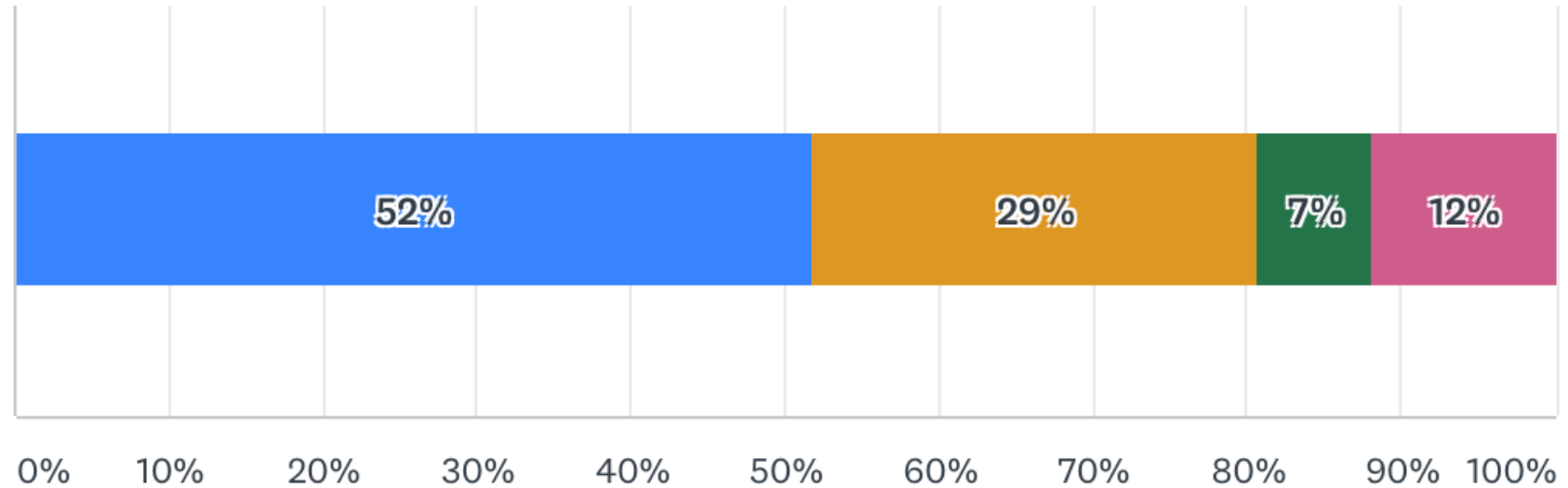
Northern Ireland

Social

Care

Council

Answered: 563 Skipped: 21



- Full time (35+ hours per week)
- Part-time (approx. 20-34 hours per week)
- Part-time (less than 20 hours per week)
- As & when required/bank staff/ Zero hours contract

Contracts:

90% permanent

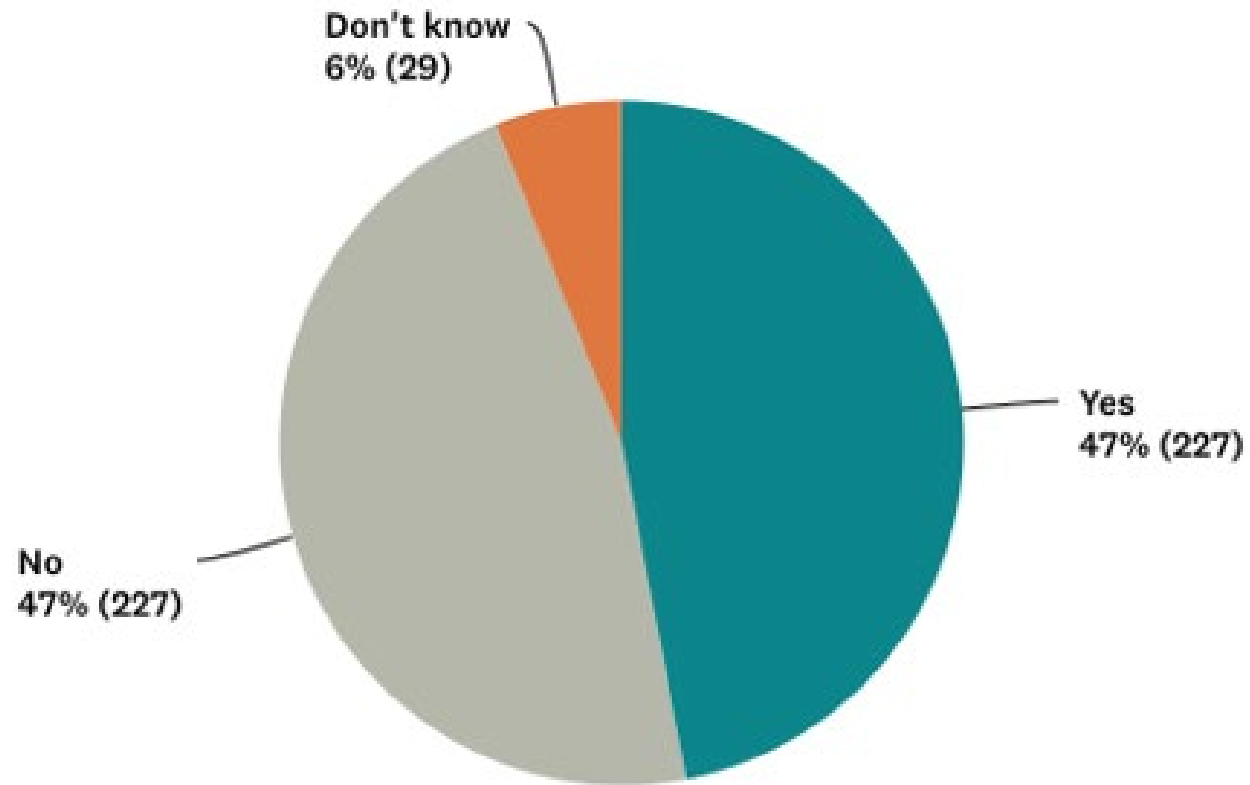
6% temporary

4% agency

5% personal
assistants

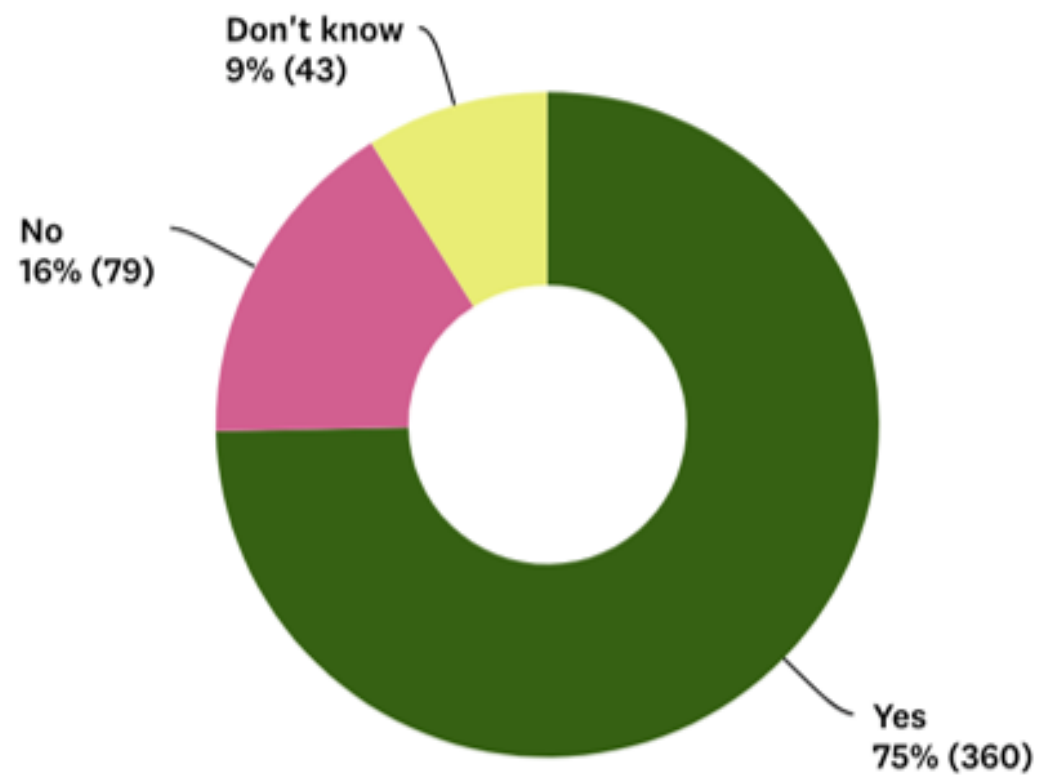
Learning & development plans

Answered: 483 Skipped: 101



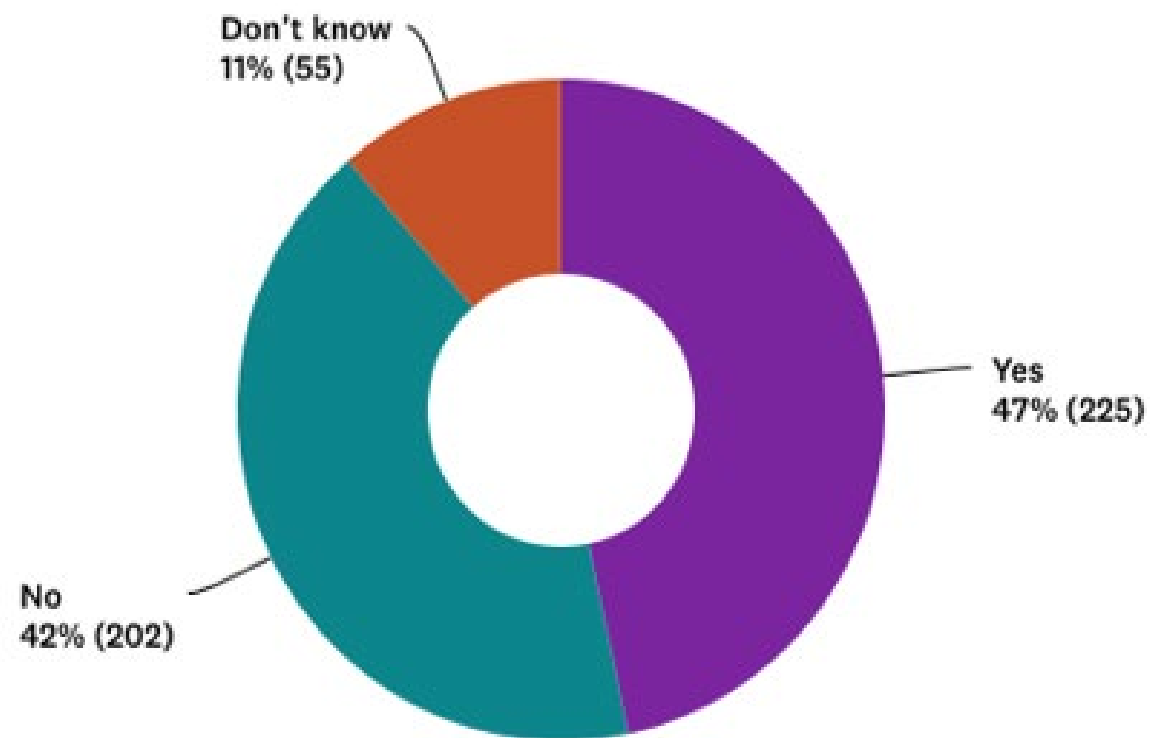
Access to L&D opportunities through employment

Answered: 482 Skipped: 102



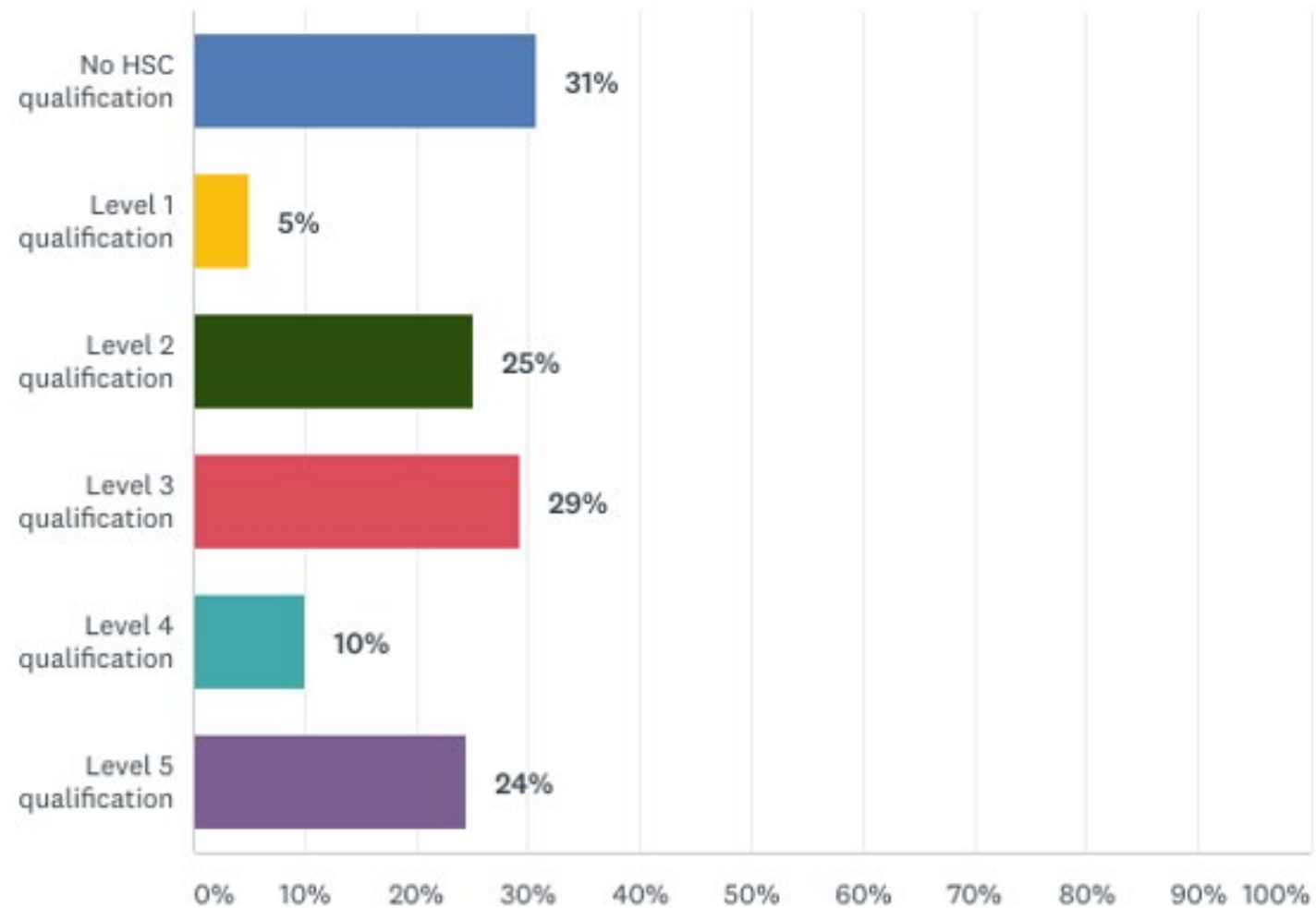
Knowledge about social care promotion

Answered: 482 Skipped: 102



HSC qualifications held (or working towards) by respondents

Answered: 479 Skipped: 105



Motivations for undertaking HSC qualifications

Answer choices	Responses	
To develop my skills & help me in my job	66%	228
To improve the quality of care I provide to service users	53%	185
To get a better job/promotion in social care	37%	130
Advance my career prospects in HSC (e.g. nursing, social work, OT, SLT, dietician)	35%	123
To be a leader/role model for other care workers	32%	110
My employers encourage staff to do qualifications	31%	109
To take on more responsibility in my role	28%	98
It was a requirement for me to get this job	27%	93
To increase my pay	22%	77
Other (please specify)	9%	30
Total responses= 348		

Why respondents have not undertaken HSC qualifications

Northern Ireland

Social

Care

Council

Answer choices	Responses	
I cannot afford to pay course fees	41%	104
It is not required for my job	29%	74
Other (please specify)	29%	73
There is no/little reward for doing qualifications	27%	70
I do not have time to study	15%	38
I don't have resources to help me study (Computer, IT skills, books childcare etc.)	8%	20
I couldn't get on the course of my choice	7%	18
I am not interested in studying	5%	12
I am not planning on staying in social care long-term	4%	9
Total responses		256

36% have other qualifications

- 11%- level 7 Postgraduate
- 28% -Level 6 Undergraduate
- 13% - Level 5 HNC/D, foundation degree, diplomas
- 18% - Level 3 A Levels, BTEC ND, NVQ, Access



Undertaking
qualifications:
factors that
help or hinder

Top 3 factors:

1. Time
2. Support from employers
3. Funding



What is worst about working in social care

Top 3 factors:

1. T&C- Pay
2. T&C- contracts/hours
3. Attitudes towards SC workers



Views on qualifications and career opportunities

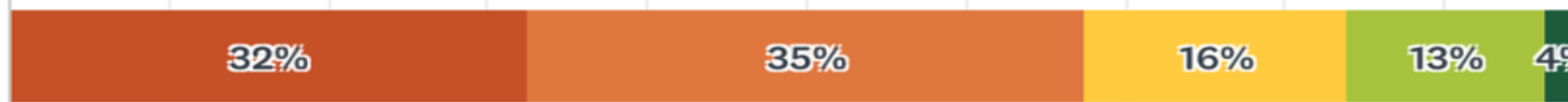
1. Social care staff should have relevant qualifications



2. Having qualifications helps staff to do their jobs better



3. Qualifications improves outcomes for service users



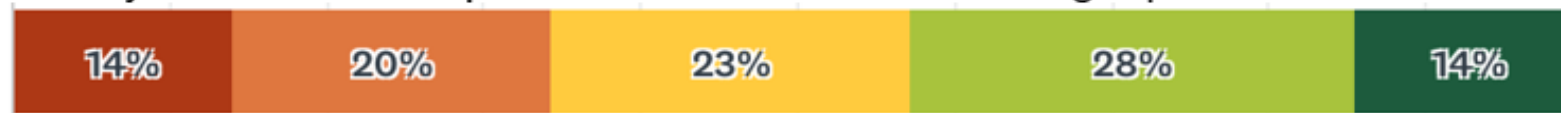
4. Qualifications give staff more confidence to do their jobs



5. Qualifications provide recognition for staff developing in their roles



6. Only staff that have qualifications should be able to get promotions



7. Social care staff with qualifications should be paid more than those without qualifications



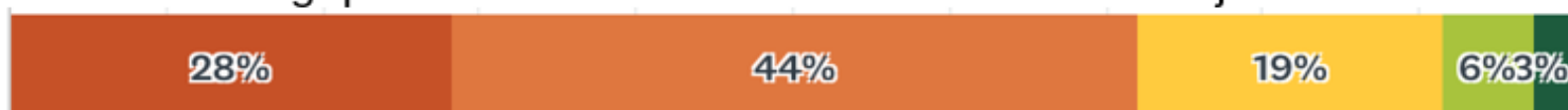
8. Staff who have done training courses (not formal qualifications) should be paid the same as those with qualifications



9. 'On the job' training means that qualifications aren't really necessary



10. Undertaking qualifications in social care can lead to better jobs



11. Undertaking other training courses can lead to better jobs



12. It is important for me to hold social care qualifications



13. It is important for me to get regular training to help me do my job well



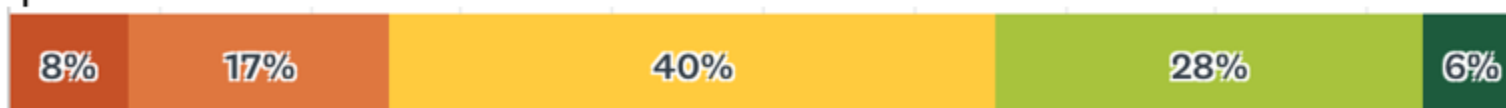
14. Social care staff should have a HSC qualification to be able to register and work as social care workers



15. There are too many social care workers with qualifications & not enough jobs for promotion.



16. There is too much expectation placed on social care workers to do qualifications



17. Social care workers are not given enough support to do qualifications



Take away points:

The statement that had the largest proportion of 'strongly agree' responses (56%), which increased to 93% when adding 'agree' responses was:

"It is important for me to get regular training to help me do my job well"

The statement with the largest proportion of 'disagree or strongly disagree' responses (44%) was:

" 'On the job' training means that qualifications aren't really necessary."

Support for qualifications & recognition of benefits associated with qualifications.

Acknowledgement that training opportunities are also important.

The rewards of promotion & pay should not be just for staff with qualifications...there also needs to be rewards for those who have not attained formal qualifications.

Respondents' future plans in social care

Answer choices	Responses	
I would like to get a better job in social care	40%	186
I would like to do more qualifications	36%	168
I am happy with the job I do & have no plans to move	36%	167
I am working towards progressing into other professional roles (e.g. nursing, social work, OT, dietician)	16%	75
I would like to leave social care	12%	57
I would like to do more training but not qualifications	11%	52
I am not interested in advancing my career	8%	35
Total responses		464

Northern Ireland

Social

Care

Council

Employer perspectives

Sector representation

49% voluntary sector

29% private sector

22% HSC Trusts

Size of organisations represented

Over 500 employees- 37%

201-500 employees- 13%

51-200 employees- 22%

Less than 50 employees- 27%

	Mandatory/ induction	Supervision/ appraisal/ PDP/review	Optional/ role/ specialist	Qualifications
Pre-employ	60%	-	-	-
0-4 weeks	97%	14%	-	-
5-8 weeks	97%	15%	-	2%
9-12 weeks	37%	19%	32%	3%
4-6 months	44%	27%	19%	3%
7-18 months	36% (refresher)	32%	15%	22%
19+ months	49% (refresher)	29%	27%	15%

Learning & development activity provided by employers

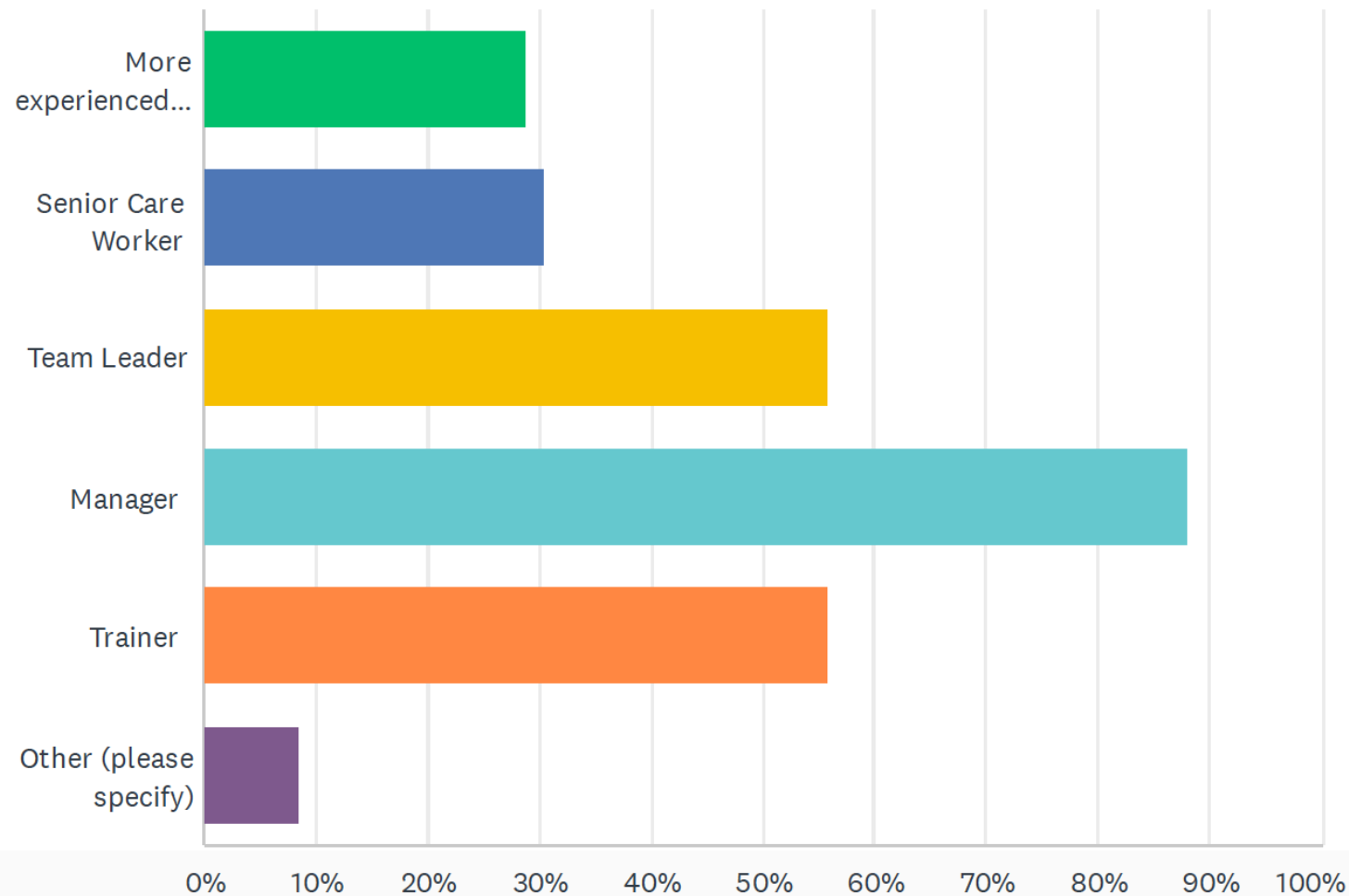
How L&D activity is delivered:

Answer choices	Responses	
Face to face	97%	(n=57)
Digital Learning	86%	(n=51)
Shadowing	85%	(n=50)
Mentoring	78%	(n=46)
Coaching	51%	(n=30)
Other	17%	(n=10)

How are social care staff assessed?

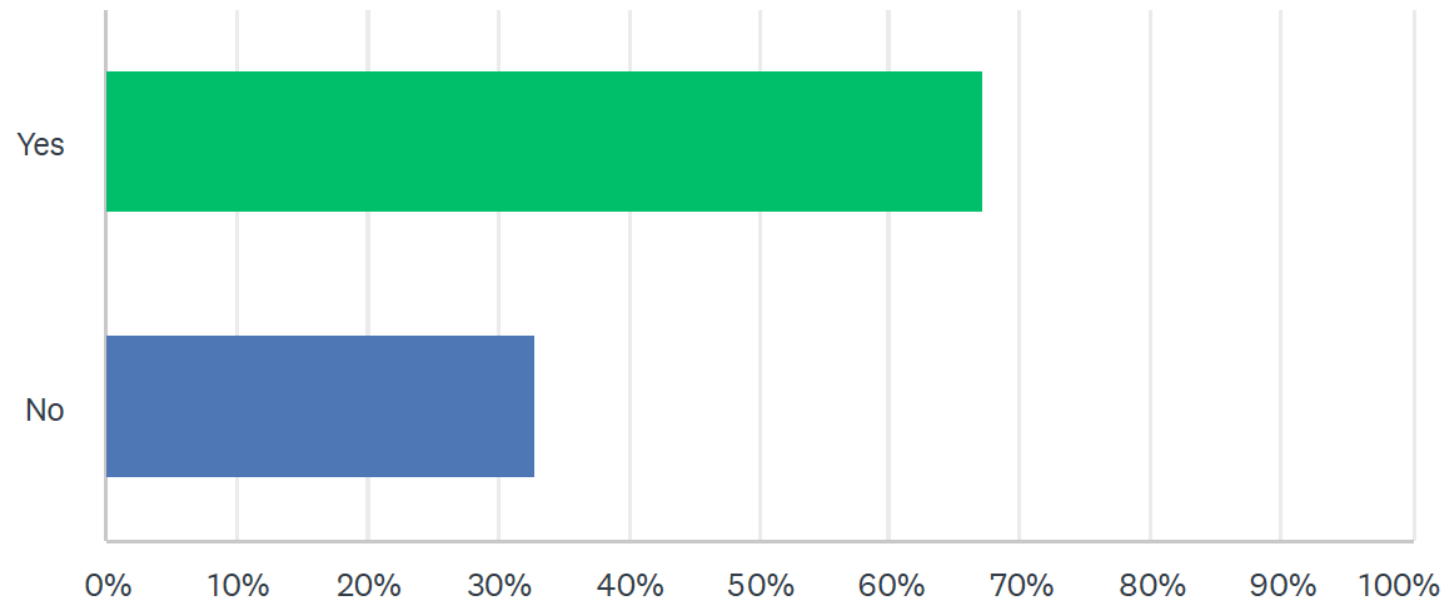
Method of assessment	Responses
Agency performance management systems (e.g. monitoring, audits, competence assessments)	53% (n=31)
Supervision & mentoring	47% (n=28)
Probation, appraisals & performance reviews	36% (n=21)
Observation of practice	29% (n=17)
Successful completion of training	20% (n=12)
Induction workbooks	12% (n=7)
Team meetings & group supervision	7% (n=4)
Feedback (from service users & staff)	7% (n=4)
RQF assessment	5% (n=3)
Shadowing	3% (n=2)
Exams	2% (n=1)

Who assesses learning, capacity and competence, and what is their role?



Do assessors hold qualifications in assessment and training?

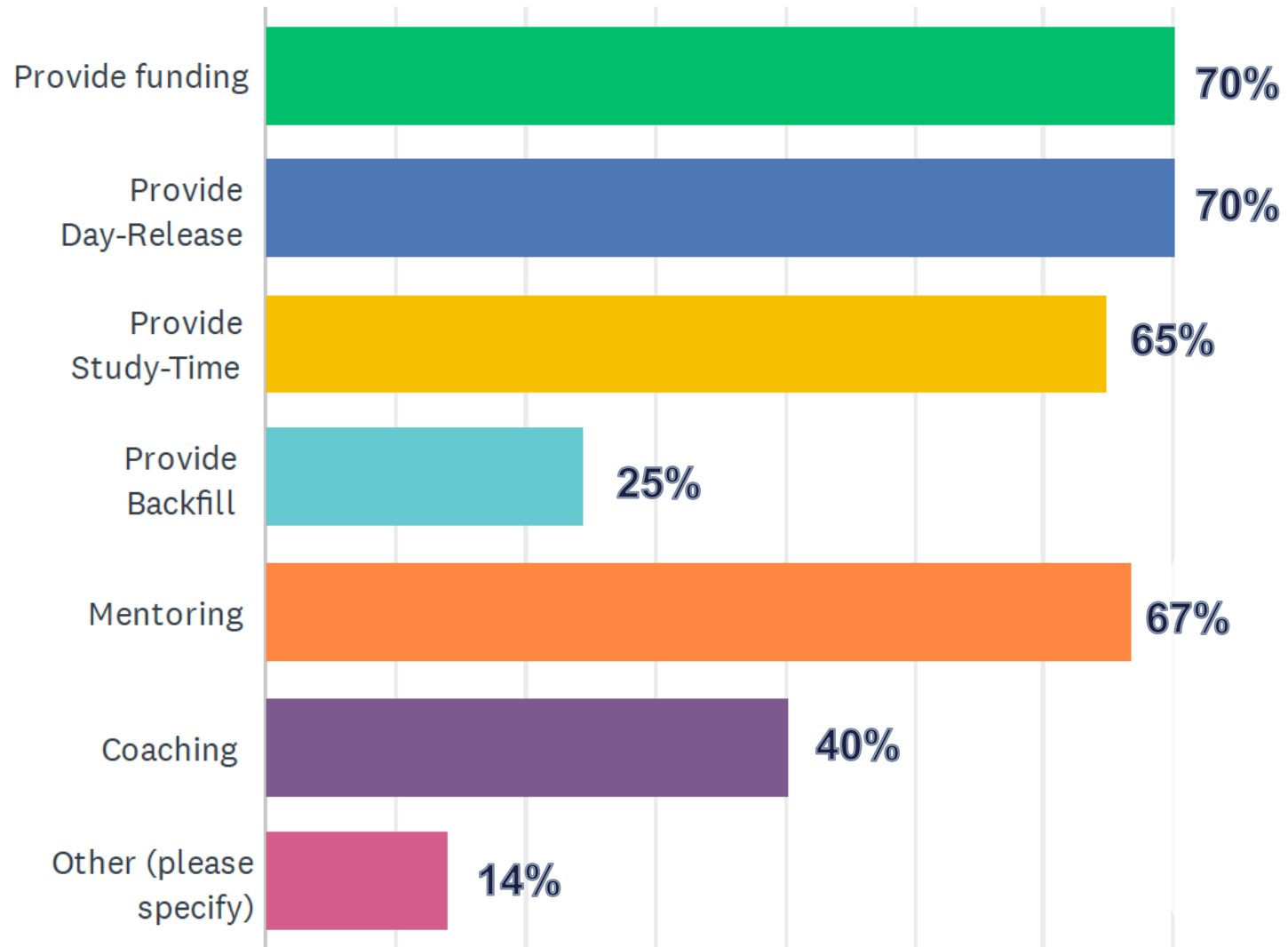
Answered: 58 Skipped: 1



Are staff able to undertake any of the following qualifications through their employment?

Answer choices	Responses
Level 2 Diploma in Health & Social Care (Adults)	73% (n=40)
Level 3 Diploma in Health & Social Care (Adults)	84% (n=46)
Level 4 Certificate in Principles in Leadership & Management	25% (n=14)
Level 4 Diploma Adult Care	15% (n=8)
Level 5 Diploma in Leadership & Management for HSC (Adult Care)	64% (n=35)
Level 5 Diploma in Leadership & Management for HSC (Adult Residential Care)	33% (n=18)
Other health & social care qualifications (please specify)	22% (n=12)

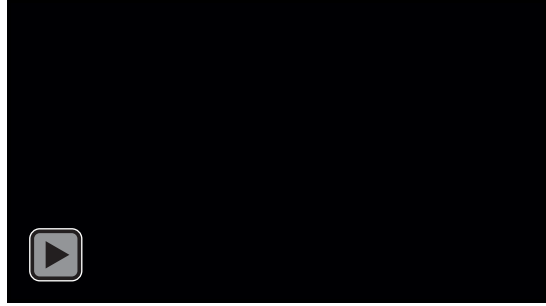
Answered: 57 Skipped: 2



What does your organization do to support SCW to undertake qualifications?



- 39%- provided support for additional training or qualifications.
- 39% commented on additional learning & development or qualifications they would like to support staff with
- Challenges - widening access, funding & delivery that impede opportunities for staff



Northern Ireland

Social

Care

Council

Conclusion