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caring with commitment

Frontline Support in Residential Care

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Frontline Workers

- Frontline worker is an umbrella term.
- Used to refer to those who work directly with service users.
- Provide hands-on care, supervision and emotional support.
- Involved in maintaining a level of function and quality of life.
- Settings range from nursing home, assisted living and other residential care options to private homes.
- Includes both paid and voluntary workers.

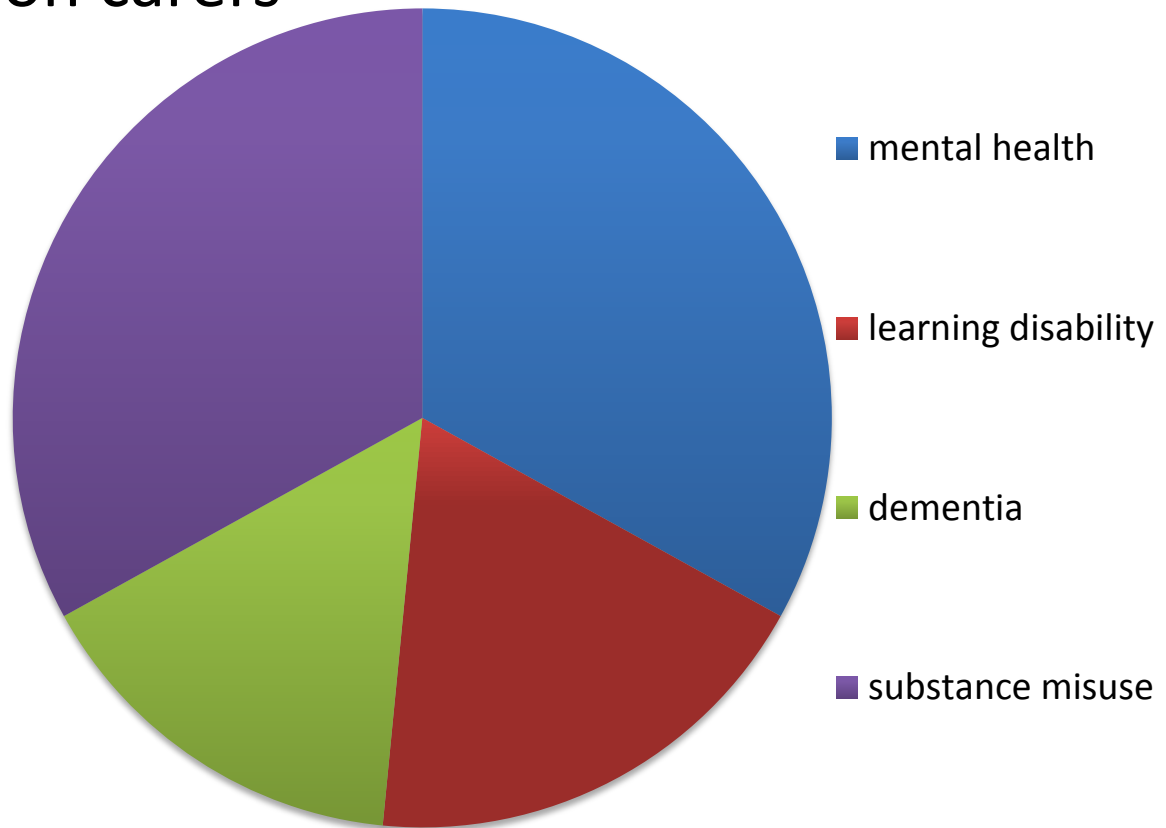


Daily Working

- Frontline workers are involved in a number of tasks on a daily basis.
- Personal care – dressing, washing etc.
- Supporting service users to access services, activities and opportunities
- Tasks of daily living such as cooking, housework, shopping
- Collecting benefits and managing finances
- Collecting prescriptions and administering medication

Frontline Workers

- As of 2010 there were almost 7 million carers in the UK

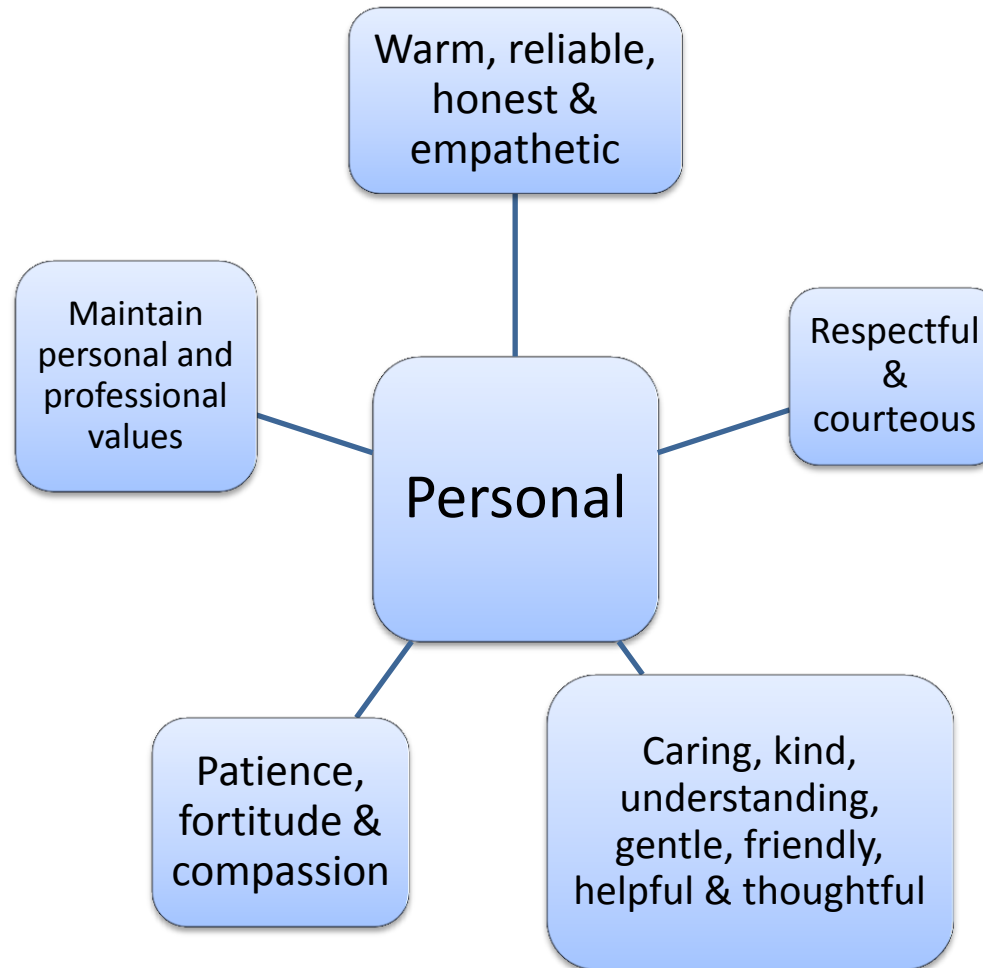




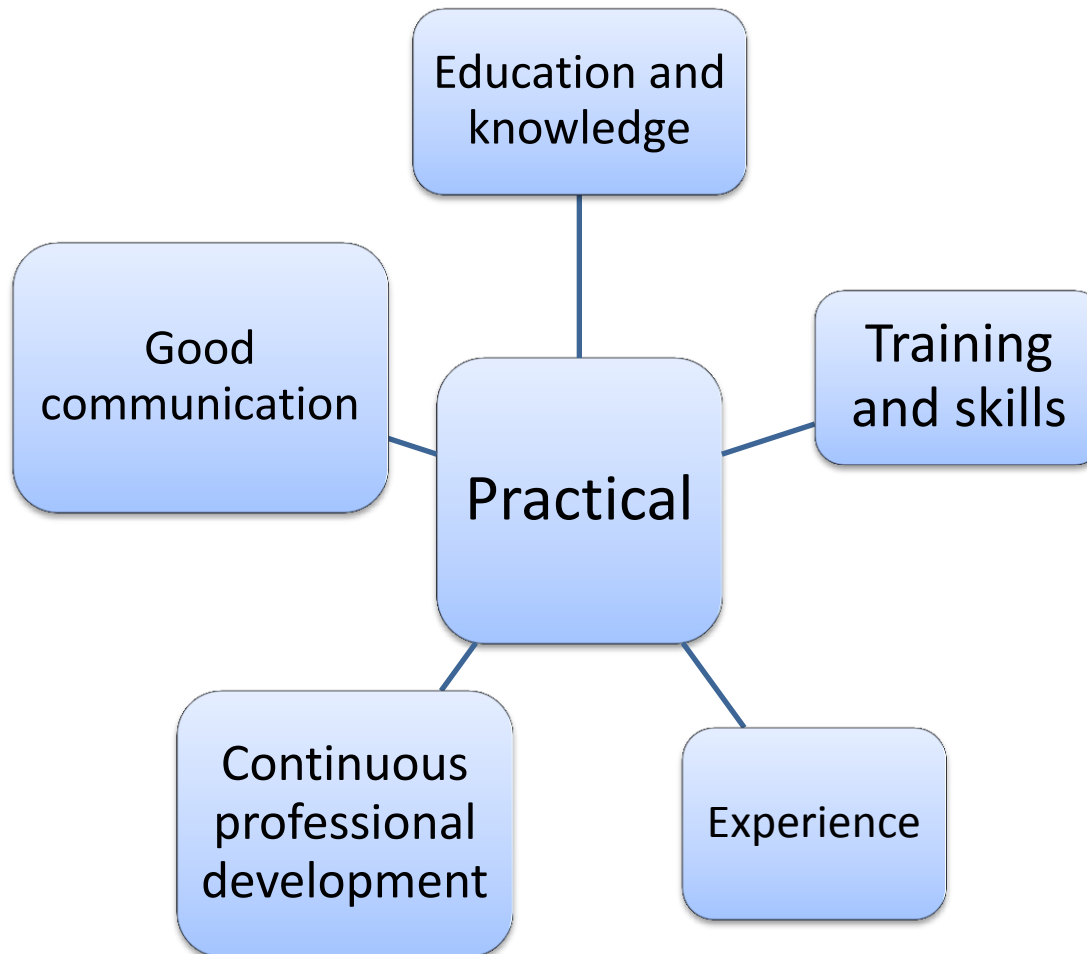
Motivations of Frontline Workers

- It is a “people job”
- Value in supporting people in their own homes.
- Gain job satisfaction directly from performing a caring role.
- Make a positive difference to the lives of service users and local communities.
- Frontline workers often identify job satisfaction as centrally related to their contact with service users and the perceived progress that is being made with them.

Qualities of the frontline worker



Qualities of the frontline worker



DISCUSSION POINT

**Which do you think is most important -
Personal or Practical Qualities?**



Discussion Overview

- Unanimously, participants voted that personal qualities were the most important.
- This was the case as an individual can learn new skills and improve their knowledge, but it is difficult to alter personality traits.
- It was also agreed that having knowledge and training does not necessarily mean that they will be good at the job.



Service users' vision for adult support

In 2005, a report was produced based on the views of 112 service users in England.

Participants said that they felt many care workers were good and did an invaluable job. Workers who adopted a more enabling role were appreciated as this was congruent with the values and aims of the service user.

A discussion group involving 15 people with learning difficulties found that good, supportive and respectful workers were valued.

Service users and service providers appeared to have different views on good service. It is often difficult for people with learning difficulties to challenge services.

- Support so that needs are met
- Viewed, valued and accepted for who they are
- Supportive and positive care
- Control own lives
- Involved in provision and monitoring of services



Conflicts

SOVA

DoL
safeguards

Right of
choice

Independence

Duty of care

Human
Rights

Good Practice



Conflicts Overview

- There appears to be two “groups” that are in conflict with each other.
- Those that focus on the service user; right of choice, human rights and independence.
- These tend to conflict with legislation designed to protect the service user such as good practice, duty of care and SOVA.
- For example right of choice and duty of care or independence and good practice conflict as service users have the right to make choices and complete tasks for themselves however, it is the responsibility of the worker to keep them safe.



The future of Frontline Workers

- By 2026 there are expected to be 1.7 million more adults who need social care and support. In the next 20 years, the number of people over 65 will increase by just under half, those over 85 in England will double, and the number over 100 will quadruple (Her Majesty's Government, 2010c).
- People with mental health needs are increasing and represent a significant contributor to the overall extent of ill health. Almost one in five (17.6 per cent) of the adult population have mental health needs at any one time and the number of people with significant neurotic symptoms has increased since 1993 (Department of Health, 2010e).
- The number of younger people with learning disabilities is expected to rise by 20.6 per cent, from 203,000 in 2005 to 245,000 by 2041 (Personal Social Services Research Unit, 2008).



Impact on service users

- In 2011, a survey of National Care Forum member organizations found that 33.7 per cent of care home workers leave within 12 months and 54.2 per cent within two years.
- A better understanding of why people leave the sector is required.
- Demanding yet sensitive tasks make social care a difficult area to recruit and retain staff.



Impact on service users cont.

- The status of social care has long been cause for concern (Platt, 2007). The sector continues to be little understood by the general public.
- Similarly, the Social Work Task Force stated that the role of social workers is unclear and that there are poor images of the profession among the general public.
- The work can be seen as unfavorable and there are not clearly defined career pathways.

DISCUSSION POINT

**Given the high staff turnover and the predicted increase
in the numbers of service users requiring care -
Is the care sector sustainable?**



Overview of Discussion

- Those participating the workshop believed that the care sector would have to be sustainable as there will always be individuals that require support.
- Perhaps a better way of phrasing the question would have been is the care sector sustainable as it is now. It is clear that the care sector needs to adjust with the predicted increase in demand. However, the specifics of what needs to change remains unclear.
- The possible reasons for a high staff turnover were also discussed with reasons relating to both the individual (seeing it as a temporary thing) and the job (stressful, demanding etc.) being suggested.



In summary

- We have looked at what the term frontline worker refers to and what types of duties they are responsible for.
- The motivations and qualities that are often associated with frontline care workers.
- How service users view the service received.
- Some of the challenges faced by workers.
- Potential difficulties that may be faced in the future.