



Research into lone working in adult social care

Final report

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Executive summary

Introduction

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

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Research method

f Qualitative

f Quantitative

Job satisfaction, productivity and self-confidence

Communication

Health and wellbeing

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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

	Lone workers (n=203)	Percent

Table 1.4: Managers by service area

	Managers (n=145)	Percent

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

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“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

3.2 Communicating with colleagues

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

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

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f

f

Table: 3.3: Planning and managing workloads

	% agreeing that workload planning and management is effective

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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

	Stress	Loneliness and isolation

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

	% of lone workers (full sample)	% of managers (full sample)

5.8 Additional employer support that would be beneficial

6. Demand for new resources

6.1 Summary analysis

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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

