

The Cost of Caring - what predicts psychological distress in support staff who work with adults with an intellectual disability?

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Introduction:



Deinstitutionalisation from large residential institutions to smaller congregated settings.



New challenges in relation to recruitment & quality assurance of staff supporting these clients with an ID.



Huge role proliferation



Less 'support' available at times of challenging behaviour & emotional distress – isolated settings



Distressed staff impact on patient care and service aspirations.





Higher levels of absenteeism



Higher levels of Mental Health problems



Less interactions with clients



More negative interactions with clients



Not likely to have capacity to provide safe and quality care



Objective:

To examine levels of psychological distress & work-related quality of life in support workers caring for people with an ID.



To consider the relative contribution of service user factors (e.g. challenging behaviour) & organisational factors (e.g. contractual terms, training and support) in predicting such outcomes.

Previous Research:



As far as these authors are aware, no other research specific to this subject area has been carried out in Ireland



Keogh & Byrne (2016) focused on workplace violence against care staff.



This recruited participants from a formal register



Current study recruited from a closed social media platform



CRISIS, CONCERN AND COMPLACENCY

A study on the extent, impact and management of workplace violence and assault on social care workers

Serine Byrne

Procedure:

- Used two closed Facebook Groups to recruit participants
- 'Social Care Workers of Ireland' and 'Irish Professional Social Care Worker's Republic of Ireland'
- Permission sought from administrators to post survey
- 10,909 members and 3,241 members respectively (current figures 19/03/2019)
- Demographics of the group are unknown
- Posted survey on Facebook page asking for participants



DASS21

Name: _____

Date: _____

Please read each statement and circle a number 0, 1, 2 or 3 which indicates how much the statement applied to you over the past week. There are no right or wrong answers. Do not spend too much time on any statement.

The rating scale is as follows:

- 0 Did not apply to me at all
- 1 Applied to me to some degree, or some of the time
- 2 Applied to me to a considerable degree or a good part of time
- 3 Applied to me very much or most of the time

| | | | | | |
|--------|---|---|---|---|---|
| 1 (s) | I found it hard to wind down | 0 | 1 | 2 | 3 |
| 2 (a) | I was aware of dryness of my mouth | 0 | 1 | 2 | 3 |
| 3 (d) | I couldn't seem to experience any positive feeling at all | 0 | 1 | 2 | 3 |
| 4 (a) | I experienced breathing difficulty (e.g. excessively rapid breathing, breathlessness in the absence of physical exertion) | 0 | 1 | 2 | 3 |
| 5 (d) | I found it difficult to work up the initiative to do things | 0 | 1 | 2 | 3 |
| 6 (s) | I tended to over-react to situations | 0 | 1 | 2 | 3 |
| 7 (a) | I experienced trembling (e.g. in the hands) | 0 | 1 | 2 | 3 |
| 8 (s) | I felt that I was using a lot of nervous energy | 0 | 1 | 2 | 3 |
| 9 (a) | I was worried about situations in which I might panic and make a fool of myself | 0 | 1 | 2 | 3 |
| 10 (d) | I felt that I had nothing to look forward to | 0 | 1 | 2 | 3 |
| 11 (a) | I found myself getting agitated | 0 | 1 | 2 | 3 |
| 12 (a) | I found it difficult to relax | 0 | 1 | 2 | 3 |
| 13 (d) | I felt down-hearted and blue | 0 | 1 | 2 | 3 |
| 14 (a) | I was intolerant of anything that kept me from getting on with what I was doing | 0 | 1 | 2 | 3 |
| 15 (a) | I felt I was close to panic | 0 | 1 | 2 | 3 |
| 16 (d) | I was unable to become enthusiastic about anything | 0 | 1 | 2 | 3 |
| 17 (d) | I felt I wasn't worth much as a person | 0 | 1 | 2 | 3 |
| 18 (a) | I felt that I was rather touchy | 0 | 1 | 2 | 3 |
| 19 (a) | I was aware of the action of my heart in the absence of physical exertion (e.g. sense of heart rate increase, heart missing a beat) | 0 | 1 | 2 | 3 |
| 20 (a) | I felt scared without any good reason | 0 | 1 | 2 | 3 |
| 21 (d) | I felt that life was meaningless | 0 | 1 | 2 | 3 |

Work-Related Quality of Life (WRQoL) Scale

Questionnaire

This questionnaire is designed to assess your quality of working life. Please do not take too long over each question; we want your first reaction not a long drawn out thought process. Please do not omit any questions. This isn't a test, simply a measure of your attitudes to the factors that influence your experience at work.

Please indicate your answers by filling in the circles like this: ● if you make a mistake do this: ✖

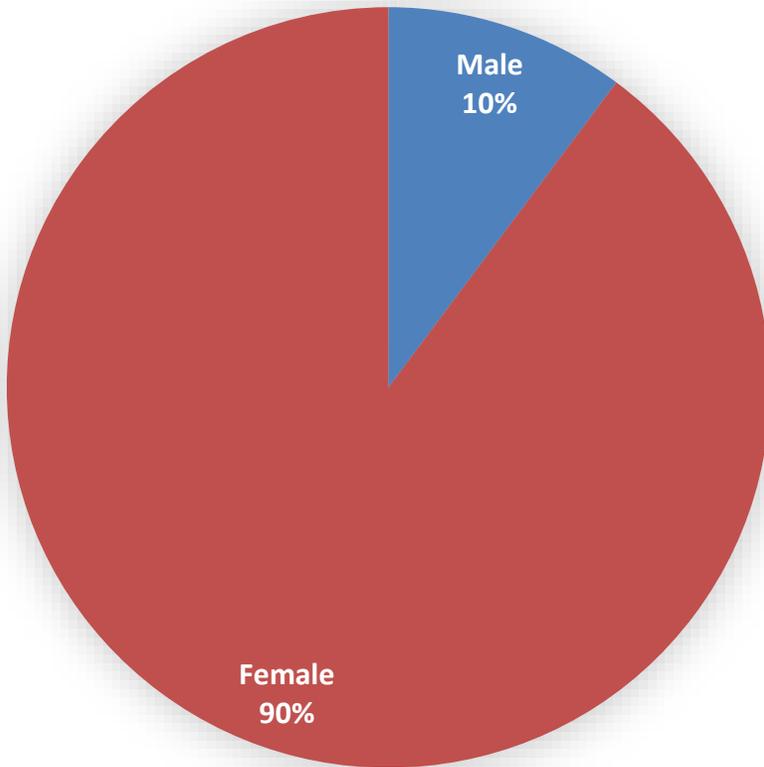
| To what extent do you agree with the following? | | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <i>Please fill in the appropriate circle.</i> | | | | | | |
| 1. | I have a clear set of goals and aims to enable me to do my job | <input type="radio"/> |
| 2. | I feel able to voice opinions and influence changes in my area of work | <input type="radio"/> |
| 3. | I have the opportunity to use my abilities at work | <input type="radio"/> |
| 4. | I feel well at the moment | <input type="radio"/> |
| 5. | My employer provides adequate facilities and flexibility for me to fit work in around my family life | <input type="radio"/> |
| 6. | My current working hours / patterns suit my personal circumstances | <input type="radio"/> |
| 7. | I often feel under pressure at work | <input type="radio"/> |
| 8. | When I have done a good job it is acknowledged by my line manager | <input type="radio"/> |
| 9. | Recently, I have been feeling unhappy and depressed | <input type="radio"/> |
| 10. | I am satisfied with my life | <input type="radio"/> |
| 11. | I am encouraged to develop new skills | <input type="radio"/> |
| 12. | I am involved in decisions that affect me in my own area of work | <input type="radio"/> |
| 13. | My employer provides me with what I need to do my job effectively | <input type="radio"/> |
| 14. | My line manager actively promotes flexible working hours / patterns | <input type="radio"/> |
| 15. | In most ways my life is close to ideal | <input type="radio"/> |
| 16. | I work in a safe environment | <input type="radio"/> |
| 17. | Generally things work out well for me | <input type="radio"/> |
| 18. | I am satisfied with the career opportunities available for me here | <input type="radio"/> |
| 19. | I often feel excessive levels of stress at work | <input type="radio"/> |
| 20. | I am satisfied with the training I receive in order to perform my present job | <input type="radio"/> |
| 21. | Recently, I have been feeling reasonably happy at things considered | <input type="radio"/> |
| 22. | The working conditions are satisfactory | <input type="radio"/> |
| 23. | I am involved in decisions that affect members of the public in my own area of work | <input type="radio"/> |
| 24. | I am satisfied with the overall quality of my working life | <input type="radio"/> |

Constructs Assessed:

- Depression, Anxiety & Stress (DASS21 Scale)
- Work Related Quality of Life (WRQoL Scale)
- Bespoke questionnaire to capture personal and workplace factors

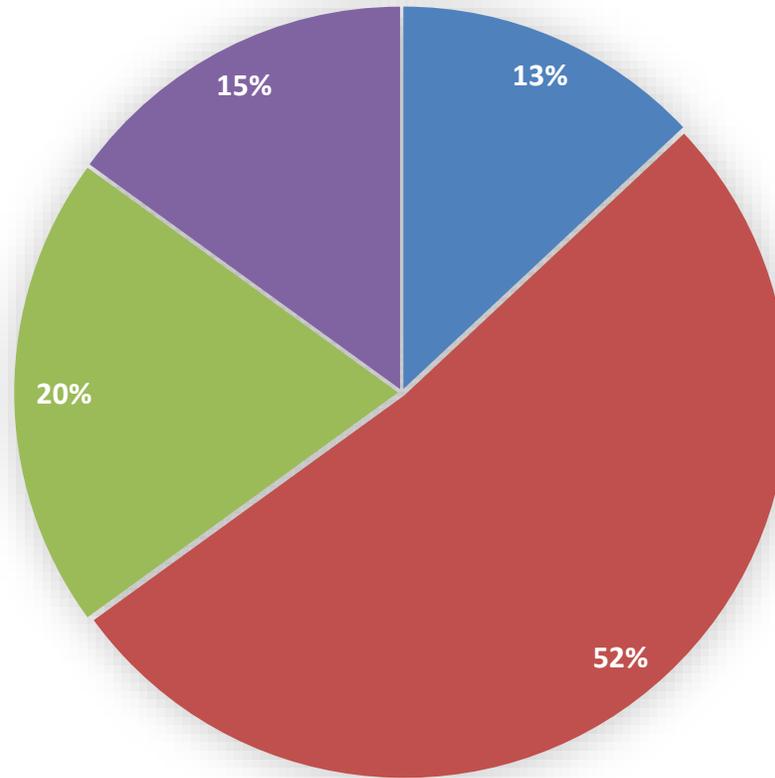
Participants:

109 Participants



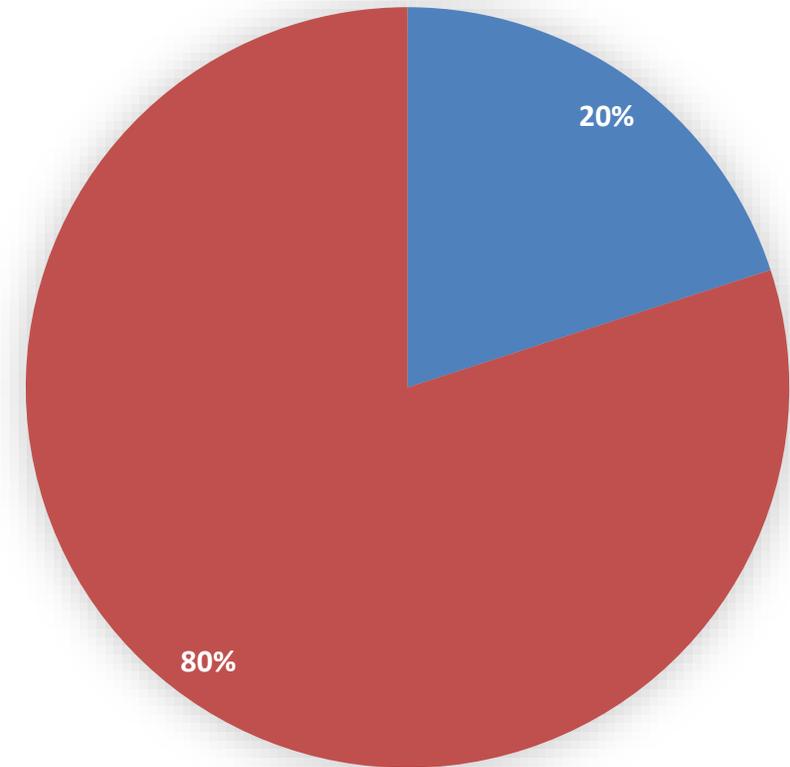
■ Male ■ Female

Age



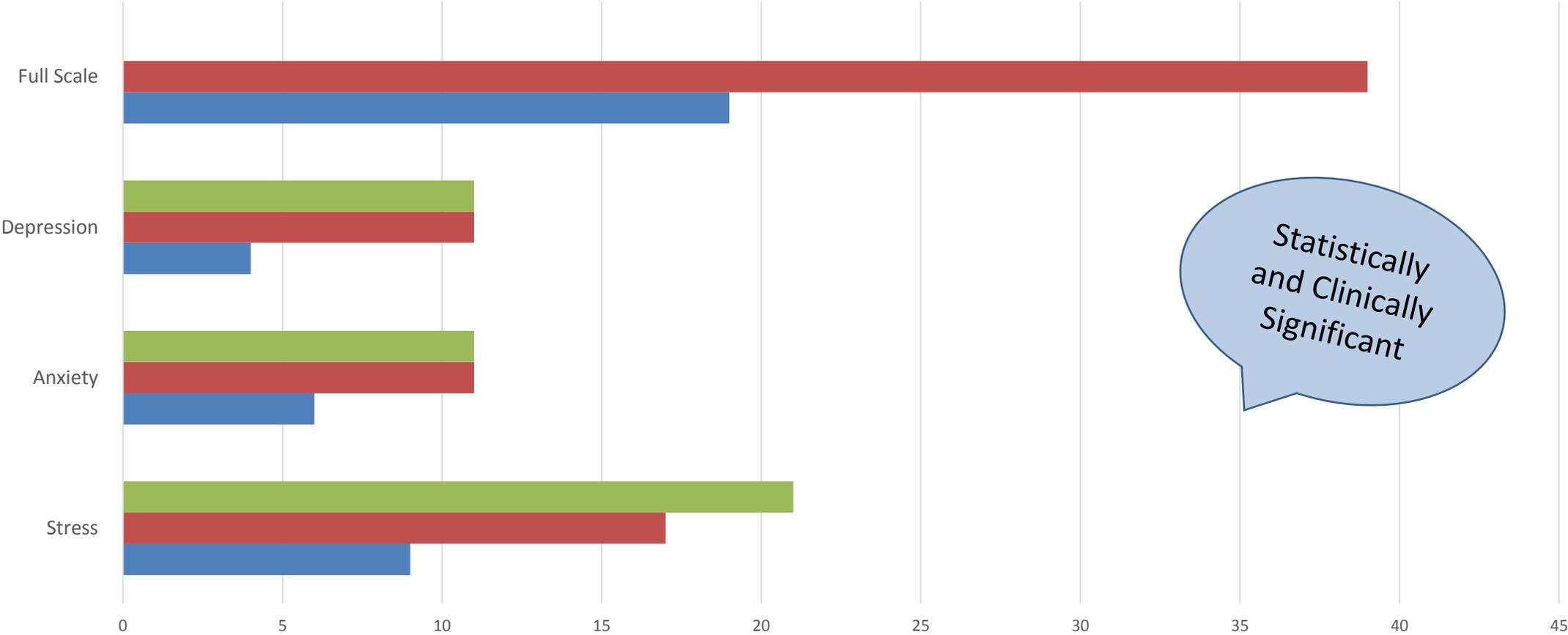
■ 18-34 ■ 25-34 ■ 35-44 ■ 45+

Education



■ Below Degree Level ■ Degree or above

DASS21 Mean Scores



Statistically
and Clinically
Significant

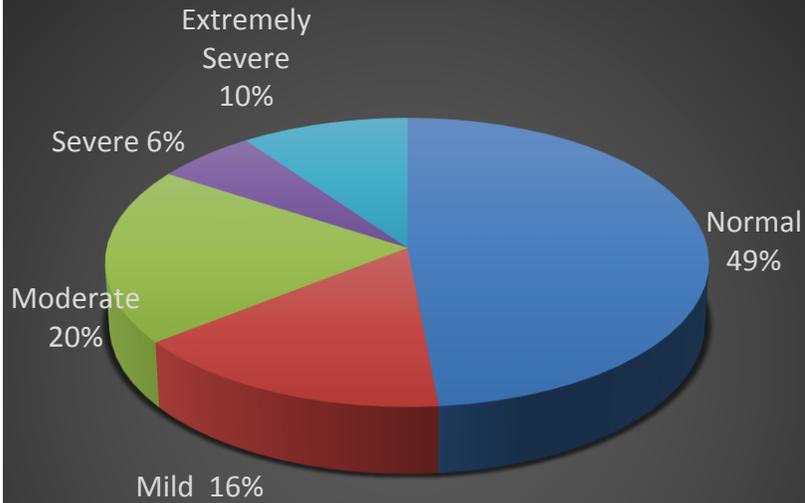
Clinical

Current Sample

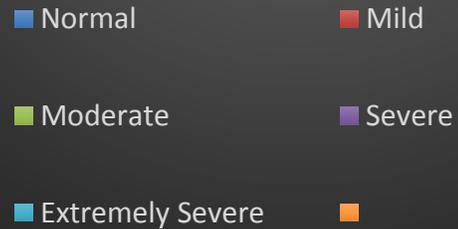
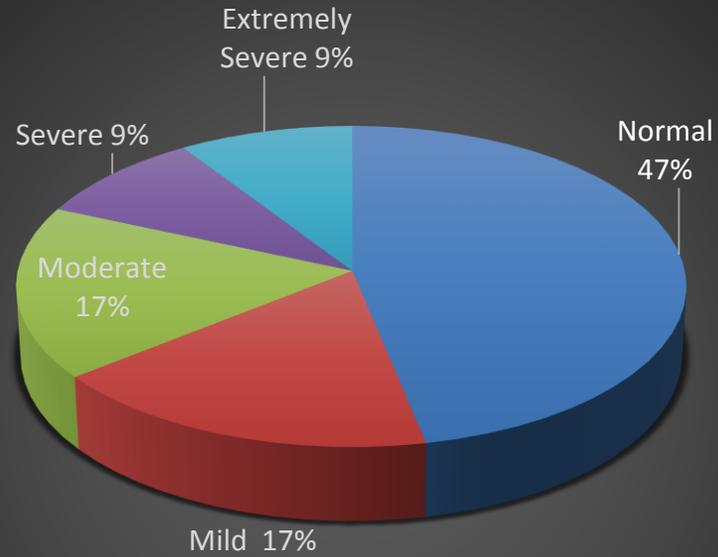
Non Clinical

DASS21 Subscale Severity Ratings:

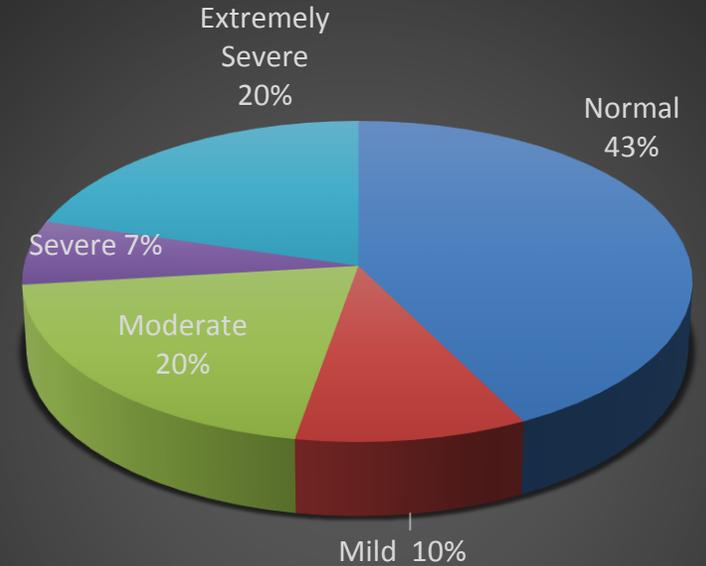
Depression



Stress



Anxiety



Take away points from Depression, Anxiety and Stress Scale:

Less than 50% of sample had Depression, Anxiety and Stress levels in 'normal range'.

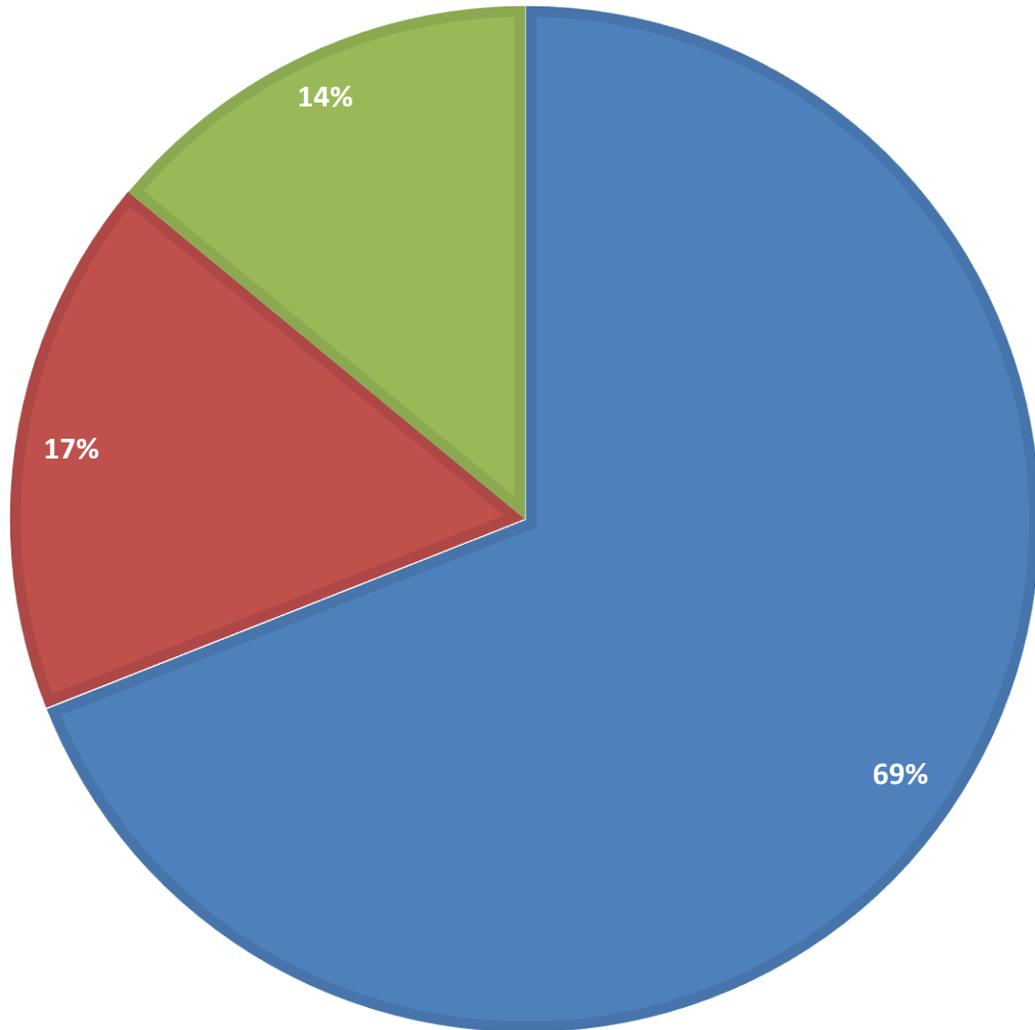
Over 35% of our sample were found to have depression & stress levels ranging from moderate to extremely severe.

Over 47% had anxiety levels ranging from moderate to extremely severe

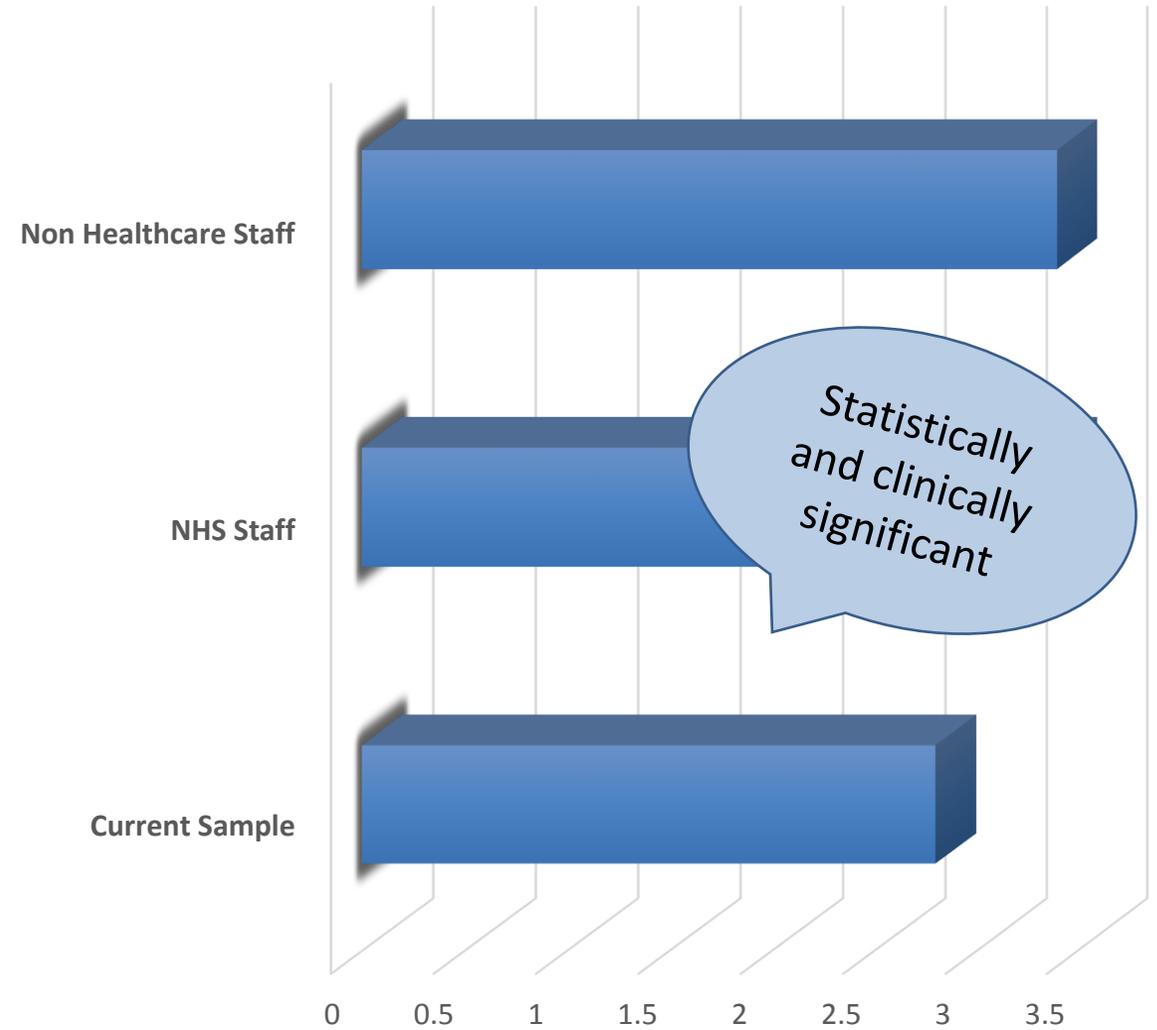
Depression, Anxiety & Stress levels were both clinically and statistically different to healthy populations.

WORK RELATED QUALITY OF LIFE SUBSCALES

■ Low ■ Average ■ High



WRQoL Compared to Healthcare and Non Healthcare Staff



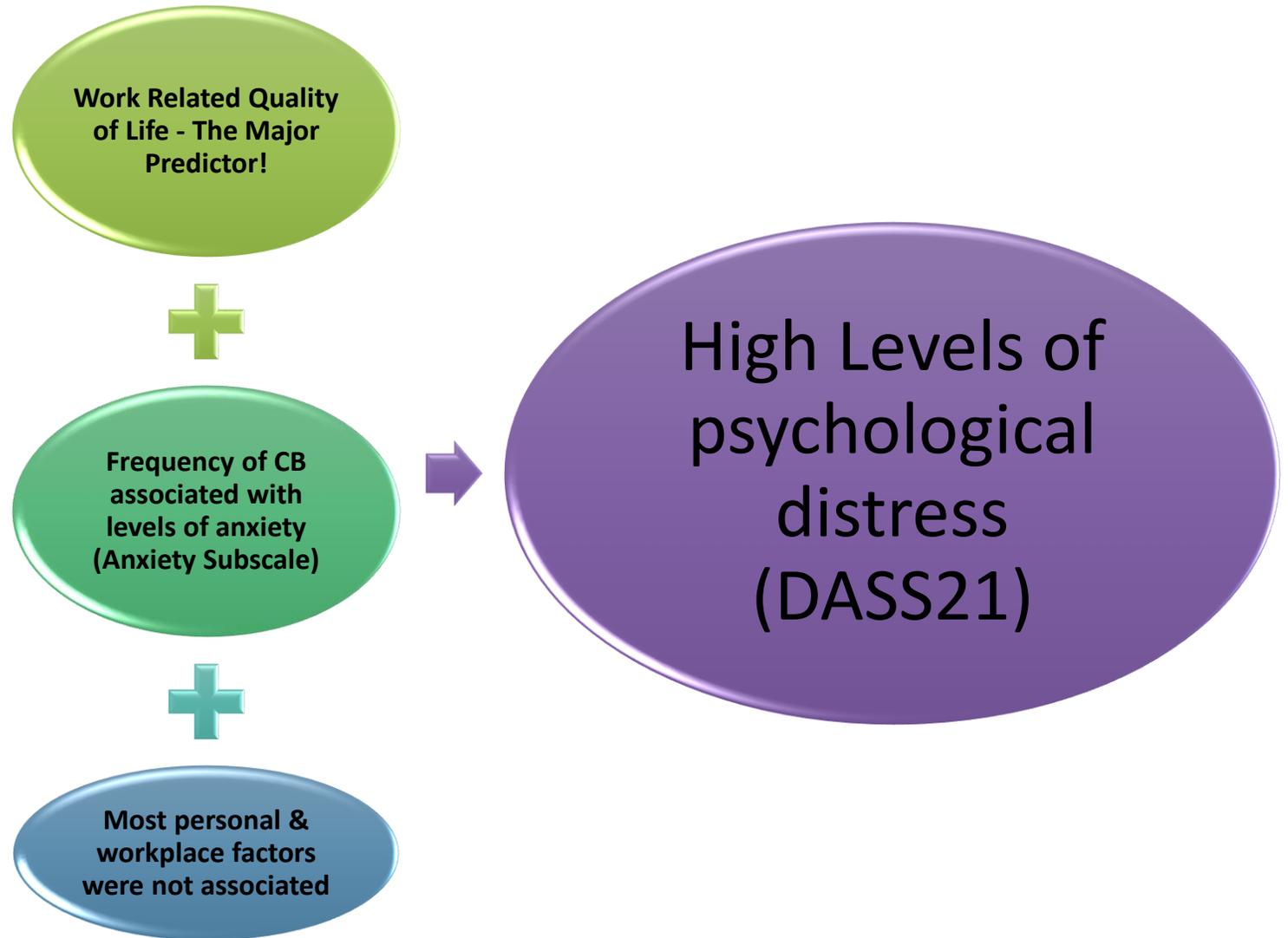
Take away
points from
Work Related
Quality of Life
Scale:

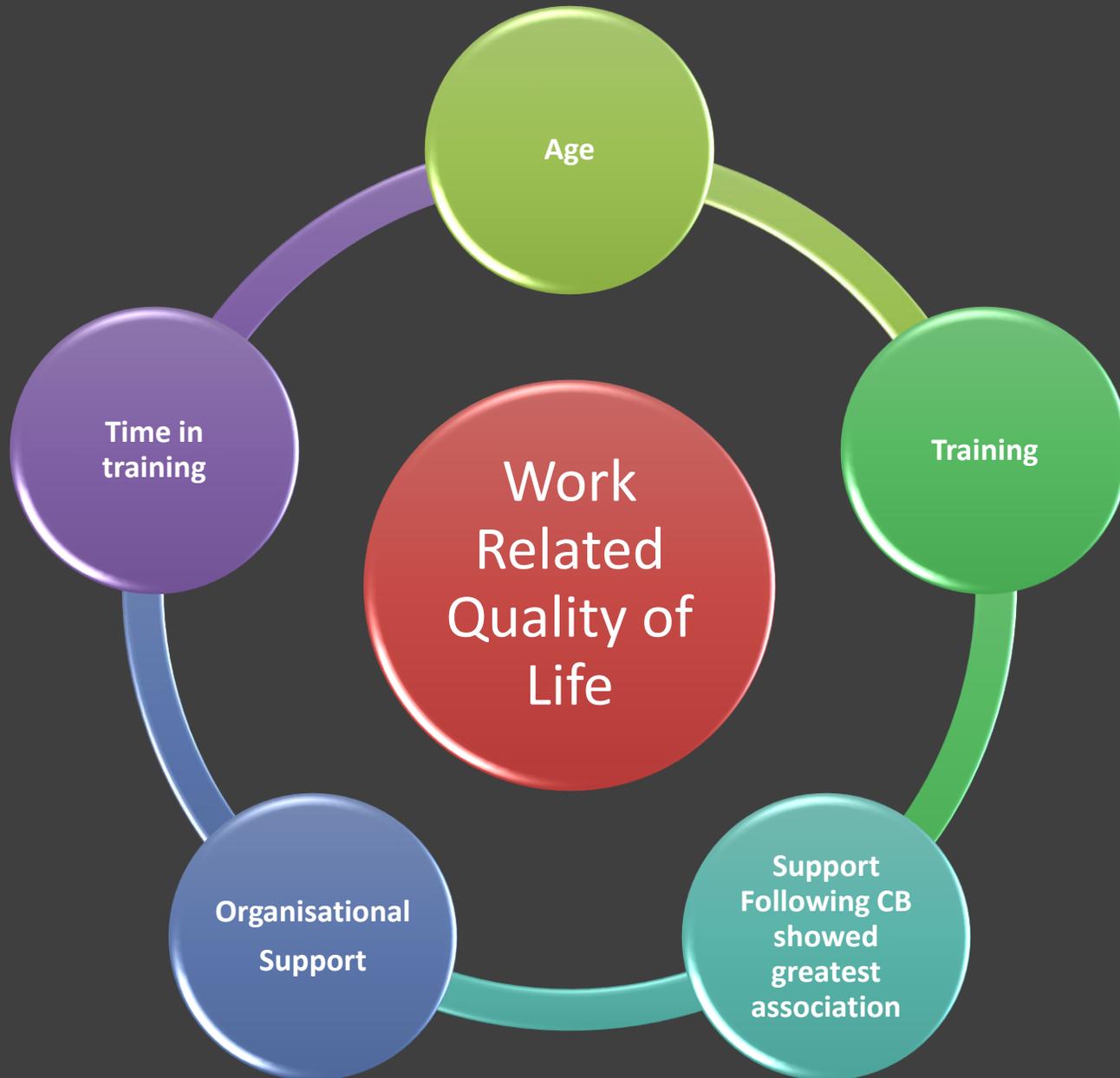
69% of our sample reported low Workplace Quality of Life

Only 14% reported high Workplace Quality of Life.

WRQoL scores were clinically and statistically lower than both healthcare & non-healthcare staff

So what predicts these high levels of distress in our carers?





If Workplace Quality of life is associated with psychological distress – what predicts Workplace QoL?

Suggests we have a distressed staff population caring for the most vulnerable in society



Training & organisational support following incidents were the key factors associated with Workplace Quality of Life. These are factors within our control.



Social care will remain challenging so the safe option is to increase workplace support e.g. formal supervision with suitably qualified staff, informal peer support, in service and post qualification training.



We know from reviews conducted after cases of abuse at Winterbourne View that negative aspects of care (high staff turnover, use of inexperienced & unqualified staff, poor supervision, poor training & poor staff relationships) were some of the factors found to have played a role in the abuse.

What next?



Best practice guidelines around supervision - i.e. what qualifications are needed, should it be facilitated by an external entity, how often supervision occurs etc.



Further research potentially in collaboration with organisations to allow us capture a larger cohort of staff



What does best practice & the evidence base tell us about supporting staff after an incident of CB? What does evidence from other countries tell us?



How do we integrate meaningful support to our current residential care model – staffing levels, adequate cover post incident....



Dialogue with HIQA around post incident procedures? Should they be included in inspections?



Discussions around working conditions



Focus on the professional registration of Social Care Workers by CORU



Thank you!

- Any questions?