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.

Decent Work and Productivity Research Centre
https://www.mmu.ac.uk/decent-work
Informing Welsh Government regulations to improve working conditions for domiciliary care workers

Research carried out by Manchester Metropolitan University explored the potential relationship between the terms and conditions of the workforce and quality of domiciliary care. It’s findings had a direct and significant impact on subsequent Welsh government policy and strategy around social care reforms in 2018.

Led by Professor Carol Atkinson, researchers from the Faculty of Business and Law’s Decent Work and Productivity Research Centre recommended increased adoption of secure contracts for the majority of domiciliary care workers and for zero-hour contracts to be used sparingly. The report set 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.


Shortlisted for the Educate North Awards ‘Research Project of the Year’ 2016.