



Domiciliary Care Report

1. Response Rate

There were 7 completed surveys from 22 providers who were identified as inside scope. This represents a full **response rate of 32%** however it represents around 65% of hours delivered and the providers who did engage are commissioned providers.

2. Engagement with Providers

Two provider engagement events took place in July and August 2022 and attendance was reasonable across the two events. Contact was attempted with all 22 providers using a combination of e-mail and telephone calls with multiple attempts made. Some providers cited corporate approaches to the completion and declining to complete individual area surveys with others declining to participate.

3. Number of Appointments per week by visit length

	15 minutes	30 minutes	45 minutes	60 minutes
Lower Quartile	0	77	23	114
Median	28	404	103	260
Upper Quartile	531	1462	347	412

4. Return on Operations

The return on operations median value was 3.73% (£0.84) for 2021/22. This was calculated by asking providers for their total cost of operations, head office costs and profits made in the last full financial year. This enabled the return on operations to be calculated as the average percentage markup on the cost of operations and head office costs. No adjustment has been made to the provider data returns. This percentage level of return has been maintained in the uplifted figures for April 2022.

5. Outputs (£/hour)

The following table enlists the lower and upper quartiles together with the median values. The base year for the data was 2021/22 and these figures have been updated to April 2022 prices. The number of returns means that utilising a line by line approach and removal of the zero values distorts the overall position with in some cases only one providers data representing the median and therefore the subtotal medians have been utilised to derive the overall median. For this purpose the median values per line do include zero values and hence the difference between the sum of the individual lines and the subtotals. The only exception is PPE for which the median value of those who submitted a cost has been included, whilst this does change the individual line it does not change the overall median due to using the subtotals and it therefore already being included.

	Count of Observations	Lower Quartile	Median	Upper Quartile
Total Careworker Costs		£14.78	£16.57	£17.78
Direct care	7	£10.18	£10.61	£11.24
Travel time	7	£1.00	£1.20	£1.43
Mileage	7	£0.45	£0.64	£1.02
PPE	7	£0.43	£0.53	£0.57
Training (staff time)	7	£0.00	£0.24	£0.29
Holiday	7	£1.29	£1.41	£1.56
Additional noncontact pay costs	7	£0.00	£0.13	£0.26
Sickness/maternity and paternity pay	7	£0.22	£0.24	£0.28
Notice/suspension pay	7	£0.00	£0.00	£0.03
NI (direct care hours)	7	£0.84	£0.99	£1.18
Pension (direct care hours)	7	£0.25	£0.34	£0.43
Total Business Costs		£4.63	£6.08	£6.51
Back office staff	7	£2.16	£2.58	£3.03
Travel costs (parking/vehicle lease et cetera)	7	£0.00	£0.00	£0.00
Rent/rates/utilities	7	£0.30	£0.54	£0.81
Recruitment/DBS	7	£0.16	£0.18	£0.32
Training (third party)	7	£0.01	£0.04	£0.11
IT (hardware, software CRM, ECM)	7	£0.09	£0.27	£0.36
Telephony	7	£0.09	£0.10	£0.17
Stationery/postage	7	£0.06	£0.10	£0.18
Insurance	7	£0.08	£0.11	£0.23
Legal/finance/professional fees	7	£0.03	£0.16	£0.35
Marketing	7	£0.00	£0.01	£0.04
Audit and compliance	7	£0.00	£0.01	£0.14
Uniforms and other consumables	7	£0.01	£0.02	£0.06
Assistive technology	7	£0.00	£0.00	£0.08
Central/head office recharges	7	£0.00	£0.00	£0.85
Other overheads	7	£0.00	£0.02	£0.04
CQC fees	7	£0.12	£0.14	£0.14
Total Return on Operations	7	£0.59	£0.88	£1.14
TOTAL	7	£20.00	£23.52	£25.43
Number of location level survey responses received		7	7	7
Number of locations eligible to fill in the survey		22	22	22
Carer basic pay per hour		£9.96	£10.43	£11.08
Minutes of travel per contact hour		5.6	6.3	7.1
Mileage payment per mile		£0.22	£0.25	£0.30
Total direct care hours per annum		27,528	36,000	63,128

6. Median Values (£/hour)

The base year for the data was 2021/22 and these figures have been updated to April 2022 prices. The approach to the median values is outlined in section 5 above.

	18 plus Domiciliary Care Median
Total Careworker Costs	£16.57
Direct care	£10.61
Travel time	£1.20
Mileage	£0.64
PPE	£0.53
Training (staff time)	£0.24
Holiday	£1.41
Additional noncontact pay costs	£0.13
Sickness/maternity and paternity pay	£0.24
Notice/suspension pay	£0.00
NI (direct care hours)	£0.99
Pension (direct care hours)	£0.34
Total Business Costs	£6.08
Back office staff	£2.58
Travel costs (parking/vehicle lease et cetera)	£0.00
Rent/rates/utilities	£0.54
Recruitment/DBS	£0.18
Training (third party)	£0.04
IT (hardware, software CRM, ECM)	£0.27
Telephony	£0.10
Stationery/postage	£0.10
Insurance	£0.11
Legal/finance/professional fees	£0.16
Marketing	£0.01
Audit and compliance	£0.01
Uniforms and other consumables	£0.02
Assistive technology	£0.00
Central/head office recharges	£0.00
Other overheads	£0.02
CQC fees	£0.14
Total Return on Operations	£0.88
TOTAL	£23.52
Number of location level survey responses received	7
Number of locations eligible to fill in the survey	22
Carer basic pay per hour	£10.43
Minutes of travel per contact hour	6.3
Mileage payment per mile	£0.25
Total direct care hours per annum	36,000

7. Cost Per Visit

Visit costs have been uplifted in line with the inflation applied to derive the April 2022 median values.

15 Minute	£7.34
30 Minute	£12.73
45 Minute	£18.37
60 Minute	£23.52

8. Data Collection and Inflation

The results were collected in July and August 2022 using two methods: the CHIP Domiciliary Care Tool and a survey that replicated the questions in the tool. Data collected during the survey was then put through the tool to ensure consistency. Providers were asked for both the 2021/22 actual figures and the inflationary uplift they have experienced since April 2022.

Providers indicated a median inflation rate of 6.2% however in the completion of annex A consideration was given to the National Living Wage (NLW) increase being adopted by providers from 1 December 2021 and therefore part of the NLW for April 2022 was included in the 2021/22 position. The adjusted rate for April 2022 is therefore 4.32% for pay costs and other costs were inflated by the relevant indexation comparing the average 2021 to April 2022, as outlined in the table below, this was then used to identify the overall increase to be applied to the median subtotal.

Area in Fair Cost of Care	Indices	Description	Rate of Inflation %
Back office staff	D7F5	All services	4.0%
Travel costs (parking/vehicle lease et cetera)	D7CQ	07.3 Transport services	6.5%
Rent/rates/utilities	D7BT	CPI (overall index)	7.5%
Recruitment/DBS	D7F5	All services	4.0%
Training (third party)	D7F5	All services	4.0%
IT (hardware, software CRM, ECM)	D7CS	09.1 Audio-visual equipment and related products	0.0%
Telephony	D7C3	08 Communication	3.6%
Stationery/postage	D7E5	05.6.1 Non-durable household goods	9.5%
Insurance	D7D3	12.5 Insurance	10.8%
Legal/finance/professional fees	D7F5	All services	4.0%
Marketing	D7F5	All services	4.0%
Audit and compliance	D7F5	All services	4.0%
Uniforms and other consumables	D7BW	03 Clothing and footwear	6.52%
Assistive technology	D7C3	08 Communication	3.6%
Central/head office recharges	D7FR	12.7 Other services (nec)	-3.2%
Other overheads	D7F5	All services	4.0%
CQC fees	D7BT	CPI (overall index)	7.5%

9. Questions Asked

The following are the questions asked of providers in a survey sent to them for completion:

- 1.) Business Name
- 2.) Are you part of a wider group?
- 3.) Name of the group?
- 4.) Please provide a postcode for the registered office from where you manage the services provided in Gateshead
- 5.) Please indicate the number of appointments you undertake in Gateshead in a normal week for each of the following visit lengths
 - a. 15 Minutes
 - b. 30 Minutes
 - c. 45 Minutes
 - d. 60 Minutes
- 6.) What is the total number of direct care hours you provide in Gateshead in a year?
- 7.) What is the average number of miles between each visit for the work you do in Gateshead?
- 8.) What is the average time taken between each visit? (in minutes)
- 9.) What mileage rate do you pay staff?
- 10.) What is the total car parking cost for delivering care in Gateshead in a week? (enter your figure in £/week)
- 11.) What is weekly cost for any vehicle leases?
- 12.) What percentage of your work in Gateshead comes from the following sources:
 - a. Gateshead with Darwen Council
 - b. Self-funders
 - c. Other public sector funders
- 13.) How many staff (Full Time Equivalent) do you have working for you in the Gateshead area?
 - a. Total Number
 - b. Of those, how many are new recruits in last 12 months
- 14.) Looking across your workforce please let us know how many staff (FTEs) you have working in each of the following roles?
 - a. Management
 - b. Back Office / Admin
 - c. Care Worker
 - d. Senior Care Worker
 - e. Nurse
 - f. Other
- 15.) If other, please state job roles
- 16.) Please let us know the rates of pay you work to for the following roles: (£/hour)
 - a. Care Worker
 - b. Senior Care Worker
 - c. Nurse

- 17.) Please let us know the rates of pay you work to for the following roles at a weekend or bank holiday: (£/hour)
 - a. Care Worker
 - b. Senior Care Worker
 - c. Nurse
- 18.) How much do you pay for agency staff for the same roles during the day? (£/hour)
 - a. Care Worker
 - b. Senior Care Worker
 - c. Nurse
- 19.) How has your usage of agency staff changed over the last 18 months?
- 20.) Please provide the following information about the total staff costs for delivering a service in Gateshead – please base on your last full year accounts
 - a. Total salary cost
 - b. Total National Insurance Cost
 - c. Total pension contribution
- 21.) What is the average leave entitlement for a full-time member of staff (in days)
- 22.) What is the average number of days training undertaken by a full-time member of staff in a year?
- 23.) How do you cover staff when they are on leave or training?
- 24.) What does it cost you per day to cover leave and training?
- 25.) What is the average number of sick days for a full-time member of staff in your company in a normal year?
- 26.) What is the total number of days you've paid for notice of suspension in the last financial year?
- 27.) Please provide the following annual cost information about your business overheads based on your last full years accounts (£ spent in the last full years accounts) - work in Gateshead only
 - a. Staff recruitment and retention
 - b. Training and supervision (not including cover)
 - c. Apprenticeship levy
 - d. CQC registration fees
 - e. Rent, rates and utilities
 - f. IT
 - g. Telephony (including broadband)
 - h. PPE
 - i. Consumables
 - j. Stationary and postage
 - k. Cost of finance (loan repayments inc. mortgage)
 - l. Insurance
 - m. Professional fees (legal and accountancy)
 - n. Marketing
 - o. Equipment and Assistive Technology
 - p. Medical supplies
 - q. Agency costs
 - r. Central / head office recharges

- s. Other
- 28.) Please provide the following financial information for your Gateshead business for the latest full financial year?
 - a. Total Turnover
 - b. Total Overhead
 - c. Profit / Surplus
- 29.) What hourly rates do you charge for self-funders? (in £/hour)
- 30.) What has been the inflationary uplift on your costs since your last set of accounts were published? (%)
- 31.) Please give reasons behind your last answer and provide evidence where possible
- 32.) How has Covid-19 impacted on your care at home business?
- 33.) What do you see as the main trends and challenges facing providers over the next three years?