



# Research into lone working in adult social care

## Final report

Written by Tim Allan and Sophie Elliott, York Consulting LLP



# Table of contents

---

# Executive summary

---

## Introduction

“who work by themselves without close or direct supervision.”

*f*

*f*

*f*

*f*

*f*

*f*

*f*

## Research method

*f* Qualitative

*f* Quantitative

## Job satisfaction, productivity and self-confidence

**Communication**

**Health and wellbeing**



-

-

-

-

-







## Stage 2: Quantitative e-surveys

### National Care Forum Managers Conference

#### 1.3 Composition of the research sample

Table 1.2 Lone workers by role		
	Lone workers (n=203)	Percent

**Table 1.3: Lone workers by length of time as a lone worker**

	<b>Lone workers (n=203)</b>	<b>Percent</b>

**Table 1.4: Managers by service area**

	<b>Managers (n=145)</b>	<b>Percent</b>





## **2. Job satisfaction, productivity and self-confidence**

---

### **2.1 Job satisfaction**



**Table: 2.2: Lone worker views on decision-making, productivity and self-confidence**

**Lone workers who felt that lone**



*f*

“The challenge is getting enough time with friends and family. Because of I h (c)-56 443(ausr73-1.812 T6

## 2.4 Staff turnover

*f*

*f*

## **3. Communication and workload management**

---

### **3.1 Communicating with managers**

“Some

S23.5 T4 Tw ( )JTJ 0 Tc 3 (3 11.563 0 Td (T5 re f EMC /P <<77

### 3.2 Communicating with colleagues

**Table: 3.2 Lone worker views on whether communications with their colleagues are effective**

	<b>Strongly agree/agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree/strongly disagree</b>
<b>Total (full sample)</b>	<b>77%</b>	<b>14%</b>	<b>9%</b>

*f*

*f*

*f*



**Table: 3.3: Planning and managing workloads**

	<b>% agreeing that workload planning and management is effective</b>

*f*

*f*

*f*

*f*

“We have a rota app....it works well...if the rota is updated, I get a notification.”

*f*

*f*

*f*

“

*f*

*f*

*f*

## 4. Health and wellbeing

---

### 4.1 Mental health



**Table: 4.2: Lone worker views on the mental health impact of lone working**

	<b>Stress</b>	<b>Loneliness and isolation</b>





*f*

#### **4.4 Presenteeism**

*f*

*f*



#### **4.5 Personal safety**

*f*

*f*











## **5.4 Communication and management**

### **Information sharing**

*f* **Events at which lone workers can meet senior management:**

*f* **Staff intranets or equivalent:**

*f* **Updates on organisational activity:**



**Table: 5.4: Views on the out-of-hours support currently available to lone workers**

	<b>% of lone workers (full sample)</b>	<b>% of managers (full sample)</b>

**5.8 Additional employer support that would be beneficial**

## 6. Demand for new resources

---

### 6.1 Summary analysis

*f*

*f*

### **6.3 Personal safety**

### **6.4 Mental health and wellbeing**

*f*

*f*

*f*

### **6.5 Format**



### **7.3 Mental health**

### **7.4 Personal safety**



## **7.5 Cascading 'top tips' to the sector**

## Appendix A: sample details

---

### Lone workers: qualitative consultation sample

Table A.1: Lone worker qualitative consultation sample by role		
	Lone workers (n=45)	Percent

Table A.2: Lone worker qualitative consultation sample by length of time as a lone worker		
	Lone workers (n=55)	Percent

# Lone workers: e-survey sample

Table
-------

