



PULSE CHECK

The healthcare manager's toolkit
for putting burnout on ice

planday
FROM XERO

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19:30
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Care Home M
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The UK's heartbeat

Foreword by Dave Lee, Planday CEO

Every day, across the UK, 1.44 million care workers deliver dignity, comfort, compassion and companionship to those who need it most. Nearly half a million people rely on the kindness, support and care that these incredible people provide. And, as our population keeps ageing, that contribution is going to be even more important.

In 2019, 18.5% of the British population were 65 or older. By 2039, this will have soared to almost one in four, with 23.9% predicted to be senior citizens. So that demand for care workers is only going to increase.

But caring can be physically and emotionally demanding. Many carers work long, irregular hours, which make it hard to strike a healthy work/life balance. Opportunities for career progression can be limited, which can demotivate team members. And care workers often feel overlooked or unsupported, which contributes to burnout and high team turnover.

This paper dives into the challenges our teams face – and offers actionable ideas on how to overcome them. It highlights the incredible things these people, your people, do each day – and how to keep them from burning out.

To create it, we surveyed over 500 UK care working professionals and asked them how their employer could help better care for them.

Inside you'll find

- The impact of (and answer to) excessive overtime
- The cost of demanding schedules
- The need for a healthy work/life balance
- The importance of open, clear communication
- Why training gaps are breaking our businesses
- How to keep job dissatisfaction at bay

We know no single report can solve every challenge, but we believe this one offers a strong starting point. With insights from over 500 care professionals, it's packed with real stories, proven strategies and practical ideas to help you better support the people who care for others.

From all of us at Planday, thanks for caring.

Dave Lee
CEO, Planday.



DID YOU KNOW?

1.44M
care workers **DELIVER CARE TO NEARLY 500,000 PEOPLE** across the UK daily

98% of care workers
WORK OVERTIME

of which... **75%**
of care workers
WORK OVERTIME WITHOUT ADVANCE NOTICE

45%
of care workers
DON'T FEEL THEY HAVE A GOOD WORK/LIFE BALANCE

...and **36%**
ARE CONSIDERING QUITTING DUE TO WORK/LIFE IMBALANCE

OVERTIME OVERLOAD:

The reality of caring

Caring for those who need it most isn't a "9-5" role; it's an around-the-clock job. It's monitoring health and safety, administering prescribed medications, accompanying patients to appointments, providing companionship and so much more. It's so hands-on that it can be hard to get everything done in one shift. So, many carers are asked to stay on after their shift has ended. But this could be happening too often.

Excessive, unpredictable overtime impacts teams – and the care they provide. Long work hours, common in the sector, disrupt carers' sleep patterns, which can lead to health problems. When schedules change at the last moment, or team members are consistently asked to stay on, they can't form the healthy patterns needed to relax, recharge, switch off and return to work as their best selves.

It also saps motivation. We found that 69% of care workers aren't always motivated to perform at their best. Looking at the number of team members who consistently have to work long, hard hours, there's a clear link as to why.

If we're going to provide the care our patients need and deserve, then we need to make sure teams are **FIRED UP** – not burned out.

Our research found **98%** of care workers work overtime – **75%** doing so without advance notice.



The technical approach

Technology, like a dedicated scheduling solution, can help rebalance teams' work/life equation. A time, attendance and scheduling solution (TAS), like Planday, can help plan schedules much further ahead. It can help create rules that ensure no one works excessively, and that they get the downtime they need – without compromising on that all-important care delivery.

TAS solutions can also help predict staffing needs. They can show peaks and troughs in team workload, enabling more effective planning. In healthcare, forecasts may not be infallible, but they're better than second guessing through spreadsheets.

Managing shifts

Teams shouldn't continually be asked to go above and beyond, especially at the last moment. By introducing contingency plans, like an on-call system, and by regularly reviewing schedules for potential gaps and cross-training staff to cover roles, last-minute overtime requests can be dramatically reduced.

Predictable outcomes

Predictable schedules are important to 95% of team members. Schedules don't only outline when and where people are needed; they let team members know when they can switch off and recharge. When they can spend time with friends and family. They even let them know how much they'll be earning that month.

When schedules keep changing, it adds uncertainty, and makes teams feel like they're not being given a say in when they work. And this is a big issue that leaves 49% of care workers feeling frustrated – with 36% considering quitting.

It's time to **take more care** of our schedules, to make sure we're showing our teams the care they deserve.

"Sometimes staff would wait days and wouldn't know who's on their shift. Feeling in touch and in contact with each other is beneficial for our staff."

"They like being able to see their rotas instantly and knowing what is going on through the communication feature."

They also say that time-tracking and Punch Clock being on their phone is easier."

Planday can help you take care of more than overtime.

Read Millennium Care's story to find out how we're helping them look after their patients – and teams.

Millennium
CARE UK

[Read it here](#)



Over the last few years, work/life balance has come under the microscope – because it's crucial to get right. Insurer Aviva found it outweighs salary for many (41% vs. 36%). Worryingly, at Planday we've learned that 45% of care workers don't believe they have a good work/life balance.

This imbalance contributes to 36% considering quitting, a significant issue in vital healthcare. Replacing a team member costs around £30,000 and training new hires takes 28 days, severely impacting client care.

It's time to rebalance the scales.

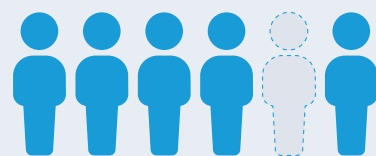
Why we need work and life to balance

Work/life balance isn't a fad. Prioritising it unlocks a host of benefits:

- **Improved health:** Stress and overwork jeopardise physical and mental health. Balance limits health problems and sick days.
- **Increased engagement:** Engaged staff are more likely to go the extra mile. Temkin Group found engaged staff are 2.5x more likely to stay late – vital in an industry where 75% face unexpected overtime.
- **Reduced burnout:** Being overwhelmed leads to burnout. Separating work and personal life is crucial, so encourage time off and rest.
- **Enhanced focus:** Balance improves focus, boosting productivity and effectiveness.

DID YOU KNOW?

Replacing a team member costs around **£30,000** and training new hires takes **28 days**.



Restoring the balance

Providing care is 24/7, making work/life balance essential. And it seems we're not quite there yet. Women in care work are particularly affected, with 49% telling us they don't have a good balance. These four ideas could be the solution to restoring balance:

1 Take time off

Annual leave allows for switching off and recharging. Implement a "use it or lose it" system to ensure leave is taken.



2 Take a break

Caring is physically and emotionally demanding, so give your team short, regular breaks to help them recharge.



3 Take inspiration from your team

Ask your team about their wellbeing and what changes could improve their balance, through regular meetings or surveys.



4 Take the lead

Be the change you want to see. Prioritise your own health and balance. Take leave and breaks to demonstrate their importance.



Ready to start creating rotas that take care of everyone?

Start your 30-day Planday trial now.

Free trial



...achieving a healthy work/life balance is not only possible, but crucial for the wellbeing of our healthcare teams – and the quality of care they provide.

The cost of
demanding
schedules?

EXHAUSTION AND BURNOUT

Demanding schedules regularly leave 70% of care workers feeling exhausted. That isn't just a stat; it's a reflection of the challenges and stresses those who dedicate their lives to caring for others face every day. Luckily, there are simple, proactive solutions we can implement to combat this widespread exhaustion, extinguish burnout and create a better, happier working environment.

Battling burnout

That 70% of care workers' schedules leave them feeling exhausted paints a stark picture. One of daily fatigue that impacts both physical and mental health. Care workers face unique challenges: long hours, emotionally taxing situations and the constant pressure to provide high-quality care.

This chronic exhaustion directly correlates with a decline in care quality. When staff are burnt out, they are more prone to errors and less able to provide the compassionate support patients need. On top of that, burnout fuels employee turnover.

Dissatisfied and exhausted workers are more likely to seek employment elsewhere, leading to costly recruitment and training expenses, as well as disruptions in capabilities to provide care.



PROACTIVE SOLUTIONS

Instead of simply reacting to burnout, managers can, and should, implement proactive measures.

1 Optimise shift patterns

Balanced schedules are crucial. Consider rotating shifts to avoid constant night work, limit overtime wherever possible and ensure adequate rest time between shifts. Scheduling software (like Planday) can be invaluable in creating and managing these optimised schedules.

2 Make breaks mandatory

Even during busy periods, regular breaks are essential for staff to recharge. Strategise to ensure these breaks are taken, perhaps by staggering break times or providing backup support.

3 Offer stress management resources

This could include mindfulness workshops, access to counselling services or subscriptions to wellness apps. Creating a supportive work environment where staff feel valued and heard is equally important.

The demanding nature of care work can lead to significant exhaustion and burnout, impacting both the quality of care and employee retention. But by implementing proactive measures you can make a real difference. It's essential to create a sustainable and supportive work environment where care workers can thrive. Investing in their wellbeing is not just good for employees; it's crucial for the overall health of the healthcare system.



Schedule in wellbeing

Take care of more than rotas, with Planday. Try it for 30 days free today.

Free trial





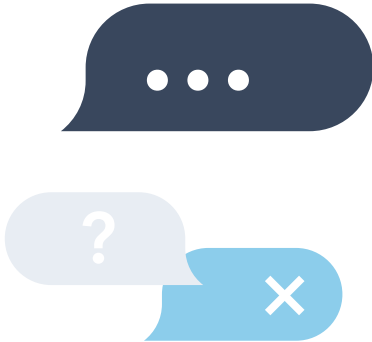
OPENING THE DOORS OF COMMUNICATION

69% of care workers feel their managers **don't** always **listen** to them regarding shift requests

Staggeringly, 69% of care workers feel their managers don't always listen to them regarding shift requests. This communication gap is huge, leading to 60% of these workers to question their employment.

What's causing this communication breakdown?

And how can we bridge the gap between managers and their teams?



The impact of miscommunication

Our findings highlight a serious disconnect. When nearly seven out of ten care workers feel unheard when it comes to their shift requests, it erodes morale and trust. Effective communication and strong manager support are vital in healthcare, where high-stress environments and the need for seamless coordination are constant.

And poor communication contributes directly to high turnover rates. When care workers feel ignored or undervalued, they are more likely to leave, resulting in costly recruitment and training expenses. This high turnover has a direct, negative spillover effect on patients. Instability within care teams disrupts routines, reduces familiarity and ultimately impacts the quality of care provided.



Loud and clear

To bridge this gap, managers must implement practical solutions.

Establish regular feedback sessions

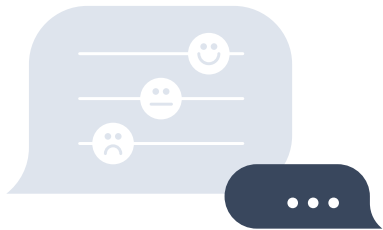
Schedule one-on-one or team meetings specifically for feedback, both formal and informal. These sessions provide a platform for care workers to voice concerns and suggestions.

Create open communication channels

Offer multiple ways for staff to communicate, such as in-person discussions, digital messaging platforms and even anonymous feedback boxes. Tools like Planday can facilitate efficient communication through messaging features and scheduling updates.

Train managers on active listening and empathy

Managers must learn to truly listen to their team members and respond with understanding. Workshops or resources focusing on these skills can significantly improve manager-care worker interactions.



Communication breakdowns between managers and care workers have far-reaching consequences, impacting morale, retention and, ultimately, patient care.

By prioritising regular feedback sessions, establishing open communication channels and providing manager training, healthcare providers can build stronger, more supportive relationships. It's crucial to remember that valuing and actively listening to care workers is not just good management; it's essential for ensuring the highest quality of care for those who need it most.

"Communication has been a big improvement for us. Before we used to just send text messages, but we didn't have the force read and answer options. With Planday it's now possible to do so and our staff members can easily read every message on their phones as they go..."

The Graham Care Group
Care Suites
Relationship Centred Care™

Read Graham Care's full Planday story and learn how, together, we're helping care for those who need it most.

[Read here](#)



Looking ahead:

MIND THE TRAINING GAPS

1 in 5

care workers feel
**THEY HAVEN'T RECEIVED
ADEQUATE TRAINING
FOR THEIR ROLE.**

Alarmingly, we found that **1 in 5 care workers feel they haven't received adequate training for their role.** This directly impacts the quality of care they can provide, leads to preventable errors and, ultimately, compromised safety.

And in the care sector, where people literally rely on us, we have to do better. What are the risks of having an inadequately trained team and how can we overcome them? Let's dive in.



Anxiety and stress rise when staff feel unprepared, leading to low morale and increased turnover.

The problem with training

We surveyed over 500 care professionals to find out whether they believed they had received the training necessary to perform their role, and 19% don't. This highlights a critical issue: many care workers do not believe they have the necessary skills and knowledge to perform their basic duties effectively.

"Adequate" training doesn't only cover job functions; it includes understanding protocols, using technology and ensuring patient safety. Insufficient training leads to several critical problems. Job performance suffers, with increased errors and inefficiencies. For instance, a lack of training on new equipment can lead to incorrect usage and potentially harmful outcomes.

Safety is also compromised, with risks to both patients and staff. This can end in legal and regulatory issues. Lastly, employee confidence plummets. Anxiety and stress rise when staff feel unprepared, leading to low morale and increased turnover.

Filling in the training gaps

Strategic training initiatives could help managers bridge those gaps.

1 Implement comprehensive onboarding programmes

These should cover patient safety, detailed protocols, necessary technology and company culture. Make training interactive and hands-on, allowing for practical experience.

2 Provide ongoing training opportunities

Regular workshops, seminars, and online courses ensure staff stay updated on new procedures, technologies and regulations. For example, regular updates on infection control protocols can significantly reduce risks.

3 Establish mentorship programs

Pairing experienced workers with new hires can help with knowledge transfer and provides peer-to-peer support. A simple mentorship structure could involve weekly check-ins and shadowing opportunities.

As leaders, it's up to us
to empower our teams.

Comprehensive training is essential for enhancing job performance, ensuring safety and boosting employee confidence. Investing in robust training programs benefits both employees and the organisation. As leaders, it's up to us to review and improve our training initiatives to empower our teams.

Well-trained care workers are the foundation of high-quality, compassionate care.

Put your entire back-office in your pocket,
with Planday.

Try the most comprehensive workforce management solution today, for free.

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Let's talk about...

JOB DISSAT- ISFAC- TION

The entire healthcare sector could be on a knife-edge, as we've found that 77% of care workers aren't fully satisfied with their current roles. This isn't a passing concern; it's a critical issue we need to address.

High levels of job dissatisfaction lead to increased turnover, decreased morale and a decline in the quality of care.

To solve this dissatisfaction, first we need to understand what's behind it. Only then can we come up with solutions that'll help boost our teams' morale.

Cause for dissatisfaction

The vast majority of care workers feel their roles lack something crucial. "Not fully satisfied" encompasses multiple issues, from feeling undervalued to lacking opportunities to advance.

One major factor is the lack of recognition. Care workers often go above and beyond, yet their efforts can go unnoticed. Simple verbal appreciation, employee-of-the-month awards or small rewards can make a significant difference.

Another key contributor is limited growth opportunities. Without clear career paths or chances for further training, care workers can feel stagnant, leading to decreased motivation and job dissatisfaction. Other potential factors include heavy workloads, communication issues with management, or a lack of adequate support.

77%
of care workers
**AREN'T FULLY SATISFIED
WITH THEIR CURRENT
ROLES**

Improving strategies

To address this dissatisfaction, healthcare providers must strategise.

1 Create comprehensive career development programs

These should outline clear progression paths, provide training workshops and offer educational opportunities to enhance skills. This shows care workers that their growth is valued and supported.

2 Implement robust recognition initiatives

Regular and meaningful recognition, both formal and informal, is vital. Consider peer recognition programs, small tokens of appreciation or public acknowledgements of achievements.

3 Open communication channels

Make it easy for team members to provide feedback, share concerns and suggest improvements. Host regular check-ins and moments for communication between the team and management. This promotes transparency, addresses issues and shows that everyone's voice is valued.



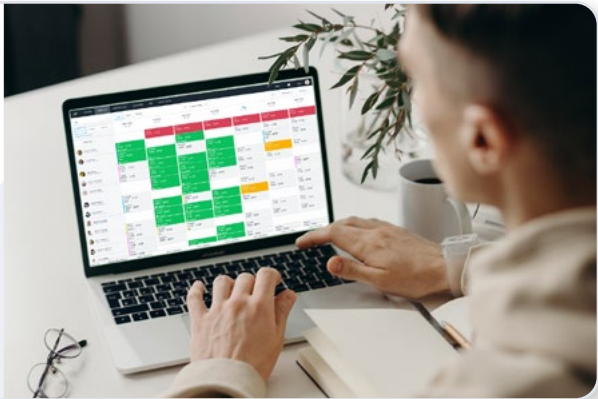
High job dissatisfaction among care workers is a serious issue that demands attention. The lack of recognition and limited growth opportunities contribute significantly to the problem. But by implementing career development programs, recognition initiatives and clear pathways to advance, healthcare organisations can make a substantial difference.

Investing in care workers is not just a moral imperative; it's a strategic necessity for ensuring a thriving healthcare system. When care workers feel valued, supported and have opportunities to grow, everyone benefits.

Plan for satisfaction

Boost your team's job satisfaction with a 30-day Planday trial. Create schedules that take care of everyone, store important documents and open communication channels, all from one easy-to-use platform.

[Start your trial now](#)





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make your day work