

# Who cares?

Paid Carer Project

**Information Pack**

**April 2026**





# Who Cares?

## Listening to Paid Carers in Wakefield District

### Information Pack

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# 1. Project overview

## What is 'Who Cares?'

'Who Cares?' is a Healthwatch Wakefield legacy project designed to listen to the experiences of paid care workers across Wakefield District.

## Why this matters

Paid carers play a vital role in supporting people every day, but their voices are not always heard when services are designed or improved. This project aims to change that.

## Who can take part?

All paid care workers in Wakefield District, including:

- All home care staff
- Domiciliary care staff
- Residential and nursing care staff
- Supported living staff
- Personal Assistants

## How to take part

- Complete a short anonymous survey (5+ minutes)
- Take part in a one to one conversation or listening session (30+ minutes)

## Timescale

April 2026 to June 2026

## Contact

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# 2. Key messages

- Paid carers are experts in delivering care
- Their voices are essential to improving services
- This is a safe, anonymous, and independent opportunity to be heard
- Findings will inform a legacy report to suggest improvements to care in Wakefield District

### 3. Internal staff message (for providers)

Healthwatch Wakefield would like to hear from you.

Healthwatch Wakefield is running a project called 'Who Cares?' to understand what it's like to work in care.

- Healthwatch are independent
- The survey is anonymous
- Takes 5 minutes, or longer depending on what you want to share
- Option to take part in one to one conversations
- Your voice matters

<https://www.smartsurvey.co.uk/s/WhoCares/>

### 4. Social media posts

#### Post 1

Who cares? We do.

If you're a paid care worker in Wakefield District, we want to hear from you.

Take our quick anonymous survey (5+ mins):

<https://www.smartsurvey.co.uk/s/WhoCares/>

#WhoCares #CareWorkers #WakefieldDistrict

#### Post 2

Are you a paid care worker in Wakefield District?

Tell us:

- what helps you provide good care
- what makes your job harder
- what needs to change

Anonymous survey (5+ mins):

<https://www.smartsurvey.co.uk/s/WhoCares/>

#### Post 3

Care workers support people every day. Now it's time to hear from you.

Share your experience in our short anonymous survey.

<https://www.smartsurvey.co.uk/s/WhoCares/>



## 6. One to one conversations

We are inviting paid care workers to take part in a small, informal one to one chats.

- Safe and confidential space
- Can be over the phone or face to face
- Share your experiences
- Help shape improvements in care

We want to speak to a small number of people in more detail about their experiences of working in paid care. This could be over the phone or face to face.

If someone is asked to take part this way, as a thank you, they will receive a £30 'Lifestyle' voucher that can be used with 500+ brands.

### Contact

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## 7. Confidentiality statement

- All responses are anonymous
- No individuals or organisations will be identified
- Participation is voluntary
- This will not affect your employment

## 8. Timeline

- Launch: 1 April 2026
- Survey closes: 30 April 2026
- One to one conversations: April and May 2026
- Report publication: July 2026

## **9. Partner ask**

We are asking partners to:

- Share the survey with care staff
- Display or share posters and flyers
- Encourage participation

## **10. Closing message**

Care workers see every day what works – and what doesn't.

This is your opportunity to be heard.

## **11. Contact details**

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