RESSCW Panel Wave 2

Start of Block: Intro

Q1 RESSCW Panel Wave 2 Your experiences in social care during the COVID-19 This is a UK-wide survey of frontline workers in adult social care. We are pandemic interested to find out more about how the COVID-19 pandemic is affecting your experience of working in adult social care at the present time. The survey - part of the RESSCW project - is funded by the Health Foundation and has been put together by 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 the second round of this survey. You can find the initial findings of the first round available here. 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-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 If you have any questions or concerns about the research, please contact Catherine Marchand at c.marchand@kent.ac.uk. Thank you for your help!

End of Block: Intro

Start of Block: Consent



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.

- Yes go to questions (1)
- O No exit survey (2)

Skip To: End of Survey If Consent = No - exit survey

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 are self-isolating, or stopped working due to the COVID-19 outbreak or otherwise.



Q4 What is your job title?						
O Care worker, support worker, care assistant, or caregiver (1)						
O Senior care worker or senior support worker (2)						
O Personal assistant (3)						
Community support and outreach worker (4)						
C Live-in care worker (5)						
Registered nurse (6)						
Occupational therapist (7)						
○ Team leader or supervisor (8)						
O Manager (9)						
Other (write your job title): (10)						
$X \rightarrow X \rightarrow$						
Q5 How long have you been working in social care?						
C Less than 6 months (1)						
O 6 - 11 months (2)						
O 12 -23 months (3)						
O 2 - 5 years (4)						
○ 6 - 10 years (5)						
O More than 10 years (6)						



Q6	Where do you mainly carry out your work?	
	O Care home with nursing (1)	
	O Care home without nursing (2)	
	O Individual users' homes / domiciliary care (3)	
	O Supported living (4)	
	O Extra care housing (5)	
	O Day centre or day service (6)	
	Other (please specify): (7)	
XΞ		
Q7	Which of the these groups do you work with?	
	Older adults (including those with dementia) (1)	
	O Adults with a learning disability or autism (2)	
	O Adults with a physical and/or sensory disability (3)	
	O Adults with mental health needs (4)	
	O Various user groups (please, specify) (5)	
	Other (please, specify) (6)	
	Carlor (picaco, specify) (c)	
En	d of Block: Intro questions	

Start of Block: Satisfaction



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

	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)	0	0	0	0	0
Your workload (Q8_3)	0	0	\circ	\circ	0
Your job security (Q8_4)	0	0	\circ	\circ	\circ
The extent to which you feel safe at work (Q8_5)	0	0	0	0	0

Display This Question:

If Job_title != Personal assistant

And Job_title != Live-in care worker



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

	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	0	\circ	\circ	0
The support you receive from managers and/or co- workers (Q9_3)	0	0			0
The quality of care that you provide (Q9_4)	0	0	0	\circ	0
Your work-life balance (Q9_5)	0	\circ	0	0	0
Your promotion prospects (Q9_6)	0	0	0	0	0

Display This Question:

If Job_title = Personal assistant

Or Job_title = Live-in care worker



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)	0	0	0	0	0
Opportunities to use your skills (Q10_2)	0	0	0	\circ	0
The support you receive from managers and/or co- workers (Q10_3)	0	0	0	0	0
The quality of care that you provide (Q10_4)	0	0	0	\circ	0
Your work-life balance (Q10_5)	0	\circ	0	\circ	0
Your promotion prospects (Q10_6)	0	0	0	0	0

Display This Question:

If Job_title != Personal assistant

And Job_title != Live-in care worker



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

	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)	0	0	0	0	0
I am proud to tell people who I work for (Q11_3)	0	0	0	0	0
I am proud to tell people I work in social care (Q11_4)	0	0	0	0	0

Display This Question:

If Job_title = Personal assistant
Or Job_title = Live-in care worker



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)	0	0	0	0	0
I am proud to tell people who I work for (Q12_3)	0	0	0	0	0
I am proud to tell people I work in social care (Q12_4)	0	0	0	0	\circ

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Display This Question:

If Job_title != Personal assistant
And Job_title != Live-in care worker



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

ŕ	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		0	0
Responding to suggestions from employees or employee representatives (Q13_3)	0	0	0	0	0
Allowing employees or employee representatives to influence final decisions (Q13_4)	0	0		0	0

Display This Question:

If Job_title = Personal assistant

Or Job_title = Live-in care worker



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	0		0	0
Responding to suggestions from employees or employee representatives (Q14_3)	0	0		0	0
Allowing employees or employee representatives to influence final decisions (Q14_4)	0	0		0	0
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Q15 Thinking of the past few weeks, how much of the time has your job made you feel...

	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)	0	0	0	0	0
Depressed, gloomy or miserable (Q15_3)	0	0	0	0	0
Cheerful, enthusiastic or optimistic (Q15_4)	0	\circ	\circ	\circ	0

Display This Question:

If Job_title != Personal assistant
And Job_title != Live-in care worker



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)	0	\circ	0	0	0
Is successful in getting people to work together (Q16_3)	0	0	0	0	0
Helps me perform well in my job (Q16_4)	0	0	0	\circ	0
Provides useful feedback on my work (Q16_5)	0	0	0	0	0
Supports my learning and development (Q16_6)	0	\circ	0	0	0
Can be relied upon to keep promises (Q16_7)	0	0	0	0	0
Is supportive if I have a problem (Q16_8)	0	0	0	\circ	0
Treats me fairly (Q16_9)	\circ	\circ	\circ	\circ	\circ

Display This Question:

If Job_title = Personal assistant
Or Job_title = Live-in care worker



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...

	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	0	0	0	0
Recognises when I have done a good job (Q17_2)	0	\circ	0	0	0
Is successful in getting people to work together (Q17_3)	0	0	0	0	0
Helps me perform well in my job (Q17_4)	0	0	0	0	0
Provides useful feedback on my work (Q17_5)	0	0	0	0	0
Supports my learning and development (Q17_6)	0	0	0	0	0
Can be relied upon to keep promises (Q17_7)	0	0	0	\circ	0
Is supportive if I have a problem (Q17_8)	0	0	\circ	\circ	0
Treats me fairly (Q17_9)	\circ	\circ	\circ	\circ	\circ

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?
○ Very likely (1)
Ouite likely (2)
O Not very likely (3)
O Not at all likely (4)
X→
Q19 How likely are you to leave social care altogether in the next 12 months?
O Very likely (1)
Ouite likely (2)
O Not very likely (3)
O Not at all likely (4)
End of Block: Quit intentions
Start of Block: Subjective well-being
X→

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)	0	0	0	0	0				
I often find it difficult to do my job properly because of my commitments outside of work (Q20_2)					0				
X→									
Q21 How is you	general health?								
O Excellent	t (1)								
O Very goo	O Very good (2)								
O Good (3	○ Good (3)								
O Fair (4)									
O Poor (5)									
End of Block: Subjective well-being									

Start of Block: COVID



Q22 Since July 2021, have you (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)
○⊗None of the above (12)
Display This Question:
If Work_since_July_2021 = Been required to self-isolate?
Or Work_since_July_2021 = Been on sick leave due to COVID-19?
Or Work_since_July_2021 = Stopped working due to fear of infection?

Q23 Which of these are you getting/did you get during this time?
O Normal pay (1)
O Statutory sick pay (currently £95.85 per week) (2)
○ Employers' sick pay (3)
O No pay (4)
Other (please, specify) (5)
X→
Q24 Since July 2021, have there been any confirmed cases of COVID-19 among the people you work with?
○ Yes, among clients (1)
○ Yes, among staff (2)
○ Yes, among clients and staff (3)
O No (4)

Q25 Have you had any of the following in relation to the COVID-19 vaccine?
O None (1)
One dose (2)
○ Two doses (3)
○ Two doses plus booster (4)
Other (i.e. three doses) (5)
O Prefer not to say (6)
Display This Question:
If Have you had any of the following in relation to the COVID-19 vaccine? = None
Or Have you had any of the following in relation to the COVID-19 vaccine? = One dose
Or Have you had any of the following in relation to the COVID-19 vaccine? = Prefer not to say
Q26 If you have not had the COVID-19 vaccine or the full vaccine, can you tell us why not? (Note: all answers are anonymous).

Q27 Since July 2021, 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)
None of the above (5)
○⊗Prefer not to answer (6)
Display This Question:
If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Verbal abuse: behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual.
Or Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Bullying: repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers.
Or Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Threat: promised use of physical force or power resulting in fear of harm or other negative consequences to the targeted individuals or groups.

Or Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Physical violence (attack/assault): the use of physical force against another person or group, that results in harm.

Q28 Who did it? Please tick all that apply.

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Verbal abuse: behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual.

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Bullying: repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers.

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Threat: promised use of physical force or power resulting in fear of harm or other negative consequences to the targeted individuals or groups.

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Physical violence (attack/assault): the use of physical force against another person or group, that results in harm.

	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 Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Verbal abuse: behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual. Verbal abuse (1)						

Display This Choice:			
If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Bullying: repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers. Bullying (2)			
Display This Choice: If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Threat: promised use of physical force or power resulting in fear of harm or other negative consequences to the targeted individuals or groups. Threat (3)			

Display This Choice: If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Physical violence (attack/assault): the use of physical force against another person or group, that results in harm. Physical violence (4)

Display This Question:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Verbal abuse: behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual.

Or Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Bullying: repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers.

Or Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Threat: promised use of physical force or power resulting in fear of harm or other negative consequences to the targeted individuals or groups.

Or Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Physical violence (attack/assault): the use of physical force against another person or group, that results in harm.



Q29 What did you do about it?

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Verbal abuse: behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual.

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Bullying: repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers.

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Threat: promised use of physical force or power resulting in fear of harm or other negative consequences to the targeted individuals or groups.

Display This Choice:

If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic?... = Physical violence (attack/assault): the use of physical force against another person or group, that results in harm.

	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 Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Verbal abuse: behaviour that humiliates, degrades or otherwise indicates a lack of respect for the dignity and worth of an individual. Verbal abuse (1)						

Display This Choice: If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Bullying: repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers. Bullying (2)			
Display This Choice: If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Threat: promised use of physical force or power resulting in fear of harm or other negative consequences to the targeted individuals or groups. Threat (3)			

Display This Choice: If Since July 2021, have you experienced any of the following in relation to the COVID-19 pandemic? = Physical violence (attack/assault): the use of physical force against another person or group, that results in harm. Physical violence (4)						
Display This Quest		vnorioneed onv	of the following	a in rolation to	the COVID 10	
pandemic? = Ver for the dignity and		viour that humi				k of respect
Or Since July : pandemic? = Bul malicious attempts		and over time of	ffensive behavi	our through vir	ndictive, cruel,	
	2021, have you e eat: promised us	experienced an se of physical fo	y of the followin arce or power r	ng in relation to	the COVID-1	
	2021, have you e vsical violence (a	experienced an	y of the followii			
Q30 If there is an 2021 in relation to					experienced	since July

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_		
Q31	Since July 2021, what support did you find most useful for your well-being?	
-		
-		
-		
Q32 get?	Since July 2021, what support would you have found useful for your well-being b	out did not
-		
-		
-		
-		
End	of Block: COVID	
Star	t of Block: Job and demographic questions	

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Q33 What is your work status for your main job?
○ Employed, on permanent contract (with guaranteed hours) (1)
○ Employed, on a temporary/fixed-term contract (2)
○ Employed, on a zero-hours contract (3)
○ Self-employed (4)
Other (please specify): (5)
X→
Q34 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)
Oharity (i.e. not-for-profit) organisation (4)
O Individual employer (i.e. person/family) (5)
○ Self-employed (6)
Other, please specify: (7)
O I don't know (8)
Q35 Where do you mainly work? Please enter the first part of the postcode (e.g. CT12, S2, N15).

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Q36 Are you a member of a trade union or staff association?
○ Yes (1)
O No, but have been in the past (2)
O No, have never been a member (3)
Display This Question:
If Are you a member of a trade union or staff association? = Yes
Or Are you a member of a trade union or staff association? = No, but have been in the past
X
Q37 Which trade union/staff association are/were you a member of?
O UNISON (1)
○ GMB (2)
O Unite the Union (3)
O United Voices of the World (4)
○ Staff association (5)
Other (please specify): (6)
O Prefer not to say (7)

Q38 How old are you?	
O Under 25 (1)	
O 25 - 34 (2)	
O 35 - 44 (3)	
O 45 - 54 (4)	
O 55 - 64 (5)	
○ 65 or over (6)	
O Prefer not to say (7)	
Q39 What is your gender?	
○ Female (1)	
○ Male (2)	
Other (3)	
O Prefer not to say (4)	

Q40 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)
○ White (British, Irish, other) (5)
O Chinese/Chinese British (6)
○ Middle Eastern/Middle Eastern British (Arab, Turkish, other) (7)
Other ethnic group (8)
O Prefer not to say (9)
Q41 What is your nationality?
O British (1)
O British (1) O EU/EEA (2)
O EU/EEA (2)
O EU/EEA (2) O Non-EU (non-British) (3)
EU/EEA (2)Non-EU (non-British) (3)Prefer not to say (4)
 EU/EEA (2) Non-EU (non-British) (3) Prefer not to say (4) End of Block: Job and demographic questions

Q43 This is the end of the questionnaire. Thank you very much for responding. We very much appreciate your time and input. 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.
O Name: (1)
O Email address: (2)
O Phone number: (3)
End of Block: End