



Wales COVID-19  
Evidence Centre  
Canolfan Dystiolaeth  
COVID-19 Cymru

# But mae aelodau o'r cyhoedd yn ymwneud â Chanolfan Dystiolaeth COVID-19 Cymru

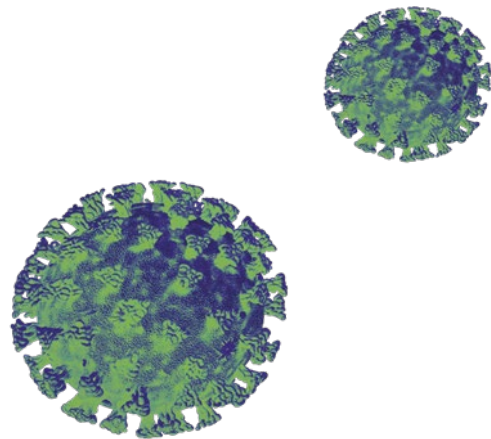
Dr Natalie Joseph-Williams

Uwch-ddarlithydd ym maes Gwella Gofal Cleifion  
Ysgol Feddygaeth Prifysgol Caerdydd / Tîm Craidd CDCC

ar ran Grŵp Partneriaeth Gyhoeddus CDCC



Ymchwil Iechyd  
a Gofal **Cymru**  
Health and Care  
Research **Wales**



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**

# Cyhoedd Cymru – y ‘pam’ go iawn?

**Gallwn ond ‘ddysgu i fyw’ gyda COVID-19 drwy ddysgu gan y rheini sydd wedi byw drwyddo**

*“ Sut ydym yn mynd i'r afael â byw gyda covid ac ail-adeiladu bywydau pobl...a sut gallwn geisio atal rhywbeth fel hyn rhag digwydd eto? ”*

National Day of  
**Reflection**  
23 March

Debs Smith  
Aelod Grŵp Partneriaeth Gyhoeddus CDCC

# Cynnwys y cyhoedd yng ngwaith CDCC

Nodi a  
Blaenoriaethu  
Cwestiynau

Ydym ni'n gofyn y  
cwestiynau ymchwil  
cywir?

Pa dystiolaeth sydd  
fwyaf pwysig?

Cefnogi Adolygiadau  
Tystiolaeth

Beth mae'r  
canfyddiadau hyn yn ei  
olygu i'r cleifion a'r  
cyhoedd?

Pa wahaniaeth gallai'r  
dystiolaeth ei wneud?

Effaith a gweithredu  
Gwybodaeth

Ydy ein tystiolaeth yn  
ddealladwy ac yn  
hygyrch?

Rhannu'r dystiolaeth  
i wneud gwahaniaeth

# Nodi beth sy'n bwysig i'r cyhoedd yng Nghymru

## Ymgynghoriad Blaenoriaethau Ymchwil Rhanddeiliaid Cyhoeddus

- Fforwm Cyhoeddus Ymchwil Iechyd a Gofal Cymru (Mai 2021)

- Grŵp SUPER (Haf-Hydref 2021)  
Grŵp PPI Canolfan PRIME Cymru

Effaith ar breswylwyr cartrefi gofal

Effaith ar sgrinio a thriniaeth ganser

Effaith ar les staff iechyd a gofal

Y ffyrdd gorau o leihau lledaeniad COVID-19

Gwersi y gellid eu dysgu o'r newidiadau a wnaed i wella darpariaeth iechyd a gofal

Effaith ar iechyd meddwl y cyhoedd yn gyffredinol

Effaith Covid hir

Agwedd y cyhoedd tuag at frechu / gwisgo gorchudd wyneb / cadw pellter cymdeithasol

Effaith ar gyflyrau iechyd nad ydynt yn COVID-19

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# Grŵp Partneriaeth Gyhoeddus CDCC



Barbara Harrington



Robert Hall



Sally Anstey



Debs Smith

***Cydweithio â thîm craidd CDCC, partneriaid sy'n cydweithio ar adolygu tystiolaeth, a rhanddeiliaid eraill i gynorthwyo ein holl brosesau o'r dechrau i'r diwedd***



Anne Collis



Nigel Pearson

Rashmi Kumar

Chris Pavlakis

Nathan Davies

Alexandra Strong

# Swyddogaeth Grŵp Partneriaeth Gyhoeddus CDCC

## BLAENORIAETHU

Blaenoriaethu cwestiynau ymchwil



## ATEB

Proses Adolygu ac Adrodd Tystiolaeth



## RHANNU

Gosod Crynodeb, Paneli Briffio Tystiolaeth, Lledaenu

- Cwestiynau yn cael eu cyflwyno drwy ymgynghori â rhanddeiliaid
- Helpu CDCC i restru cwestiynau ymchwil a nodwyd gan ein rhanddeiliaid a blaenoriaethu pynciau ymchwil
- Tua 2-6 awr dros 6 mis
- Cynorthwyo'r broses adolygu (pob adroddiad yn cymryd 1-2 mis) – mireinio'r cwestiynau, trafod canfyddiadau cynnar, ysgrifennu adroddiad, argymhellion
- Mynychu cyfarfodydd gyda'r Partner Cydweithredol a rhanddeiliaid eraill
- Tua 2-3 cyfarfod un awr o hyd bob adroddiad
- Mynychu cyfarfodydd gyda'r Partner Cydweithredol a rhanddeiliaid eraill
- Tua 1-2 crynodeb bob mis

## What innovations help to attract, recruit and retain social care workers within the UK context?

Report number – RR\_00026

(December 2021)

### Lay Summary

The social care sector has suffered staff shortages and been under pressure for several years now. The COVID pandemic and restrictions on overseas recruitment have made the situation worse recently. This research aims to explore new ways to attract, recruit and retain social care workers in the UK and to understand what factors affect turnover.

Articles from 2001 – 2021 involving social workers and the social care workforce were studied. Key ideas for recruiting and retaining staff were -

#### Social Workers

- Opportunities for work placements prior to employment
- Recruiting graduates on fast-track programmes
- Apprenticeships

#### Social Care workers

- Appointing care workers as champions had a positive effect both on the champions themselves and in attracting and keeping new staff
- Pre-employment training to help build skills and confidence
- National recruitment campaigns
- Recruiting staff on the basis of their values and behaviours rather than just on their qualifications and experience

Poor terms and conditions, low pay, unsociable working hours, and inexperience of both employees and managers all made it difficult to keep social care staff in post. High stressful workloads made it difficult to keep social workers.

Pay and bonuses, good working conditions and having achievements recognised, all encouraged staff to stay.

Although there have been many new ideas tried in this area, the evidence about which ones have been successful is often poor. The results also come largely from a time before BREXIT and COVID which may affect their relevance to the current situation.

We need to plan how new ideas will be evaluated right from the start so that we confidently choose successful ideas. Further research is needed so that this can be done. Several of the ideas identified above show promise and will be investigated further by Social Care Wales who are currently drawing up a new social work framework for Wales.

Campaigns to promote care work are needed to address negative views and the low status of this work

Although this is ongoing, it has been made worse by the COVID-19 pandemic

### EFFECTIVENESS FOR SOCIAL CARE WORKERS

#### Evidence Base

EXTENT

- 13 UK articles involving social workers
- 28 UK articles involving the social care workforce

#### RECENTY

- Studies were published 2001-2021, largely pre-pandemic
- Findings may not be fully generalisable to the circumstances brought on by the pandemic

#### EFFECTIVENESS FOR SOCIAL WORKERS

- **Nine innovations** were described across the evidence base to attract, recruit and retain social workers; of these only three were evaluated
- **Pre-employment initiatives** including practice-based learning activities may contribute to retention (mixed methods evidence)
- **Graduates of fast-track programmes** may be more likely to remain in employment, thus contributing to increased retention (mixed methods evidence)
- **Apprenticeships** are a potentially impactful way to train (recruit) and then retain social workers (mixed methods evidence)
- Frequently cited factors causing social workers to leave were identified as: **high caseloads and excessive workload, combined with organisational stress.**
- No evidence identified that explored **increasing diversity or good working conditions** for social workers
- **11 innovations** were described to attract, recruit and retain the **wider social care workforce** across the evidence base; only 4 were evaluated
- **Care workers as ambassadors** to promote career opportunities can positively impact attraction and recruitment for new staff and the ambassadors feel more valued and likely to stay with their current employer (retention) (mixed methods evidence)
- **Pre-employment training initiatives** such as the Care First Careers Pilot scheme are important in building basic care skills, interview preparation and confidence and can enhance recruitment (mixed methods evidence)
- **National recruitment campaigns**, specifically 'Every day is different' campaign saw an increase in enquiries and applications (attraction), and interviews and vacancies filled (recruitment) (organisational report evidence)
- **Values-based recruitment** has resulted in lower recruitment costs, positive return on investment, lower staff turnover and better staff performance (mixed methods and quantitative descriptive evidence)
- Negative factors affecting turnover were identified as: **poor terms and conditions, low pay, unsociable working hours, and inexperience** of both employees and managers.
- Positive factors included: **pay and retention bonuses, good working environment and celebrating achievements**

### IMPLICATIONS FOR POLICY AND PRACTICE

6.

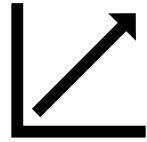


# Profiadau anghyfartal, cyfranogiad cyfartal

## 60%

O'r bobl a fu farw gyda COVID-19 rhwng Ion – Tach 2020 yn **anabl**

Mwy o leihad i **fynediad at ofal** iechyd o gymharu â gweddill y cyhoedd



Cyfran uwch o dderbyniadau i Uned Gofal Dwys o'r **cwintel mwyaf difreintiedig** a chyfradd marwolaethau COVID-19 ddwywaith mor uchel yn y cymunedau mwyaf difreintiedig.

Cyfradd marwolaethau COVID-19 ymhlith pobl iau na 64 oed o **gymunedau difreintiedig** 3.7 gwaith yn uwch na'r ardaloedd lleiaf difreintiedig

## 4 x

Pobl o **gymunedau lleiafrifoedd ethnig** mewn mwy o berygl o **farw** o COVID-19 yn ystod y don gyntaf – pobl dduon Affricanaidd 3.7 gwaith yn fwy tebygol o farw na dynion gwyn



Cynyddodd nifer yr achosion o **drallod seicolegol** ymhlith y rhai rhwng **18 a 24** oed o 23% (2017) i 44% (Ebrill 2020)

Gostyngodd **lefelau cyflogaeth** ar gyfer y rhai 18-24 oed 9% o gymharu â 0.4% ar gyfer y rhai 25-64 oed

**Debs Smith**

**Aelod Grŵp Partneriaeth  
Gyhoeddus CDCC**

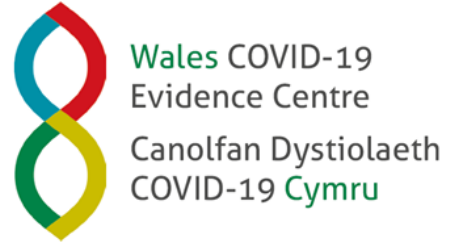


“Pam mae cynnwys y cyhoedd yn y CDCC yn  
hanfodol”

Thank you  
Diolch yn Fawr

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**Reflection**  
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@NJosephWilliams



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