

Review of Home Care Capacity and Demand

December 2021



Walsall Council



IMPROVE
outcomes and
customer experience



IMPROVE
employee satisfaction
and engagement



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service efficiency
and performance

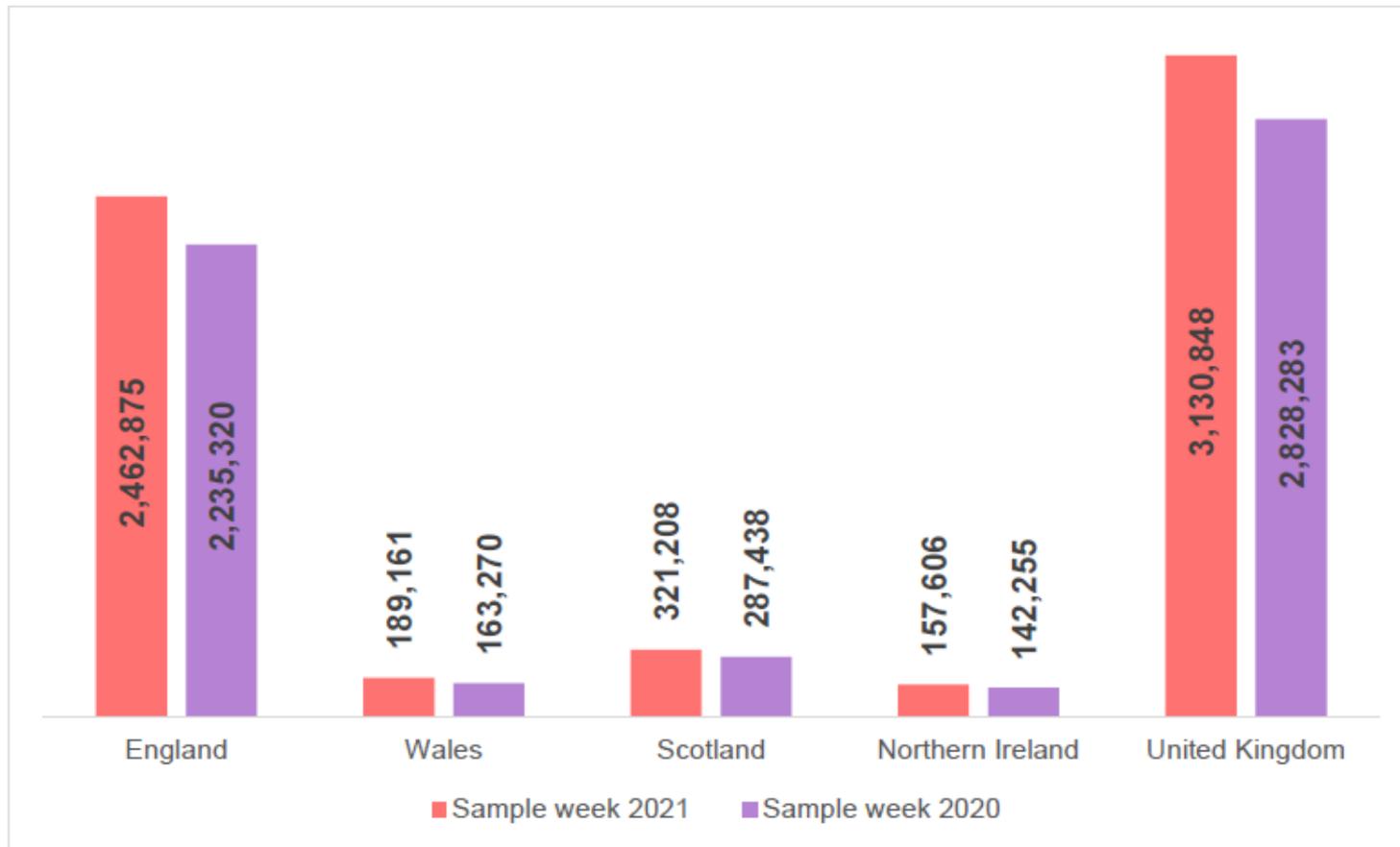


Figure 32. Overall total hours of homecare purchased during the 2021 and 2020 sample weeks in each administration and the United Kingdom

ADASS Snap Survey November 2021

- Compared to the previous April-June period surveyed, for Aug-Oct LAs are commissioning 15% more home care hours, but there has been a dramatic 164% increase in number of hours that could not be delivered.
- Waiting times are rapidly growing/deteriorating – estimated 200,000 people on a waiting list for some sort of assessment; a 271% increase in people waiting for over 6 months for an assessment; an estimated 166,000 people nationally with overdue reviews of their care plans (longer than 12 months)
- 1 in 10 people have been offered a care option that wouldn't have been what they would have chosen eg too many people going into residential care

ADASS Snap Survey September 2021

- There has been a significant increase in the number of home care hours delivered in local authority areas. This has increased from 13,835,304 hours from 1 st February to 30th April 2021 compared to 14,425,882 hours from 1 st May to 31st July 2021, an increase of 4%.
- The number of hours of care that are needed locally but that there is not the capacity to deliver has doubled over the last six-month period.

The Walsall Picture November 2021

- 739 people on waiting lists for assessments
- 70 people awaiting care due to lack of market capacity
- 675 Average number of home care hours unable to meet due to capacity
- The number of people awaiting a package of care in the community and hospital settings has increased by 400%.
- During 2021 we have seen a decline in the mortality rates for people receiving care, meaning that they are requiring care packages longer than before the pandemic. This has also been noted nationally by the British Medical Journal who have reported a 45% reduction in the mortality rate for people over 85 plus in certain care settings.
- All of this whilst carers have increased employment opportunities as other industries return to business offering increased rates of pay.
 - Care providers are also facing additional pressures including:
 - Increased Insurance premiums
 - Transport costs- fuel, insurance & car maintenance increased with inflation
 - Recruitment costs
 - Substantial increases in agency fees for both temporary nurses and care staff

Key Challenges

- Pay & Conditions – average salary in Walsall £31.2K, for a home care worker this is circa £19k.
- No national body for control of pay and conditions.
- Competition for staff with other sectors, lack of parity with the NHS.
- Lack of recognised career pathway.

Current/Ongoing Actions

- Utilising The Workforce Grant to provide retention bonuses
- Payment on Plan – to allow flexibility and cashflow certainty
- Resilient communities – divert activity. Increase capacity
- Supporting recruitment activity in the sector through Walsall Together activity
- Technology
- Single handed care – prioritise hospital discharge to maximise staff utilisation

Forthcoming Actions

- Overseas applicants – support requirements
- Use of Community Alarms/monitoring for people receiving less care – sub contract
- Contact colleges – paid work experience
- Direct Payment usage through families