

Digital Skills and Research Methods

LCHS4007

Component 2 – Research Report

Topic on:Care Worker

Name:Sehrash Ali

Student id:2440353

Module code:LCHS4007

Lecturer:Masud Siddiqui

Submitted:15 November 2025

Table of Contents

Introduction	2
TASK 1: RESEARCH TOPIC IDENTIFICATION	2
1.1 Identification of the Issue	2
1.3 Review of Information Sources	3
TASK 2: RESEARCH METHODOLOGIES	4
2.1 Overview of Research Approaches	4
2.2 Justification for Chosen Methodology	4
TASK 3: DATA COLLECTION	5
3.1 Overview of Data Collection Methods	5
3.2 Justification for Chosen Methodology	5
Summary	6
References	6

Introduction

The health and social care system is witnessing increasing demand of UK health and social care by vulnerable population. This demand is paralleling increasing significantly in the UK adult social care sector, which is due to increasing aging population. However, to meet these demands the greatest challenge in the way is retention of workers and their turnovers (Ravalier et al., 2020). This research will highlight the ways of staff retention and job satisfaction among social workers to enhance the standards of UK health and social care system. Further, it will use qualitative approach and secondary data collection as the most appropriate tools to suggest strategies and technology to enhance staff retention and overall work satisfaction among workers.

TASK 1: RESEARCH TOPIC IDENTIFICATION

1.1 Identification of the Issue

Health care workers plays a very critical role in adult social care by delivering care support and assisting to individuals facing health issues, ensuring their physical-mental well-being and improving overall quality of living. They form collaborations with social care givers and other specialists to tackle the social need and health management. This collaboration facilitate access to services and endorsing liberation. However, UK health and social care sector is facing a pressing challenge of the staff retention and shortage of health employees and workers. This drawback has been aggravated by post-pandemic exhaustion, minimal pays, rising demand of number of workers with increasing aging population, and latest policy changes. The changes in Employer National Insurance Contributions and National Minimum Wage rates also impacts the availability of social and health care givers (Turley et al., 2021).

Explicitly, it can be comprehended as an extensive challenge within the UK health care and social care system. The demand and pressure on this sector especially in adult social care is increasing with increase in the health and social care demands. The concern of turnover of Support Workers necessitates the research so as to highlight the ways of increasing retention, enhancing job satisfaction to eventually uplift the benchmarks of the care offered to susceptible people.

1.2 Justification for the Research

Reviewing the workers turnover in the UK healthcare and social sector is fundamental since elevated turnover rates results in compromised quality of care given to patients and susceptible individuals, directing to amplified workload and burnouts amongst remaining staff members. Comprehension of the issues influencing retention of workers can assist in

cultivating strategies to enhance job satisfaction, ensuring an enduring and efficient staff that encounters the increasing demands in these sectors ((Ravalier et al., 2020).

Therefore, comprehending staff turnover is essential for improving quality of care, ensuring high turnovers, stability of members, managing budgets, addressing systemic challenges, and directing development in health-social care policies. The progress in the UK healthcare and social care sectors depends on the retention of staff and meeting the increasing demand. Therefore, understanding reasons off employee turnover is essential for generating efficient HR and managerial policies that support staffing and retention, guaranteeing that the sectors can meet growing demands for services.

1.3 Review of Information Sources

1.3.1 Source 1: Billings, J., Abou Seif, N., Hegarty, S., Ondruskova, T., Soulios, E., Bloomfield, M. and Greene, T. (2021). What support do frontline workers want? A qualitative study of health and social care workers' experiences and views of psychosocial support during the COVID-19 pandemic.

This research paper evaluates the impact of COVID-19 pandemic on the mental health and care giver wellbeing of the health and social care workers performing at frontline. This research signifies the necessity to assist frontline workers and recognise their elevating mental load and physical burden. The results of this study demonstrates that frontline health and social care workers are expected to have a system incorporating flexibility, need of assistance from co-workers, organisational assistance and professional assistance. Further it is highlighted that intense research is needed to completely evaluate the fundamental, systemic and interpersonal obstacles to retrieve psychosocial assistance. Therefore, excessive collaboration, discussion and co-generation of support is highly reasonable.

1.3.2 Source 2: Edwards, D., Trigg, L., Carrier, J., Cooper, A., Csontos, J., Day, J., Gillen, E., Lewis, R. and Edwards, A. (2022). A rapid review of innovations for attraction, recruitment and retention of social care workers, and exploration of factors influencing turnover within the UK context.

This study analysis the impact of Brexit and the COVID-19 pandemic on social health sector. This study explores and identifies the need of innovations to appeal, recruit and retain workers in the social health care. Evaluation suggests that, employing certain strategies like practice of learning, fast-track graduation programme, and trainings may encourage the retention of social-health workers, whereas, pre- occupation trainings, various recruitment drives, ambassador appointment, and recruitments based on values could support in attracting, recruiting, and retention of the wider social care givers.

1.3.3 Source 3: Alkan, E., Cushen-Brewster, N. and Anyanwu, P. (2024). Organisational factors associated with healthcare workforce development, recruitment, and retention in the United Kingdom: a systematic review.

This study synthesised evidences to support organisational practices and other environment factors impacting the healthcare workers retention and recruitment in the UK. Results of the study highlights key aspects related with staff intent to retain or leave the work. These aspects include challenges of workplace, workplace culture, morality concern, leader's participation, administrative support, and flexibility in shifts. Remarkably, passively violent behaviour from colleague, comprising clinical workers has greater impact on worker retention than any other inter-personnel or, passively violent behaviour of patient.

TASK 2: RESEARCH METHODOLOGIES

2.1 Overview of Research Approaches

Qualitative research is an approach that emphasizes on collection of data and analysis of non-numerical data, including information in the form of textual data, audios, or visual data, to comprehend individual's experience, value system, and inspirations. It frequently includes approaches like interrogative open ended questioners, studying of focus groups, and explanations to collect valuable, comprehensive insights into multifaceted social phenomena.

Quantitative research is a systematic approach which concentrates on collection and analysing of numerical data. Unlike qualitative research, it tries to identify various patterns, hypotheses, to establish findings and results. It generally utilises statistical approaches to gain results which can be simplified to greater population (Dehalwar and sharma, 2025). Further, the quantitative research approach is crucial for production of objectives, studying the empirical data, establishing the findings. It generates results that can be evaluated and analysed in a statistic manner. It is predominantly efficient for testing the hypotheses and construction of overviews about population studied.

2.2 Justification for Chosen Methodology

Qualitative research emphasizes on consideration of behavioural perceptions and belief of social support providers. It intends to mobilise comprehensions into individual's outlooks and perspectives impacted by certain external or internal forces discussed. Therefore, this study utilises qualitative approach to gain deeper understanding and detailed evaluation of the workers retention (Enari, 2024). This qualitative approach will allow the research to provide significant information about the behaviour and experiences of the Social support workers while providing care to patients. Since, their behaviour is impacted by various factors it is essential to provide insights in same direction. Behavioural evaluation through qualitative

approach provides crucial insights to outline interventions and policy reforms in the health and social care industry.

TASK 3: DATA COLLECTION

3.1 Overview of Data Collection Methods

Primary data collection includes collection of information straight from original source for a precise research purpose. Common approaches includes utilisation of survey, observations, interview, and experiments, as tools to allow researcher to attain modified and applicable insights. Secondary data collection engages use of data which has previously been collected by other researchers for different rationales (Drobnjaković and Steinführer, 2024). This process is often cost- efficient and can comprise various sources like case studies, authoritative reports, academic article, and existing academic datasets. Secondary data is predominantly valuable in the early phases of research to recognise gaps in existing knowledge. It also informs and direct the scheme of the primary research. It can also assist in creating a strategy for contrast comparison with recent data collected.

3.2 Justification for Chosen Methodology

This study has utilised secondary data collection method for gathering research relevant evidences. The researcher seeks to establish comprehensive determinants of social support workers retention in the UK health and social care sector. The abundance of literature and academic databases also supports the utilisation of the secondary adapt collection for insightful findings. The secondary sources utilised such as academic research journals, government reports, and industry reports highlights wide range of availability and findings regarding the key factors subsidizing to a high turnover rate among Social support workers in UK health social care sector (Cheong et al., 2023). The available data utilised to provide discussions on the current challenges and applicable solutions, and therefore, it can be comprised in the knowledge base on the worker's retention as an obstacle. Furthermore, secondary information will permit directing a relative analysis and exploring other researches to regulate the most general themes and intervention practices that might be useful in guarding the social care givers or workers (Denscombe, 2025).

Summary

The consequence of the affected staff retention and increasing turnover social health workers does not only increases the cost of operations for these sector but also impacts the quality of the care given to the people accessing these facilities in adult social care sector. This creates inconsistent experience of the vulnerable people receiving the care. Further, Examining staff turnover uncovers systemic challenges within the health and social care systems or authorities. These challenges could be the inadequate assistance, minimal pays,

lack of infrastructure, non-suitable working conditions. Thus, Investigation into practices impacting worker retention is essential to explore various solutions including, flexibility of work, upgradation of infrastructure and working conditions, and integrating technology to retain the workforce.

References

- Alkan, E., Cushen-Brewster, N. and Anyanwu, P. (2024). Organisational factors associated with healthcare workforce development, recruitment, and retention in the United Kingdom: a systematic review. *BMC Nursing*, [online] 23(1). doi:<https://doi.org/10.1186/s12912-024-02216-0>.
- Billings, J., Abou Seif, N., Hegarty, S., Ondruskova, T., Soulios, E., Bloomfield, M. and Greene, T. (2021). What support do frontline workers want? A qualitative study of health and social care workers' experiences and views of psychosocial support during the COVID-19 pandemic. *PLOS ONE*, [online] 16(9). doi:<https://doi.org/10.1371/journal.pone.0256454>.
- Cheong, H., Lyons, A., Houghton, R. and Majumdar, A. (2023). Secondary Qualitative Research Methodology Using Online Data within the Context of Social Sciences. *International Journal of Qualitative Methods*, 22(1), pp.1–19.
- Dehalwar, K. and Sharma, S.N. (2025). Fundamentals of Research Writing and uses of Research Methodologies. *SSRN Electronic Journal*. doi:<https://doi.org/10.2139/ssrn.5398671>.
- Denscombe, M., (2025). Decolonial research methodology: An assessment of the challenge to established practice. *International Journal of Social Research Methodology*, 28(2), pp.231-240. DOI: <https://doi.org/10.1080/13645579.2024.2357558>
- Drobnjaković, M. and Steinführer, A., (2024). Re-thinking rurality: Towards a new research approach and rural-urban spatial gradient establishment in Serbia. *Applied Geography*, 163, p.103195. DOI: <https://doi.org/10.1016/j.apgeog.2023.103195>
- Enari, D., Matapo, J., Ualesi, Y., Cammock, R., Port, H., Boon, J., Refiti, A., Fainga'a-Manu Sione, I., Thomsen, P. and Faleolo, R., (2024). Indigenising research: Moanaroa a philosophy for practice. *Educational Philosophy and Theory*, 56(11), pp.1044-1053. DOI: <https://doi.org/10.1080/00131857.2024.2323565>
- Edwards, D., Trigg, L., Carrier, J., Cooper, A., Csontos, J., Day, J., Gillen, E., Lewis, R. and Edwards, A. (2022). A rapid review of innovations for attraction, recruitment and retention of social care workers, and exploration of factors influencing turnover within the UK context. *Journal of Long Term Care*, pp.205–221. doi:<https://doi.org/10.31389/jltc.130>.
- Ravalier, J., Wainwright, E., Clabburn, O., Loon, M. and Smyth, N. (2020a). Working conditions and wellbeing in UK social workers. *Journal of Social Work*, [online] 21(5), p.146801732094936. doi:<https://doi.org/10.1177/1468017320949361>.

Turley, R., Roberts, S., Foster, C., Warner, N., El-Banna, A., Evans, R., Nurmatov, U., Walpita, Y. and Scourfield, J. (2021). Staff Wellbeing and Retention in Children's Social Work: Systematic Review of Interventions. *Research on Social Work Practice*, 32(3), pp.281–309. doi:<https://doi.org/10.1177/10497315211052639>.