



## **Professor Carol Atkinson**

Carol's research focuses on employment in small and medium-sized firms (SME) and the adult social care sector together with older workers and older women's careers.

'It is clear that domiciliary care workers in Wales are doing a fantastic job, motivated by a sense of altruism to provide the best care possible. However, they face a mix of pressures that affect their ability and motivation to deliver domiciliary care to the standard they aspire to.' [March 2016]



## **Dr Sarah Crozier**

Sarah is a Chartered Psychologist with a range of research and practitioner experience in the work psychology field. Her current research projects involve exploring stress at work through emerging longitudinal qualitative methodologies; exploring the experiences of stress experts and influence of expert status on stress outcomes; and the recruitment, retention and impacts on care quality in adult social care.



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Llywodraeth Cymru  
Welsh Government

## **Research commissioned by the Welsh Government sheds light on conditions in care sector [2016]**

A new report suggests that zero-hour contracts are impacting the ability of care workers to provide an effective level of care to service users. Research findings show that these employment contracts increase anxiety around job security and hamper reliability in the independent care sector, creating strain and dissatisfaction with service provision.

Led by Professor Carol Atkinson, researchers from the Faculty of Business and Law's **Centre for People and Performance** recommend increased adoption of secure contracts for the majority of domiciliary care workers and for zero-hour contracts to be used sparingly. The report sets out a series of policy recommendations that the Welsh government could adopt to boost the recruitment and retention of domiciliary care workers in the independent sector.

**<http://gov.wales/statistics-and-research/factors-affect-recruitment-retention-domiciliary-care-workers>**

*Shortlisted for the Educate North Awards  
'Research Project of the Year' 2016.*

