

Wales COVID-19 Evidence Centre (WCEC) Rapid Review

Report Number: RR00026

ADDITIONAL INFORMATION (See Rapid Review section 6.2)

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1. Full search strategies

Medline 01.11.2021

Search Number	Description	Results
1	((retention or retain* or recruit* or turnover or attract*) adj3 (worker* or workforce* or staff* or employe* or workplace or "work place*" or "human resource*" or occupation* or personnel or profession* or practitioner*)).tw.	10,556
2	("turnover rate*" or "turnover intention*" or "voluntary turnover" or "inten* to leave" or "inten* to stay" or "retention rate" or "leave intention*").tw.	15,899
3	1 OR 2	25,760
4	exp Social Workers/	857
5	exp Social Work/	18,157
6	(care adj2 (worker* or workforce or assistant* or staff or sector or home* or system*)).tw.	121,810
7	(nurs* adj2 (home* or residence* or residential or institution* or facilit*)).tw.	43,570
8	("social care" or "social work*" or "social service*" or "child welfare" or "child protection" or "welfare service*" or "welfare system*" or "support work*" or "day service*" or "domiciliary care" or "residential care" or "residential aged care" or "residential home*" or "care residence" or "assisted living facilit*" or "supported living" or "occupational therap*").tw.	61,707
9	OR (4 – 8)	220,688
10	3 and 9	1,732
11	(gb or "g.b." or britain* or (british* not "british columbia") or uk or "u.k." or united kingdom* or (england* not "new england") or northern ireland* or northern irish* or scotland* or scottish* or ((wales or "south wales") not "new south wales") or welsh*).ti,ab,jw,in.	2,239,322
12	(bath or "bath's" or ((birmingham not alabama*) or ("birmingham's" not alabama*) or bradford or "bradford's" or brighton or "brighton's" or bristol or "bristol's" or carlisle* or "carlisle's" or (cambridge not (massachusetts* or boston* or harvard*)) or ("cambridge's" not (massachusetts* or boston* or harvard*)) or (canterbury not zealand*) or ("canterbury's" not zealand*) or chelmsford or "chelmsford's" or chester or "chester's" or chichester or "chichester's" or coventry or "coventry's" or derby or "derby's" or (durham not (carolina* or nc)) or ("durham's" not (carolina* or nc)) or ely or "ely's" or exeter or "exeter's" or gloucester or "gloucester's" or hereford or "hereford's" or hull or "hull's" or lancaster or "lancaster's" or leeds* or leicester or "leicester's" or (lincoln not nebraska*) or ("lincoln's" not nebraska*) or (liverpool not (new south wales* or nsw)) or ("liverpool's" not (new south wales* or nsw)) or ((london not (ontario* or ont or toronto*)) or ("london's" not (ontario* or ont or toronto*)) or manchester or "manchester's" or (newcastle not (new south wales* or nsw)) or ("newcastle's" not (new south wales* or nsw))	1,559,630

	or norwich or "norwich's" or nottingham or "nottingham's" or oxford or "oxford's" or peterborough or "peterborough's" or plymouth or "plymouth's" or portsmouth or "portsmouth's" or preston or "preston's" or ripon or "ripon's" or salford or "salford's" or salisbury or "salisbury's" or sheffield or "sheffield's" or southampton or "southampton's" or st albans or stoke or "stoke's" or sunderland or "sunderland's" or truro or "truro's" or wakefield or "wakefield's" or wells or westminster or "westminster's" or winchester or "winchester's" or wolverhampton or "wolverhampton's" or (worchester not (massachusetts* or boston* or harvard*)) or ("worchester's" not (massachusetts* or boston* or harvard*)) or (york not ("new york*" or ny or ontario* or ont or toronto*)) or ("york's" not ("new york*" or ny or ontario* or ont or toronto*))))).ti,ab,in.	
13	(bangor or "bangor's" or cardiff or "cardiff's" or newport or "newport's" or st asaph or "st asaph's" or st davids or swansea or "swansea's").ti,ab,in.	62,129
14	(aberdeen or "aberdeen's" or dundee or "dundee's" or edinburgh or "edinburgh's" or glasgow or "glasgow's" or inverness or (perth not australia*) or ("perth's" not australia*) or stirling or "stirling's").ti,ab,in.	230,316
15	(armagh or "armagh's" or belfast or "belfast's" or lisburn or "lisburn's" or londonderry or "londonderry's" or derry or "derry's" or newry or "newry's").ti,ab,in.	29,568
16	OR (11 – 15)	2,625,953
17	(exp africa/ or exp americas/ or exp antarctic regions/ or exp arctic regions/ or exp asia/ or exp australia/ or exp oceania/) not (exp United Kingdom/ or europe/)	3,106,068
18	16 not 17	2,492,711
19	3 and 9 and 18	239

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Search Number	Description	Results
1	((retention or retain* or recruit* or turnover or attract*) adj3 (worker* or workforce* or staff* or employe* or workplace or "work place*" or "human resource*" or occupation* or personnel or profession* or practitioner*)).tw.	1,948
2	("turnover rate*" or "turnover intention*" or "voluntary turnover" or "inten* to leave" or "inten* to stay" or "retention rate" or "leave intention*").tw.	276
3	1 OR 2	2,118
4	(care adj2 (worker* or workforce or assistant* or staff or sector or home* or system*)).tw.	18,769
5	(nurs* adj2 (home* or residence* or residential or institution* or facilit*)).tw.	5,512
6	("social care" or "social work*" or "social service*" or "child welfare" or "child protection" or "welfare service*" or "welfare system*" or "support work*" or "day service*" or "domiciliary care" or "residential care" or "residential aged care" or "residential home*" or "care residence" or "assisted living facilit*" or "supported living" or "occupational therap*").tw.	78,868
7	OR (4 – 6)	91,083
8	3 and 7	1,207

Scopus: 01.11.2021

Search Number	Description	Results
1	TITLE-ABS-KEY ((retention or retain* or recruit* or turnover or attract*) adj3 (worker* or workforce* or staff* or employe* or workplace or "work place*" or "human resource*" or occupation* or personnel or profession* or practitioner*))	38,283
2	TITLE-ABS-KEY ("turnover rate*" or "turnover intention*" or "voluntary turnover" or "inten* to leave" or "inten* to stay" or "retention rate" or "leave intention*")	38,980
3	1 OR 2	72,540
4	TITLE-ABS-KEY (care adj2 (worker* or workforce or assistant* or staff or sector or home* or system*))	350,820
5	TITLE-ABS-KEY (nurs* adj2 (home* or residence* or residential or institution* or facilit*))	93,307
6	TITLE-ABS-KEY ("social care" or "social work*" or "social service*" or "child welfare" or "child protection" or "welfare service*" or "welfare system*" or "support work*" or "day service*" or "domiciliary care" or "residential care" or "residential aged care" or "residential home*" or "care residence" or "assisted living facilit*" or "supported living" or "occupational therap*")	231,274
7	OR (4 – 6)	621,429
8	TITLE-ABS-KEY (gb or "g.b" or britain or british or uk or "u.k." or "united kingdom" or england or "northern island" or "northern irish" or Scotland or Scottish or wales or "south wales" or welsh)	1,662,448
8	2 and 7 and 8	501

2. List of the websites of key third sector and government organisations searched

Resources searched	
Association of Directors of Adult Social Services (ADASS) https://www.adass.org.uk/publications2	Searched, nothing found
British Association of Social Work https://www.basw.co.uk/resources/publications-policies-and-reports	Searched, results found
Care and Support Alliance https://careandsupportalliance.com/	Searched, results found
Care Inspectorate Wales https://careinspectorate.wales/	Searched, results found
Care Quality Commission https://www.cqc.org.uk/	Searched, results found
Department of Health & Social Care https://www.gov.uk/government/organisations/department-of-health-and-social-care	Searched, results found
Google Advanced Search https://www.google.co.uk/advanced_search	Searched, results found
Health Education England https://www.hee.nhs.uk/	Searched, results found
Institute for employment studies https://www.employment-studies.co.uk/publications	Searched, results found
Joseph Rowntree Foundation https://www.jrf.org.uk/	Searched, nothing found
Local Government Association https://www.local.gov.uk/	Searched, nothing found
National Audit Office https://www.nao.org.uk/search/type/report/	Searched, results found
National Institute for Clinical Excellence (NICE) https://www.nice.org.uk/guidance	Searched, results found
NHS Improvement https://www.england.nhs.uk/publication/	Searched, results found
Northern Ireland Social Care Council https://nisc.info/	Searched, nothing found
Northern Ireland Social Services Council https://nisc.info/	Searched, nothing found

Nuffield Trust https://www.nuffieldtrust.org.uk/	Searched, results found
Personal Social Services Research Unit (PSSRU) https://www.pssru.ac.uk/	Searched, nothing found
Royal College of Nursing https://www.rcn.org.uk/professional-development/publications/	Searched, nothing found
Scottish Government https://www.gov.scot/health-and-social-care/	Searched, results found
Scottish Social Services Council https://www.sssc.uk.com/	Searched, nothing found
Skills for Care https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx	Searched, results found
Social Care Institute for Excellence (SCIE) https://www.scie.org.uk/	Searched, results found
Social Care Wales https://socialcare.wales	Searched, results found
Social Work England https://www.socialworkengland.org.uk/	Searched, nothing found
The Care Provider Alliance https://careprovideralliance.org.uk/	Searched, results found
The Health Foundation http://health.org.uk/	Searched, results found
The Kings Fund https://www.kingsfund.org.uk/	Searched, results found
The National Care Forum https://www.nationalcareforum.org.uk/	Searched, nothing found
The Scottish Social Services Council https://www.sssc.uk.com/	Searched, nothing found
Think Local Act Personal https://www.thinklocalactpersonal.org.uk/Latest/?s=337	Searched, nothing found
What Works for Children's Social Care https://whatworks-csc.org.uk/	Searched, results found

3. Critical appraisal scores

Critical appraisal of qualitative studies

Study	MMAT Qualitative Items					Score
	1.1	1.2	1.3	1.4	1.5	
Atkinson et al 2016	Y*	Y*	Y*	Y*	Y*	100% (****)
Baginsky 2013	Y*	Y*	Y*	Y*	CT	80% (****)
Cornes et al 2013	Y*	CT	CT	N	N	20% (*)
Lucas et al 2009	Y*	Y*	CT	Y*	Y*	80% (****)
Moriarty et al 2018	Y*	Y*	Y*	Y*	CT	80% (****)
Ross et al 2016	Y*	CT	CT	CT	CT	20% (*)

- 1.1 Is the qualitative approach appropriate to answer the research question
- 1.2 Are the qualitative data collection methods adequate to address the research question
- 1.3 Are the findings adequately derived from the data
- 1.4 Is the interpretation of results sufficiently substantiated by data?
- 1.5 Is there coherence between qualitative data sources, collection, analysis, and interpretation?

Critical appraisal of quantitative descriptive studies

Study	MMAT Quantitative descriptive Items					Score
	4.1	4.2	4.3	4.4	4.5	
Evans and Huxley 2009	Y*	Y*	Y	Y*	Y*	100% (****)
Reddington et al 2020	CT	Y*	Y*	CT	Y*	60% (**)
Skills for Care 2020	Y*	Y*	Y*	CT	Y*	80% (****)

- 4.1 Is the sampling strategy relevant to address the research question?
- 4.2 Is the sample representative of the target population?
- 4.3 Are the measurements appropriate?
- 4.4 Is the risk of nonresponse bias low?
- 4.5 Is the statistical analysis appropriate to answer the research question?

Critical appraisal of mixed methods studies

Study	MMAT Mixed methods Items					Score
	5.1	5.2	5.3	5.4	5.5	
Baginsky et al 2010	Y*	Y*	Y*	Y	CT	80* (****)
Baginsky and Manthorpe 2016	CT	Y*	CT	Y*	N	40% (**)
Consillium 2016	Y*	CT	CT	CT	CT	20% (*)
Dobson and Byrne 2010	Y*	N	N	Y*	CT	40% (**)
Ekosgen 2013	CT	Y*	CT	CT	CT	20% (*)
Ekosgen 2016	Y*	Y*	Y*	Y*	CT	80% (****)
Figgett 2017	N	Y*	Y*	CT	CT	40% (**)
Goode 2014	Y*	Y*	Y*	CT	CT	60% (***)
Johnston 2017	Y*	CT	CT	CT	N	20% (*)
Mulholland et al 2017	Y*	N	CT	Y*	CT	40% (**)
Parker et al 2006 Parker and Whitfield 2006	Y*	Y*	Y*	Y*	CT	80% (****)
Rubery et al 2011	Y*	Y*	Y*	CT	CT	60% (***)
Scourfield et al 2020	Y*	N	CT	CT	CT	20% (*)
Smith et al. 2013	Y*	Y*	CT	CT	CT	40% (**)
Smith et al 2018	Y*	Y*	Y*	Y*	CT	80% (***)
Stone and Worsley 2021	Y*	Y*	Y*	Y*	CT	80% (****)

- 5.1 Is there an adequate rationale for using a mixed methods design to address the research question?
- 5.2 Are the different components of the study effectively integrated to answer the research question
- 5.3 Are the outputs of the integration of qualitative and quantitative components adequately interpreted?
- 5.4 Are divergences and inconsistencies between quantitative and qualitative results adequately addressed
- 5.5 Do the different components of the study adhere to the quality criteria of each tradition of the methods involved?

4. Excluded studies

From database searches

1. Astle et al 2001. Raising the profile of care home nursing through collaborative working.
Reason for exclusion: Journal article but not primary research
2. Atkinson et al. 2016. Factors that affect the recruitment and retention of domiciliary care workers and the extent to which these factors impact upon the quality of domiciliary care: interim findings summary
Reason for exclusion: Main report already included
3. Baker 2006. The Pendine pathways project in the independent sector
Reason for exclusion: Description of local initiative but no evaluation
4. Bowyer and Roe 2015. Social work recruitment and retention: Strategic briefing (2015)
Reason for exclusion: Unavailable (£10 download fee)
5. Burns et al. 2020. Findings from a longitudinal qualitative study of child protection social workers' retention: job embeddedness, professional confidence and staying narratives
Reason for exclusion: No outcomes of interest (narratives of embeddedness)
6. Cohen et al. 2019. Retaining workers approaching retirement: why child welfare needs to pay attention to the aging workforce
Reason for exclusion: No outcomes of interest (moderating effects of age on the relationship between individual and organisational factors on work and job withdrawal)
7. Eborall and Garmeson 2001: Desk research on recruitment and retention in social care and social work
Reason for exclusion: A review of secondary research conducted before 2001
8. Eurofound 2013. More and better jobs in home-care services
Reason for exclusion: 30 case studies across 10 EU Member States
9. Harris and Dutt 2004. Meeting the challenge: a good practice guide for the recruitment and retention of black and minority ethnic workers
Reason for exclusion: Unavailable (£10 plus £2.40 postage)
10. Hughes et al. 2009. Recruitment and retention of a social care workforce for older people
Reason for exclusion: No outcomes of interest (commissioning of services in general)
11. Hussein et al. 2014. Organisational factors, job satisfaction and intention to leave among newly qualified social workers in England
Reason for exclusion: No outcomes of interest (factor analysis and regression modelling of job satisfaction)

12. Johnston et al. Longitudinal study of local authority child and family social workers (Wave 2)
Reason for exclusion: No outcomes of interest (longitudinal survey comparing recruitment issues to demographic characteristics)
13. Johnston 2021. Care to stay: a report into the recruitment and retention of social work and social care staff
Reason for exclusion: Unavailable (broken link)
14. Kothari et al. 2021. Retention of child welfare caseworkers: the role of case severity and workplace resources
Reason for exclusion: Wrong population group (Child welfare workers for children in foster care)
15. Local Government 2014. Heling social workers, improving social work.
Reason for exclusion: Case studies of local initiatives but no evaluation presented
16. Local Government Association 2015. Recruiting and retaining qualified social workers: LGA/PPMA member guide
Reason for exclusion: Same information as contained within an earlier article by same organisation
17. O’Kell 2002. Care staff recruitment and retention: what is happening in the independent care sector.
Reason for exclusion: Opinion piece not primary research
18. Oung et al. 2020. What does the social care workforce look like across the four countries?
Reason for exclusion: Blog post
19. Manthore et al 2018. Coming back to social work: a pilot national programme for social workers returning to practice
Reason for exclusion: No outcomes of interest (about getting people back to work)
20. Parker and Whitfield 2006. Effective practice learning in local authorities (2): workforce development, recruitment and retention
Reason for exclusion: Conference abstract (full paper retrieved)
21. Pavlidis and Downs 2016. Helpcare project: report on research with care workers, care users and commissioners of care
Reason for exclusion: No outcomes of interest (about the state of health and social care, and what to do to improve)
22. Prost et al. 2020. Professional quality of life and intent to leave the workforce: gender disparities in child welfare
Reason for exclusion: No outcomes of interest (relationship between burnout and intention to leave)
23. Ravalier et al. 2017. UK social workers: working conditions and wellbeing
Reason for exclusion: No outcomes of interest (wellbeing)

24. Ravalier et al. 2018. The influence of work engagement in social workers in England
Reason for exclusion: No outcomes of interest (work engagement)
25. Ravalier et al. 2021. Social worker well-being: a large mixed-methods study
Reason for exclusion: No outcomes of interest (wellbeing)
26. Rubery et al. 2011. The recruitment and retention of a care workforce for older people: summary
Reason for exclusion: Main report already included
27. Stronlin-Goltman 2009. Design teams: a promising organizational intervention for improving turnover rates in the child welfare workforce
Reason for exclusion: Non UK study
28. Skills for Care 2015a. Experience of the adult social care workforce
Reason for exclusion: Unavailable (broken link)
29. Skills for Care 2015b. Recruitment and retention
Reason for exclusion: Unavailable (broken link)
30. Skills for Care 2009. Attracting, retaining and developing staff in the adult social care sector in England: research briefing.
Reason for exclusion: Unavailable (broken link, but is the same as Lucas et al, 2009 in main review)
31. Vadean and Salonki 2020. Determinants of staff turnover and vacancies in the social care sector in England
Reason for exclusion: No outcomes of interest (determinants of turnover)
32. Welsh Government 2016. Domiciliary care workforce: improving the recruitment and retention of domiciliary care workers in Wales
Reason for exclusion: Consultation document
33. Wiseman and Davies 2013. Recruitment, retention and career progression of social workers. Prepared for the Local Government Association
Reason for exclusion: No outcomes of interest (facts, figures and statistics)

From organisational websites

1. Beech et al 2019. Closing the gap. Key areas for action on the health and care workforce. Overview
Reason for exclusion: Nothing specifically related to the social care workforce
 2. Beech et al 2019. Closing the gap. Key areas for action on the health and care workforce. Full report
Reason for exclusion: Nothing specifically related to the social care workforce
- National Audit Office 2018. The adult social care market in England
Reason for exclusion: Recommendations for adult social care in general
3. National Audit Office 2021. The adult social care market in England
Reason for exclusion: Recommendations for adult social care in general

4. Health Education England 2014: Evaluation of Values Based Recruitment (VBR) in the NHS
Reason for exclusion: Nothing specifically related to the social care workforce
5. RCN 2019. Social care workforce in England
Reason for exclusion: Member briefing
6. Scottish Social Services Council 2020. The Adult Social Care Review: second submission by the Scottish Social Services Council (November 2020)
Reason for exclusion: Summarises the role and impact of the Scottish Social Services Council
7. Skills for Care 2017. Recruitment and retention in adult social care: secrets of success. Learning from employers what works well. Executive summary
Reason for exclusion: Summary document full report retrieved
8. Tamkin et al 2012. Sector skills insights: Health and Social Care
Reason for exclusion: Nothing specifically related to the social care workforce