RESSCW Panel wave 1

Start of Block: Intro

Q1 Your experiences in social care during the COVID-19 pandemic This is a UK-wide survey of frontline workers in adult social care. We are interested to find out more about how the COVID-19 pandemic is affecting your experience of working in adult social care at the present The survey is funded by the Health Foundation and has been put together by time. researchers at the University of Kent, London School of Hygiene and Tropical Medicine, University College London, and City University of London. We would be very grateful if you could help our research by taking part in this survey. It takes about 15 minutes to complete the questionnaire and you can enter a prize draw at the end to win an Amazon voucher worth £50. We will not ask for any personal information in the questionnaire that could identify you, such as your name, employer, or full address. You can withdraw from the research by simply closing the webpage, but once your answers have been submitted, it will not be possible to delete them. Responses will be analysed and reported anonymously. We will share the anonymous data with the Health Foundation, the funder of this research. The Health Foundation might use the anonymous data file for further analysis. Our full privacy notice is available here: https://www.pssru.ac.uk/privacy-notice/ About the prize draw: Once you have completed the survey, you can enter a prize draw to win one of 10 Amazon vouchers worth £50. To enter the prize draw, you will be asked to give your first name and email address and/or phone number. This information will be stored separately from your answers to the questionnaire. We will only use your name and contact details to enter you into the draw. We will pick 10 winners randomly from all entrants two weeks after the survey closes. We will securely delete names and contact details after the winners have been contacted and claimed their prize. Participation in the prize draw is voluntary.

If you have any questions or concerns about the research, please contact Agnes Turnpenny at a.v.turnpenny@kent.ac.uk.

Thank you for your help!

Page Break —

End of Block: Intro

Start of Block: Consent

 $X \rightarrow X \rightarrow$

Q2

I understand that:

- This survey is voluntary;
- I can withdraw from the survey by closing the window/browser;
- Once my answers have been submitted, it will not be possible to delete them;
- I won't be asked for any personal information and my answers will be completely anonymous;
- It will not be possible to identify me in the data or report;
- The anonymous data file will be shared with the Health Foundation.

I consent to take part in the study.

 \bigcirc Yes - go to questions (1)

 \bigcirc No - exit survey (2)

Skip To: End of Survey If Q2 = 2

End of Block: Consent

Start of Block: Intro questions

Q3 When answering the questions, we would like you to think about your **main** job in social care even if you are not currently at work because you have been furloughed, you are self-isolating, or stopped working due to the COVID-19 outbreak or otherwise.

 $X \rightarrow X \rightarrow$

Q4 What is your job title?

Care worker, support worker, care assistant, or caregiver (1)

Senior care worker or senior support worker (2)

O Personal assistant (3)

O Community support and outreach worker (4)

 \bigcirc Live-in care worker (5)

 \bigcirc Registered nurse (6)

 \bigcirc Occupational therapist (7)

 \bigcirc Team leader or supervisor (8)

O Manager (9)

Other (write your job title): (10)

X→ *X*-

Q5 How long have you been working in social care?

 \bigcirc Less than 6 months (1)

 \bigcirc 6 - 11 months (2)

○ 12 -23 months (3)

○ 2 - 5 years (4)

○ 6 - 10 years (5)

 \bigcirc More than 10 years (6)

X-

Q6 Where do you mainly carry out your work?

 \bigcirc Care home with nursing (1)

 \bigcirc Care home without nursing (2)

Individual users' homes / domiciliary care (3)

O Supported living (4)

 \bigcirc Extra care housing (5)

O Day centre or day service (6)

Other (please specify): (7) _____

 $X \rightarrow X^-$

Q7 Which of the these groups do you work with?

Older adults (including those with dementia) (1)

 \bigcirc Adults with a learning disability or autism (2)

 \bigcirc Adults with a physical and/or sensory disability (3)

 \bigcirc Adults with mental health needs (4)

○ Various user groups (please, specify) (5)

Other (please, specify) (6)

End of Block: Intro questions

Start of Block: Satisfaction



| | Very satisfied (1) | Satisfied (2) | Neither satisfied nor dissatisfied (3) | Dissatisfied (4) | Very dissatisfied (5) |
|---|-----------------------|---------------|---|---------------------|-----------------------------|
| Your job overall (Q8_1) | 0 | 0 | 0 | 0 | 0 |
| The amount of pay you receive (Q8_2) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Your workload (Q8_3) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Your job security (Q8_4) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| The extent to which you feel safe at work (Q8_5) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |

Q8 Overall, how satisfied or dissatisfied are you with the following aspects of your main job?

Display This Question: If Q4 != 3

And Q4 != 5

X

| | Very satisfied (1) | Satisfied (2) | Neither satisfied nor dissatisfied (3) | Dissatisfied (4) | Very dissatisfied (5) |
|---|-----------------------|---------------|---|---------------------|-----------------------------|
| The extent to which you can use your own initiative (Q9_1) | 0 | 0 | 0 | 0 | 0 |
| Opportunities to use your skills (Q9_2) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| The support you receive from managers and/or co- workers (Q9_3) | 0 | \bigcirc | \bigcirc | \bigcirc | 0 |
| The quality of care that you provide (Q9_4) | 0 | \bigcirc | \bigcirc | \bigcirc | 0 |
| Your work-life balance (Q9_5) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Your promotion prospects (Q9_6) | 0 | \bigcirc | \bigcirc | \bigcirc | 0 |

Q9 And what about the following aspects of your main job?

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Display This Question:
If Q4 = 3
```

Or Q4 = 5

X

Q10 And what about the following aspects of your main job?

If you are a **personal assistant** or **live-in care worker** directly employed by an individual or a family, please think about them as your managers.

| | Very satisfied (1) | Satisfied (2) | Neither satisfied nor dissatisfied (3) | Dissatisfied (4) | Very dissatisfied (5) |
|--|-----------------------|---------------|---|---------------------|-----------------------------|
| The extent to which you can use your own initiative (Q10_1) | \bigcirc | 0 | 0 | 0 | \bigcirc |
| Opportunities to use your skills (Q10_2) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| The support you receive from managers and/or co- workers (Q10_3) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| The quality of care that you provide (Q10_4) | 0 | 0 | \bigcirc | 0 | 0 |
| Your work-life balance (Q10_5) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Your promotion prospects (Q10_6) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |

Display This Question: If Q4 != 3 And Q4 != 5

X→

| | Strongly agree (1) | Somewhat agree (2) | Neither agree nor disagree (3) | Somewhat disagree (4) | Strongly disagree (5) |
|---|-----------------------|-----------------------|--------------------------------------|--------------------------|--------------------------|
| I share many of the values of my organisation (Q11_1) | 0 | 0 | 0 | 0 | 0 |
| I feel loyal to my organisation (Q11_2) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| I am proud to tell people who I work for (Q11_3) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| I am proud to tell people I work in social care (Q11_4) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |

Q11 To what extent do you agree or disagree with the following statements?

Display This Question: If Q4 = 3 Or Q4 = 5 X↔ Q12 To what extent do you agree or disagree with the following statements? If you are a **personal assistant** or **live-in care worker** directly employed by an individual or a family, please think about them as your organisation.

| | Strongly agree (1) | Somewhat agree (2) | Neither agree nor disagree (3) | Somewhat disagree (4) | Strongly disagree (5) |
|---|-----------------------|-----------------------|--------------------------------------|--------------------------|--------------------------|
| I share many of the values of my organisation (Q12_1) | 0 | 0 | 0 | 0 | 0 |
| I feel loyal to my organisation (Q12_2) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| I am proud to tell people who I work for (Q12_3) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| I am proud to tell people I work in social care (Q12_4) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |

Display This Question: If Q4 != 3

And Q4 != 5

 $X \rightarrow X$

| | Very good (1) | Good (2) | Neither good nor poor (3) | Poor (4) | Very poor (5) |
|---|------------------|------------|------------------------------|------------|---------------|
| Seeking the views of employees or employee representatives (Q13_1) | 0 | 0 | 0 | 0 | 0 |
| Listening to the views of employees or employee representatives about work- related issues (Q13_2) | 0 | 0 | \bigcirc | \bigcirc | \bigcirc |
| Responding to suggestions from employees or employee representatives (Q13_3) | 0 | 0 | \bigcirc | \bigcirc | \bigcirc |
| Allowing employees or employee representatives to influence final decisions (Q13_4) | 0 | \bigcirc | 0 | \bigcirc | \bigcirc |

Q13 Overall, how good would you say managers at this workplace are at...

| Display This Question: |
|-------------------------------|
| If Q4 = 3 |
| Or Q4 = 5 |
| $X \rightarrow X \rightarrow$ |

Q14 Overall, how good would you say managers at this workplace are at...

If you are a **personal assistant** or **live-in care worker** directly employed by an individual or a family, please think about them as your managers.

| | Very good (1) | Good (2) | Neither good nor poor (3) | Poor (4) | Very poor (5) |
|---|------------------|------------|------------------------------|------------|---------------|
| Seeking the views of employees or employee representatives (Q14_1) | 0 | 0 | 0 | 0 | 0 |
| Listening to the views of employees or employee representatives about work- related issues (Q14_2) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Responding to suggestions from employees or employee representatives (Q14_3) | 0 | 0 | 0 | \bigcirc | 0 |
| Allowing employees or employee representatives to influence final decisions (Q14_4) | \bigcirc | 0 | \bigcirc | 0 | \bigcirc |
| | | | | | |

X→

| | All of the time (1) | Most of the time (2) | Some of the time (3) | Occasionally (4) | Never (5) |
|---|---------------------|----------------------|----------------------|---------------------|------------|
| Tense, uneasy or worried (Q15_1) | 0 | 0 | 0 | 0 | 0 |
| Calm, contented or relaxed (Q15_2) | \bigcirc | \bigcirc | \bigcirc | 0 | \bigcirc |
| Depressed, gloomy or miserable (Q15_3) | \bigcirc | \bigcirc | \bigcirc | 0 | \bigcirc |
| Cheerful, enthusiastic or optimistic (Q15_4) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |

Q15 Thinking of the past few weeks, how much of the time has your job made you feel...

| Display This Question: |
|------------------------|
| If Q4 != 3 |
| And Q4 != 5 |
| |

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Q16 Thinking about your immediate supervisor, line manager or boss for your main job, to what extent do you agree or disagree with the following statements? My immediate supervisor, line manager or boss...

| | Strongly agree (1) | Somewhat agree (2) | Neither agree nor disagree (3) | Somewhat disagree (4) | Strongly disagree (5) |
|--|-----------------------|-----------------------|--------------------------------------|--------------------------|--------------------------|
| Respects me as a person (Q16_1) | 0 | 0 | 0 | 0 | 0 |
| Recognises when I have done a good job (Q16_2) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Is successful in getting people to work together (Q16_3) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Helps me perform well in my job (Q16_4) | 0 | \bigcirc | \bigcirc | \bigcirc | 0 |
| Provides useful feedback on my work (Q16_5) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Supports my learning and development (Q16_6) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| Can be relied upon to keep promises (Q16_7) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Is supportive if I have a problem (Q16_8) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Treats me fairly (Q16_9) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |

| Display This Question: | | |
|------------------------|--|--|
| lf Q4 = 3 | | |
| Or Q4 = 5 | | |
| X÷ | | |

| | Strongly agree (1) | Somewhat agree (2) | Neither agree nor disagree (3) | Somewhat disagree (4) | Strongly disagree (5) |
|--|-----------------------|-----------------------|--------------------------------------|--------------------------|--------------------------|
| Respects me as a person (Q17_1) | 0 | \bigcirc | 0 | 0 | 0 |
| Recognises when I have done a good job (Q17_2) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Is successful in getting people to work together (Q17_3) | 0 | \bigcirc | \bigcirc | \bigcirc | \bigcirc |
| Helps me perform well in my job (Q17_4) | 0 | \bigcirc | \bigcirc | \bigcirc | 0 |
| Provides useful feedback on my work (Q17_5) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| Supports my learning and development (Q17_6) | 0 | \bigcirc | \bigcirc | 0 | 0 |
| Can be relied upon to keep promises (Q17_7) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| Is supportive if I have a problem (Q17_8) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | 0 |
| Treats me fairly (Q17_9) | \bigcirc | \bigcirc | \bigcirc | \bigcirc | \bigcirc |

Q17 Thinking about the individual or family you work for, to what extent do you agree or disagree with the following statements? The individual or family I work for...

End of Block: Satisfaction

Start of Block: Quit intentions

 $X \rightarrow$

Q18 How likely are you to leave your current employer voluntarily in the next 12 months?

| \bigcirc Very likely (1) | |
|----------------------------------|--|
| O Quite likely (2) | |
| \bigcirc Not very likely (3) | |
| \bigcirc Not at all likely (4) | |
| | |
| $X \rightarrow X \rightarrow$ | |

Q19 How likely are you to leave social care altogether in the next 12 months?

Very likely (1)
Quite likely (2)
Not very likely (3)
Not at all likely (4)
End of Block: Quit intentions

Start of Block: Subjective well-being

 $X \rightarrow X \rightarrow$

Q20 Thinking about both your commitments at work and outside of work, do you agree or disagree with the following?

| | Strongly agree (1) | Agree (2) | Neither agree nor disagree (3) | Disagree (4) | Strongly disagree (5) |
|---|-----------------------|------------|--------------------------------------|--------------|--------------------------|
| I often find it difficult to fulfil my commitments outside of work because of the amount of time I spend on my job (Q20_1) | \bigcirc | \bigcirc | 0 | \bigcirc | 0 |
| I often find it difficult to do my job properly because of my commitments outside of work (Q20_2) | \bigcirc | \bigcirc | \bigcirc | 0 | \bigcirc |
| | | | | | |

 $X \rightarrow$

Q21 How is your general health?

 \bigcirc Excellent (1)

O Very good (2)

○ Good (3)

O Fair (4)

O Poor (5)

End of Block: Subjective well-being

Start of Block: COVID

| x – |
|---------|
| - A - A |

| Q22 Since the start of 2021, | have vou (| (Tick all that apply.) |
|------------------------------|-----------------|------------------------|
| | ····· / · ··· / | |

Been required to self-isolate? (1)

Been on sick leave due to COVID-19? (2)

Stopped working due to fear of infection? (3)

Reduced your working hours/stopped working for personal reasons or caring responsibilities outside work? (4)

Been furloughed? (5)

Had your workload increased without additional pay? (6)

Increased your paid working hours? (7)

Been redeployed to a different role or workplace other than your usual role or workplace? (8)

Stopped or been stopped by your employer from working in as many different places to reduce spread of COVID-19? (9)

Worked from home? (10)

| Other, | please | explain: | (11) |
|--------|--------|----------|------|
|--------|--------|----------|------|

 \bigvee None of the above (12)

Display This Question: If Q22 = 1 Or Q22 = 2 Or Q22 = 3

X⊣

Q23 Which of these are you getting/did you get during this time?

| ◯ Normal pay (1) | |
|--|---|
| ◯ Statutory sick pay (currently £95.85 per week) (2) | |
| ◯ Employers' sick pay (3) | |
| ○ No pay (4) | |
| O Other (please, specify) (5) | |
| X→ | _ |
| Q24 Since the start of 2021, have there been any confirmed cases of COVID-19 among the people you work with? | |

| \bigcirc Yes, among clients (1) |
|---|
| \bigcirc Yes, among staff (2) |
| \bigcirc Yes, among clients and staff (3) |
| ○ No (4) |
| |
| $X \rightarrow$ |
| Q25 Have you had at least the first dose of the COVID-19 vaccine? |
| ○ Yes (1) |
| ○ No (2) |
| ○ Prefer not to say (3) |
| |

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Q26 Have you experienced any of the following **in relation to the COVID-19 pandemic**? Please tick all that apply. (Note: all answers are anonymous).

Verbal abuse: behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual. (1)

Bullying: repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers. (2)

Threat: promised use of physical force or power resulting in fear of harm or other negative consequences to the targeted individuals or groups. (3)

Physical violence (attack/assault): the use of physical force against another person or group, that results in harm. (4)

 \bigvee None of the above (5)

 $\square \otimes \mathsf{Prefer}$ not to answer (6)



 $X \rightarrow$

Q27 Who did it? Please tick all that apply.

| Display This Choice: If Q26 = 1 Display This Choice: If Q26 = 2 Display This Choice: If Q26 = 3 Display This Choice: If Q26 = 4 | | | | | | |
|--|--------------------------------|---------------------------------------|---------------------------------|---|-----------------------|--------------------------------|
| | Manager / supervisor (1) | Colleague / staff member (2) | Service user / Client (3) | Service user's / Client's family (4) | General public (5) | Prefer not to answer (6) |
| Display This Choice: If Q26 = 1 Verbal abuse (1) | | | | | | |
| Display This Choice: If Q26 = 2 Bullying (2) | | | | | | |
| Display This Choice: If Q26 = 3 Threat (3) | | | | | | |
| Display This Choice: If Q26 = 4 Physical violence (4) | | | | | | |

| Display This Question: | | |
|------------------------|--|--|
| lf Q26 = 1 | | |
| Or Q26 = 2 | | |
| Or Q26 = 3 | | |
| Or Q26 = 4 | | |
| | | |

 $X \rightarrow$

Q28 What did you do about it?

| Display This Choice: If Q26 = 1 Display This Choice: If Q26 = 2 Display This Choice: If Q26 = 3 Display This Choice: If Q26 = 4 | | | | | | |
|--|-----------------------|---|---|------------------------------------|-----------|--------------------------------|
| | Took no action (1) | Reported it to a manager / supervisor (2) | Told a colleague / staff member (3) | Sought help from a union (4) | Other (5) | Prefer not to answer (6) |
| Display This Choice: If Q26 = 1 Verbal abuse (1) | | | | | | |
| Display This Choice: If Q26 = 2 Bullying (2) | | | | | | |
| Display This Choice: If Q26 = 3 Threat (3) | | | | | | |
| Display This Choice: If Q26 = 4 Physical violence (4) | | | | | | |

| Display This Question: | | |
|------------------------|--|--|
| lf Q26 = 1 | | |
| Or Q26 = 2 | | |
| Or Q26 = 3 | | |
| Or Q26 = 4 | | |

Q29 If there is anything else you would like to share in relation to abuse experienced during the COVID-19 pandemic, you can write it here:

Q30 What support did you find most useful for your well-being during the pandemic?

Q31 What support would you have found useful for your well-being but did not get during the pandemic?

End of Block: COVID

Start of Block: Job and demographic questions

 $X \rightarrow X \rightarrow$

Q33 Which of the following best describes your main employer?

O Public sector organisation (e.g. local council, etc.) (1)

O Private (i.e. for profit) organisation (except temporary staffing agency) (2)

Temporary staffing agency (3)

Charity (i.e. not-for-profit) organisation (4)

Individual employer (i.e. person/family) (5)

O Self-employed (6)

○ Other, please specify: (7)

 \bigcirc I don't know (8)

Q34 Where do you mainly work? Please enter the first part of the postcode (e.g. CT12, S2, N15).

Q35 Are you a member of a trade union or staff association? ○ Yes (1) \bigcirc No, but have been in the past (2) \bigcirc No, have never been a member (3) Display This Question: *If* Q35 = 1 *Or* Q35 = 2 Q36 Which trade union/staff association are/were you a member of? O UNISON (1) ○ GMB (2) \bigcirc Unite the Union (3) United Voices of the World (4) Staff association (5) Other (please specify): (6) \bigcirc Prefer not to say (7)

Q37 How old are you?

- O Under 25 (1)
- 0 25 34 (2)
- O 35 44 (3)
- 0 45 54 (4)
- O 55 64 (5)
- 65 or over (6)
- \bigcirc Prefer not to say (7)

Q38 What is your gender?

 \bigcirc Female (1)

 \bigcirc Male (2)

- \bigcirc Other (3)
- \bigcirc Prefer not to say (4)

 $X \rightarrow X \rightarrow$

Q39 What is your ethnic group?

O Asian/Asian British (Indian, Pakistani, Bangladeshi, other) (1)

O Black/Black British (Caribbean, African, other) (2)

Mixed race (White and Black/Black British) (3)

Mixed race (other) (4)

 \bigcirc White (British, Irish, other) (5)

Chinese/Chinese British (6)

O Middle Eastern/Middle Eastern British (Arab, Turkish, other) (7)

 \bigcirc Other ethnic group (8)

O Prefer not to say (9)

Q40 What is your nationality?

O British (1)

 \bigcirc EU/EEA (2)

○ Non-EU (non-British) (3)

O Prefer not to say (4)

End of Block: Job and demographic questions

Start of Block: End

Q41 If you would like to add anything else in relation to any of the questions or topics in this questionnaire, please use this space to write it.

| _ | | | |
|---|------|------|------|
| _ | | | |
| | | | |
| _ | | | |
| | | | |
| | | | |

Q42 This is the end of the questionnaire. Thank you very much for responding. We very much appreciate your time and input. We would like to repeat this survey in about six months' time to see how things have changed in social care for frontline workers. Ideally, we would like to come back to the same people who responded in the first round, because this is the best way to understand how things have changed. If you agree to be invited to the second round of the research, with another chance to win a £50 voucher, please enter your email address. We will only use your email address to send you a link to the questionnaire. We will securely delete all email addresses at the end of the research. It is up to you if you say yes or no to this. We really appreciate your help either way. If you do not wish to be invited for the second round, please click 'Next' to move to the prize draw.

Email address: (1)

Q43 If you would like to enter the prize draw to win an Amazon voucher worth £50, please provide your first name and email address/phone number below. If you do not want to enter the prize draw, click 'Next' to submit the questionnaire.

| ○ Name: (1) | |
|----------------------|------|
| ◯ Email address: (2) | |
| O Phone number: (3) | |
| End of Block: End | |