



The Care Workers' Charity: Monthly Briefing

Date: March 2025

Introduction: The Care Workers Charity (CWC) committed to support and advocate for care workers across the UK. Each month, we collate insights and updates from our advocacy efforts, the Care Worker Advisory Board, and data collected from crisis grants and online communications with care workers. This briefing aims to inform policymakers and stakeholders of the ongoing challenges for the care sector workforce and the collective action needed to address them.

1. Advocacy Work Updates: CWC continues to represent care worker voices at key stakeholder meetings, including:

- Workforce Strategy Oversight Executive Meeting Group for Skills for Care
- Workforce Advisory Group for DHSC
- Responsible Use of Generative AI Steering Committee (Oxford Project)
- IMPACT
- Centre for Care
- This month we also represented care workers on a panel at Leading Women in Care Awards, Skills for Care Inside Group on Delegated Care Activity, 3 panels at UK Care Week one of which included care workers from our Advisory board and champions project
- We had an online launch of our report The Future of Adult Social Care – it was a great success, with care workers from our Advisory Board and Champions Project co-presenting the findings. Download report [HERE](#)

2. Insights from the Care Worker Advisory Board: We had our monthly meeting with our Care Worker Advisory Board, where one of the things we discussed was care worker involvement. Care workers shared that it's not enough to simply be told what decisions have been made in their workplaces—they want to understand *why* those decisions were made. It should be done clearly, transparently, and in a way that helps care workers understand the impact on their work.

However, the most effective approach identified was co-production. When care workers are involved in shaping solutions, the outcomes are far more practical, relevant, and rooted in lived



experience. A key example raised was training. Online modules are often generic, outdated, and not easily transferable. Care workers can help by identifying the real-life challenges they face, allowing training to reflect their daily realities.

This month, our Advisory Board and Champions have also:

- Participated in interviews with the University of Oxford and One Advanced on tech in social care
- Attended the Oxford AI Summit
- Contributed to the Health and Social Care Select Committee, sharing their insights directly with civil servants and MPs
- Taken part in several sector webinars
- Joined a panel at Birmingham Care Show

Their voices continue to shape the future of social care, ensuring it is informed by those with firsthand experience.

3. Themes Emerging from Crisis Grants: Our crisis grants programme provides valuable insight into the challenges faced by care workers:

- Total number of Applications received – 79 (includes applications at all current stages for all grants)
- Total amount spent this month – £19,258.00
- Majority of the grants were awarded via general crisis grants and Local Authority grants for Oxfordshire, followed by East of England refugee fund.
- High number of applications requested financial grant to help towards Daily Living costs (this includes utility bills, food shop day to day costs etc) followed by car repairs and travel expenses.
- High number of care assistants applied for a financial grant, followed by support workers.
- Care workers are still struggling with daily living costs. They do not have any savings to put aside for any car repair work or household repairs.
- Travel expenses are also on the rise, no matter what mode of transport is utilised.
- Care workers are still at risk from being evicted from their homes as they can keep up with rent payments and increases in council tax.



- To add to these increases, utility bills are continuously on a high with many in deficits by thousands of pounds.

Mental Health Wellbeing (MHWB)

Applications are closed until further funds are available.

4. Success Stories and Positive Outcomes: Robin works as a domiciliary care worker; he goes daily to see his clients and enjoys getting to know that people that he looks after. *“I like having a laugh and putting a smile on their face. They’re all lovely, and it’s a privilege to help them stay independent.”*

One day, while walking from his car to a client’s home, a dog ran out of a neighbour’s garden and knocked him over. *“I didn’t think I was hurt—just shocked to be floored!”*. But the next day, Robin could hardly walk. A trip to A&E confirmed he had a cracked bone in his ankle. *“I think adrenaline kept me going at first, but once that wore off, the pain was awful. I was signed off work—and then developed a complication that kept me off for four months.”*

Although his employer was supportive and paid sick pay, the drop in income meant Robin was struggling with essential bills. He applied for a Crisis Grant from The Care Workers’ Charity and was awarded support. *“I was so grateful—it took the pressure off. I’m back at work now, and the grant really helped me get back on my feet... Sorry, terrible joke!”*

5. Calls to Action: We urge MPs and stakeholders to take the following actions:

- **Champion Co-Production:** Ensure care workers are involved in the design of policies, training and workplace practices—move beyond informing to genuine co-production. Support and promote initiatives that embed care worker voices at every stage.
- **Prioritise Funding for Crisis Support:** Advocate for sustained funding for crisis grants and mental health support for care workers. Emergency financial help is a lifeline for those facing hardship, as Robin’s story illustrates.
- **Address Cost-of-Living Pressures in the Care Sector:** Push for urgent review of pay, travel expense reimbursements, and financial protections for care workers, many of whom are still at risk of eviction and unable to meet basic needs.



- **Promote Ethical Use of AI in Social Care:** Engage with ongoing work on ethical AI use in the sector and ensure the voices of frontline care workers are considered in future technologies and strategies.

For further information or to discuss any points raised, please contact us at olivia@thecwc.org.uk.