

Over A Brew Session

29 JANUARY 2025

APPRECIATING THE WORKFORCE



**CURATORS
OF CHANGE**

directors of
adass
adult social services
eastern region
connecting innovating improving



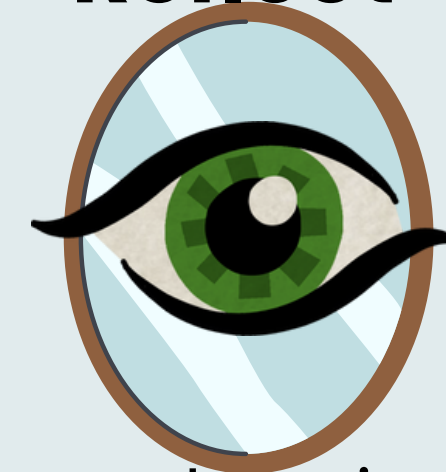
Guide

Grab a brew



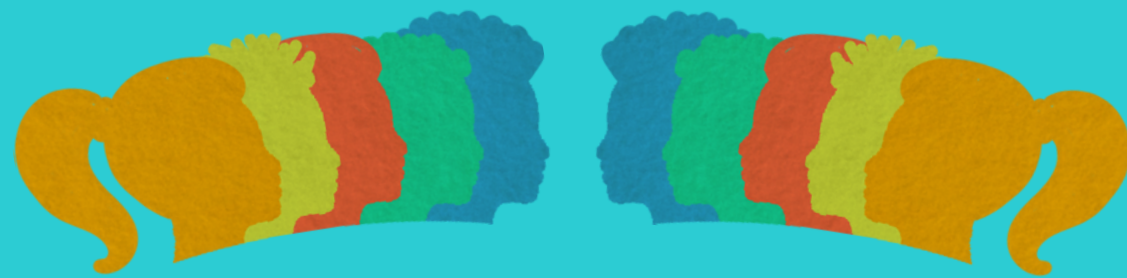
Once you have your brew, ask someone to be the timer

Reflect



Each person has time to think about the questions for ONE minute

Have your say



Each take it in turns to say your response (TWO mins each)



Use the rest of the time to reflect on what's been said (no fixing)

Still got some time?



Talk about:
What's not been said?
What are your lasting thoughts?

INFUSED WITH THE CAMERADOS PRINCIPLES

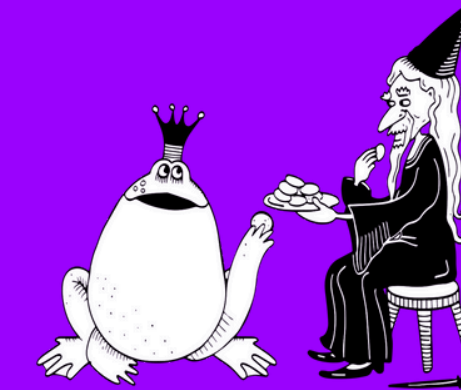
MIX WITH PEOPLE WHO
ARE NOT LIKE YOU



ASK SOMEONE WHO IS
STRUGGLING TO HELP YOU



NO FIXING - JUST BE
ALONGSIDE ONE ANOTHER



IT'S OK TO DISAGREE
RESPECTFULLY



IT'S OKAY TO BE A BIT
RUBBISH SOMETIMES



TO BE SILLY IS TO
BE HUMAN



INTRODUCTION

In this session, people were asked why they think it's important to appreciate the social care workforce.

We all agreed that staff should be valued for their “people skills”, and have enough time to do the job well. We recognised that offering regular, relevant training to support staff development will increase the likelihood of retention and reduce sickness and absence.

Although their pay doesn't reflect the responsibility many care-workers have, it's not all about pay; being recognised for good work, being rewarded in other ways and feeling part of a team can make the job more attractive.

Around 30 people attended the session to share ideas, insights and views... Over a Brew



Why is it important to appreciate the workforce?

We asked people to think about what is important to appreciate those who work in care and support. The following themes emerged

1 - To provide recognition for the workforce

- *It's a hard role and doesn't get the recognition it needs.*
- *I need to appreciate the workforce because they make my life worth living!*
- *I want to make sure the workforce is appreciated because my son will be needing support for long after I can advocate for him, and he needs good people around him.*
- *From a professional perspective - showing appreciation and recognition for staff is at the core of people management, celebrating what's working well, motivating and enabling retention and quality outcomes for individuals*

2 - To value teamwork and collaboration

- *It is important to work together as a team and that comes from appreciating and supporting our colleagues.*
- *Happy team, excellent outcomes..*
- *Because a happy workforce means happy people who they support.*

3 - Impact on quality of life for people who draw on care

- *Care provision impacts a person's quality of life and that is so incredibly important and should be celebrated more.*
- *I see first hand how care workers support my family member in incredibly difficult circumstances - I can't thank them enough. The skills and importance of the workforce are easily go unnoticed as workers perceive themselves as just doing their job*
- *How they support individuals really makes a difference to the lives of others.*

Listening to a care workers story

Workshop participants heard from two separate care workers - one from a home-care agency, and another who is employed as a Personal Assistant, by a family using Direct Payments..We asked people to think about the following:

- **What do you feel or experience while you listen?**
- **What resonates?**
- **Any learning?**

WHAT PEOPLE EXPERIENCED AND RELATED TO IN THE VIDEO

CHANGES IN DELIVERING PERSON-CENTRED CARE

- *Time and Task doesn't allow for person-centred approaches and it's so sad and disappointing we are 'still' not there yet!*
- *Shocking that care plans are generic and everyone has the same 'organisational' routine.*
- *Care planning is functional, with no understanding of the person being central and valued.*
- *Is 30 minutes a day really valuing people?*



IMPROVING THE PERCEPTIONS OF THE VALUE AND IMPORTANCE OF CARE WORK

- *Finance - better pay = importance of role.*
- *It's good to hear that families appreciate workers.*
- *Praise is coming from those who are receiving the support, not the workplace*



WHAT PEOPLE EXPERIENCED AND RELATED TO IN THE VIDEO

DEVALUATION OF CARE ROLES

- *People needing care and support are not valued - is this a reason the pay and career progression is lacking in social care?*
- *"Just a Job" this is sad.*
- *It's not surprising it's seen as 'tasks' as that is the way it's presented and written for carers.*
- *It feels like a zoo approach - without wanting to offend animals! Feeding, washing, dressing - no time for human contact.*



POSITIVE ASPECTS OF PERSONAL ASSISTANT (PA) ROLES

- *Interesting that the PA role is sounding much more person-centred and liberating for PAs than traditional care roles.*
- *Just listening to the PA makes me want to work as one!! This is how it's supposed to be!!*
- *Being a PA is like becoming a family member helping in all areas of a person's life.*
- *PAs are dedicated because their focus is dedicated to that person or people.*
- *The job nurtured things in me & brought out things I didn't know about me*

WHAT PEOPLE EXPERIENCED AND RELATED TO IN THE VIDEO



**LACK OF SUPPORT FOR
WORKERS**



“

- *Workers seen as interchangeable, not matched to the person they are looking after*
- *Unsupported and not part of a team - leaves the supporter vulnerable.*
- *Lack of wellbeing support.*
- *Care company doesn't know how to appreciate staff and even understand their role.*
- *That's inexcusable for not being supported, person-centred as a COUNCIL!!!*
- *Pressure to see too many people.*
- *Not enough time to do the best job.*
- *Worried about this person's wellbeing.*
- *Negative feedback from meetings, it's a shame to hear this.*

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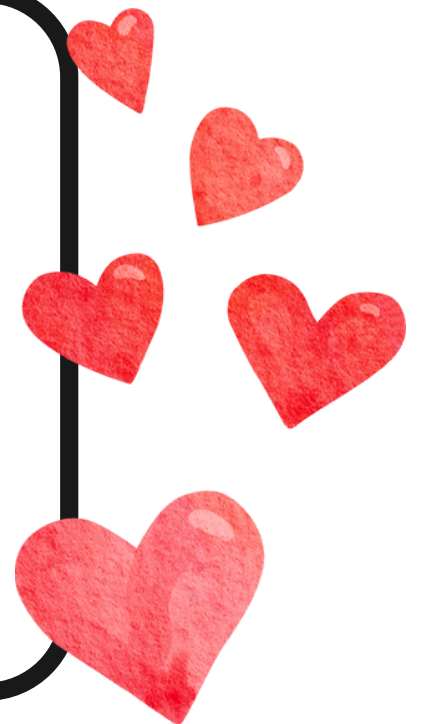
WHAT PEOPLE LEARNED FROM THE VIDEO

WORKPLACE IMPROVEMENTS ARE NEEDED

- *Remuneration for travel - not as commute, should be reimbursed.*
- *Providers to understand how Carers in traditional settings compare with PAs experiences and PUT THE CHANGES IN! It would help their reputations and save them money on attrition.*
- *Working interviews - not paper based applications.*
- *I think it's really important to find the time to appreciate the workforce, find out what matters to them and try to accommodate in order to retain consistent staff, shadow your teams to see the great work they do.*

CARE WORKERS SHOULD BE VALUED

- *Supporter is under appreciated, under paid and it is not surprising social care is in crisis!*
- *Social care is a career not just a job. People need to be valued and helped to develop and progress.*
- *How we value our staff - it's more than money; breaks, recognising they're busy, forgive anything you do from the heart, not from the head.*
- *Need to make the job attractive and allow for creativity*



WHAT PEOPLE LEARNED FROM THE VIDEO

THE IMPORTANCE OF TEAM BUILDING AND SUPPORT

- *Team building to be better – feedback needs to be balanced, not just negative.*
- *Team get to know each other to improve support network.*
- *Culture is key – not for time and task or private profit.*
- *Culture and values, we are guests in people's lives, not people in our services.*



PERSON CENTRED APPROACHES ARE KEY

- *PA role – sees the person and what makes them happy and who they are, to do the job effectively.*
- *Reality – challenges unique to specific roles.*
- *Challenging reflection – experience and job satisfaction needs to be same for all roles, this happens through person-centred care. Language is so important. Move away from task focused.*
- *1st person – negative focus but the impact she had on people's lives is valued through actions eg invites to funerals. Talked about being lonely.*
- *Rotas – move language away from process to person-centred focus.*

RECOMMENDATIONS TO IMPROVE WORKFORCE APPRECIATION



Generate mutual support and understanding for all, including careworkers.

We don't want the workforce to be task-based, but to focus on the people and what matters to them.



Culture and values, we are guests in people's lives not people in our services.

**1.
THINK RELATIONAL-
NOT TIME AND TASK**

I heard her as someone who knows her job inside out[...]so I daresay she is a diamond

RECOMMENDATIONS TO IMPROVE WORKFORCE APPRECIATION

Make sure the people doing the day to day work know that we want to hear what it's like being them, and doing what they do.

There is a need to recognise and value social care and the workforce more.



Shadow your teams to see the great work they do.

2. SHOW THE WORKFORCE THEY ARE VALUED

Keep hearing stories like these. Seek out opportunities to hear them and consider how these stories can be used to influence the way a service operates.



RECOMMENDATIONS TO IMPROVE WORKFORCE APPRECIATION



Co-produce a new culture which supports, appreciates and values staff.

Social care is a career not a just a job. People need to be valued and helped to develop and progress.



The second story [PA Role] is what we want for all the workforce - how interesting it would be if we played that back to providers and ask them what changes they can make.

3. COMMISSION FOR GOOD DEVELOPMENT OF STAFF AND HIGH RETENTION

If we are looking for the cheapest price we can end up pushing support workers into difficult situations.

FEEDBACK ON THE SESSION

Thanks for a really interesting and helpful session



Thank you - an action for me will be to remind colleagues and continue to role model those thank you's :)



Thank you for all the hard work that went into putting this together

It has been a good session enjoyed breakout room session



Thank you very much what a brilliant session!

Thank you all very much for this afternoon. I enjoyed listening. @Cat - Curators Of Change and team - superb as always.



Thank you for another great session



Really looking forward to the feedback. Such a great session and lots to reflect on.



**CURATORS
OF CHANGE**



**Thank
You!**

directors of
adass
adult social services
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connecting innovating improving

**Please join us for the next session on 26th
February 2025... to talk about
Connecting with Communities**