



## Residential and Nursing Care Report

### 1. Response Rate

There were 26 completed surveys of the 27 providers in scope of this work. This represents a **completed response rate of 96%** of those invited to complete the survey.

### 2. Engagement with Providers

Provider forums have been held regularly and providers have been engaged in advance and during the data collection period. There has also been additional engagement with key representatives from Care North East who represent the majority of care homes in Gateshead.

There has also been contact with individual homes via e-mail and telephone to chase up completion of the return and offer support to complete the data.

To maximise the number of returns a short extension to the original timescales was permitted.

### 3. Return on Operations (ROO) and Return on Capital (ROC)

The return on capital figure was generated by asking providers to either give a percentage of their property valuation or to state a resident cost per week. They were given guidance in line with CareCubed around what this figure needs to cover.

The median figures are reflective of the provider returns with 10 providers providing freehold valuations and therefore a yield percentage rate. 8 providers provided return on capital per bed per week. 4 providers did not include a return on capital or return on operations. 4 providers did not provide return on capital but did provide return on operations.

The table below provides a summary of the median values returned in respect of return on operations and return on capital.

	65+ care home places without nursing	65+ care home places without nursing, enhanced needs	65+ care home places with nursing	65+ care home places with nursing, enhanced needs
Median Return on Capital	£108.95	£108.95	£123.98	£190.00
Median Freehold Valuation	£79,404.76	£79,404.76	£98,076.92	£98,076.92
Yield %	7%	7%	7%	10%
Return on Capital as percentage mark up per bed	17%	17%	15%	22%
Median Return on Operations	£95.41	£95.50	£97.73	£97.76
Return on Operations as percentage mark up per bed	15%	15%	12%	11%

The median return on operations of the 4 providers who provided return on operations but did not provide return on capital is £303.42 compared to the median for other providers who providing return on operations being £87.80 and combined overall median of £89.08. Using the median has ensured those providing high return on operations to compensate for no value for return on capital has not distorted the overall median value.

The overall return on capital median is £108.95 with those providing a yield having a median of £109.10 and those providing per bed being £108.94 which if equated to the median valuation would be a yield of 7%.

Whilst consideration was given to the suggested DHSC measures given the high response rate no changes have been made to the provider return information at this stage.

To note using the LHA rate gave the same rate of return for all care types however there was a notable difference between the median freehold valuation for residential care and nursing care which would result in an extremely low comparable yield value for nursing care. Given the relatively low number of freehold valuations it is felt if the yield rate suggested by DHSC was to be used then we would need a larger cohort of valuations and further work will be undertaken in relation to this beyond the submission date.

#### 4. Outputs

The following tables enlist the lower and upper quartiles together with the median values by type of provision. The base year for the data was 2021/22 and these figures have been updated to April 2022 prices.

##### 4.1 65 plus Care Homes Places without Nursing (£/resident/week)

	Count	Lower Quartile	Median	Upper Quartile
<b>Total Care Home Staffing</b>	<b>25</b>	<b>£386.45</b>	<b>£453.29</b>	<b>£509.33</b>
Nursing Staff	25	£0.00	£0.00	£0.00
Care Staff	25	£278.76	£304.55	£325.34
Therapy Staff (Occupational & Physio)	25	£0.00	£0.00	£0.00
Activity Coordinators	25	£8.45	£10.24	£11.54
Service Management (Registered Manager/Deputy)	25	£24.32	£35.97	£43.75
Reception & Admin staff at the home	25	£8.59	£9.99	£12.89
Chefs / Cooks	25	£20.30	£34.26	£43.65
Domestic staff (cleaning, laundry & kitchen)	25	£36.18	£43.39	£49.22
Maintenance & Gardening	25	£6.96	£9.55	£13.24
Other care home staffing (please specify)	25	£2.89	£5.35	£9.70

<b>Total Care Home Premises</b>	<b>25</b>	<b>£25.92</b>	<b>£41.41</b>	<b>£77.52</b>
Fixtures & fittings	25	£3.71	£8.52	£22.35
Repairs and maintenance	25	£11.44	£16.04	£22.36
Furniture, furnishings and equipment	25	£1.73	£6.60	£13.06
Other care home premises costs (please specify)	25	£9.04	£10.25	£19.75
<b>Total Care Home Supplies and Services</b>	<b>25</b>	<b>£91.18</b>	<b>£107.54</b>	<b>£136.89</b>
Food supplies	25	£29.54	£32.52	£36.16
Domestic and cleaning supplies	25	£6.32	£7.81	£9.55
Medical supplies (excluding PPE)	25	£1.65	£2.71	£3.78
PPE	25	£15.00	£15.00	£15.00
Office supplies (home specific)	25	£1.45	£2.72	£4.56
Insurance (all risks)	25	£3.01	£4.49	£8.38
Registration fees	25	£3.67	£3.91	£4.28
Telephone & internet	25	£0.89	£1.79	£2.79
Council tax / rates	25	£0.60	£0.87	£1.09
Electricity, Gas & Water	25	£21.16	£24.30	£34.44
Trade and clinical waste	25	£4.23	£5.43	£6.09
Transport & Activities	25	£1.79	£2.08	£3.56
Other care home supplies and services costs (please specify)	25	£1.89	£3.91	£7.23
<b>Total Head Office</b>	<b>25</b>	<b>£23.48</b>	<b>£43.04</b>	<b>£124.50</b>
Central / Regional Management	25	£6.78	£11.68	£23.19
Support Services (finance / HR / legal / marketing etc.)	25	£7.14	£12.53	£27.14
Recruitment, Training & Vetting (incl. DBS checks)	25	£4.21	£7.43	£10.74
Other head office costs (please specify)	25	£5.36	£11.41	£63.43
<b>Total Return on Operations</b>	<b>25</b>	<b>£68.45</b>	<b>£95.41</b>	<b>£107.74</b>
<b>Total Return on Capital</b>	<b>25</b>	<b>£86.67</b>	<b>£108.95</b>	<b>£177.50</b>
<b>TOTAL</b>	<b>25</b>	<b>£682.16</b>	<b>£849.63</b>	<b>£1,133.48</b>
Number of location level survey responses received	25	25	25	25
Number of locations eligible to fill in the survey (excluding those found to be ineligible)		27	27	27
Number of residents covered by the responses		418	418	418
Number of carer hours per resident per week		23	24	29
Number of nursing hours per resident per week		0	0	0
Average carer basic pay per hour		£9.93	£10.17	£10.43

Average nurse basic pay per hour		£17.95	£18.70	£19.12
Average occupancy as a percentage of active beds		85%	92%	95%
Freehold valuation per bed		£49,111.52	£79,404.76	£102,543.43

#### 4.2 65 plus Care Homes Places without Nursing, Enhanced Needs (£/resident/week)

	Count	Lower Quartile	Median	Upper Quartile
<b>Total Care Home Staffing</b>	<b>25</b>	<b>£383.99</b>	<b>£446.90</b>	<b>£535.58</b>
Nursing Staff	25	£0.00	£0.00	£0.00
Care Staff	25	£278.76	£302.47	£353.67
Therapy Staff (Occupational & Physio)	25	£0.00	£0.00	£0.00
Activity Coordinators	25	£8.20	£10.09	£11.45
Service Management (Registered Manager/Deputy)	25	£22.88	£33.69	£42.34
Reception & Admin staff at the home	25	£8.27	£9.98	£12.86
Chefs / Cooks	25	£20.30	£34.26	£43.22
Domestic staff (cleaning, laundry & kitchen)	25	£36.18	£43.33	£49.22
Maintenance & Gardening	25	£6.96	£8.99	£12.16
Other care home staffing (please specify)	25	£2.44	£4.09	£10.66
<b>Total Care Home Premises</b>	<b>25</b>	<b>£26.68</b>	<b>£41.92</b>	<b>£71.41</b>
Fixtures & fittings	25	£3.71	£8.52	£22.35
Repairs and maintenance	25	£11.13	£15.02	£22.36
Furniture, furnishings and equipment	25	£3.25	£8.48	£13.56
Other care home premises costs (please specify)	25	£8.59	£9.90	£13.14
<b>Total Care Home Supplies and Services</b>	<b>25</b>	<b>£91.63</b>	<b>£110.25</b>	<b>£133.21</b>
Food supplies	25	£29.49	£31.06	£34.82
Domestic and cleaning supplies	25	£6.32	£7.76	£8.65
Medical supplies (excluding PPE)	25	£1.65	£2.52	£3.45
PPE	25	£15.00	£15.00	£15.00
Office supplies (home specific)	25	£1.45	£2.57	£3.48
Insurance (all risks)	25	£3.16	£7.00	£8.47
Registration fees	25	£3.63	£3.80	£4.26
Telephone & internet	25	£0.89	£1.50	£2.79
Council tax / rates	25	£0.60	£0.87	£1.08
Electricity, Gas & Water	25	£21.16	£26.49	£34.44
Trade and clinical waste	25	£4.23	£5.43	£5.98
Transport & Activities	25	£1.68	£2.08	£3.56

Other care home supplies and services costs (please specify)	25	£2.38	£4.17	£7.23
<b>Total Head Office</b>	<b>25</b>	<b>£23.67</b>	<b>£46.01</b>	<b>£126.29</b>
Central / Regional Management	25	£7.36	£15.75	£24.04
Support Services (finance / HR / legal / marketing etc.)	25	£6.75	£11.43	£28.24
Recruitment, Training & Vetting (incl. DBS checks)	25	£4.21	£7.43	£10.58
Other head office costs (please specify)	25	£5.36	£11.41	£63.43
<b>Total Return on Operations</b>	<b>25</b>	<b>£72.18</b>	<b>£95.50</b>	<b>£110.54</b>
<b>Total Return on Capital</b>	<b>25</b>	<b>£86.67</b>	<b>£108.95</b>	<b>£177.50</b>
<b>TOTAL</b>	<b>25</b>	<b>£684.83</b>	<b>£849.54</b>	<b>£1,154.54</b>
Number of location level survey responses received	25	25	25	25
Number of locations eligible to fill in the survey (excluding those found to be ineligible)		26	26	26
Number of residents covered by the responses		452	452	452
Number of carer hours per resident per week		23	28	31
Number of nursing hours per resident per week		0	0	0
Average carer basic pay per hour		£9.97	£10.22	£10.43
Average nurse basic pay per hour				
Average occupancy as a percentage of active beds		86%	92%	95%
Freehold valuation per bed		£49,111.52	£79,404.76	£102,543.43

#### 4.3 65 plus Care Home Places with Nursing (£/resident/week)

	Count	Lower Quartile	Median	Upper Quartile
<b>Total Care Home Staffing</b>	<b>16</b>	<b>£524.93</b>	<b>£654.00</b>	<b>£815.69</b>
Nursing Staff	16	£149.45	£189.63	£267.91
Care Staff	16	£271.26	£316.39	£351.47
Therapy Staff (Occupational & Physio)	16	£0.00	£0.00	£0.00
Activity Coordinators	16	£8.51	£10.71	£13.03
Service Management (Registered Manager/Deputy)	16	£22.67	£28.42	£42.78
Reception & Admin staff at the home	16	£8.69	£10.07	£14.21
Chefs / Cooks	16	£20.19	£33.51	£38.73
Domestic staff (cleaning, laundry & kitchen)	16	£29.24	£44.44	£47.96

Maintenance & Gardening	16	£7.24	£9.44	£14.47
Other care home staffing (please specify)	16	£7.68	£11.37	£25.13
<b>Total Care Home Premises</b>	<b>16</b>	<b>£25.74</b>	<b>£43.50</b>	<b>£79.22</b>
Fixtures & fittings	16	£1.80	£10.40	£27.45
Repairs and maintenance	16	£10.50	£14.56	£20.15
Furniture, furnishings and equipment	16	£5.39	£8.99	£19.00
Other care home premises costs (please specify)	16	£8.05	£9.55	£12.63
<b>Total Care Home Supplies and Services</b>	<b>16</b>	<b>£92.90</b>	<b>£113.11</b>	<b>£135.91</b>
Food supplies	16	£28.67	£30.62	£33.15
Domestic and cleaning supplies	16	£6.40	£7.39	£9.57
Medical supplies (excluding PPE)	16	£2.35	£3.12	£4.01
PPE	16	£14.00	£15.00	£16.00
Office supplies (home specific)	16	£1.37	£2.23	£3.75
Insurance (all risks)	16	£3.97	£6.30	£9.53
Registration fees	16	£3.74	£4.10	£4.29
Telephone & internet	16	£0.85	£1.72	£2.43
Council tax / rates	16	£0.58	£0.62	£1.13
Electricity, Gas & Water	16	£23.18	£30.24	£35.72
Trade and clinical waste	16	£4.35	£5.56	£6.74
Transport & Activities	16	£1.41	£2.02	£2.41
Other care home supplies and services costs (please specify)	16	£2.02	£4.17	£7.17
<b>Total Head Office</b>	<b>16</b>	<b>£23.41</b>	<b>£41.52</b>	<b>£130.22</b>
Central / Regional Management	16	£8.69	£13.71	£19.95
Support Services (finance / HR / legal / marketing etc.)	16	£6.03	£8.70	£13.62
Recruitment, Training & Vetting (incl. DBS checks)	16	£5.58	£7.29	£10.98
Other head office costs (please specify)	16	£3.11	£11.81	£85.67
<b>Total Return on Operations</b>	<b>16</b>	<b>£94.02</b>	<b>£97.73</b>	<b>£122.04</b>
<b>Total Return on Capital</b>	<b>16</b>	<b>£93.71</b>	<b>£123.98</b>	<b>£250.71</b>
<b>TOTAL</b>	<b>16</b>	<b>£854.71</b>	<b>£1,073.84</b>	<b>£1,533.80</b>
Number of location level survey responses received	16	16	16	16
Number of locations eligible to fill in the survey (excluding those found to be ineligible)		16	16	16
Number of residents covered by the responses		258	258	258
Number of carer hours per resident per week		24	29	30

Number of nursing hours per resident per week		8	10	11
Average carer basic pay per hour		£9.91	£10.17	£10.39
Average nurse basic pay per hour		£17.95	£18.73	£19.25
Average occupancy as a percentage of active beds		84%	92%	95%
Freehold valuation per bed		£79,404.76	£98,076.92	£105,141.13

#### 4.4 65 plus Care Home Places with Nursing, Enhanced Needs (£/resident/week)

	Count	Lower Quartile	Median	Upper Quartile
<b>Total Care Home Staffing</b>	<b>13</b>	<b>£561.46</b>	<b>£659.98</b>	<b>£828.94</b>
Nursing Staff	13	£139.21	£170.01	£227.82
Care Staff	13	£300.36	£320.71	£390.86
Therapy Staff (Occupational & Physio)	13	£0.00	£0.00	£0.00
Activity Coordinators	13	£8.57	£10.08	£13.00
Service Management (Registered Manager/Deputy)	13	£22.77	£26.58	£39.66
Reception & Admin staff at the home	13	£8.27	£9.99	£13.23
Chefs / Cooks	13	£20.30	£32.76	£37.23
Domestic staff (cleaning, laundry & kitchen)	13	£29.58	£45.55	£49.22
Maintenance & Gardening	13	£7.26	£8.75	£11.93
Other care home staffing (please specify)	13	£25.13	£35.56	£45.98
<b>Total Care Home Premises</b>	<b>13</b>	<b>£26.61</b>	<b>£37.89</b>	<b>£94.62</b>
Fixtures & fittings	13	£1.75	£7.31	£42.52
Repairs and maintenance	13	£10.14	£11.44	£16.04
Furniture, furnishings and equipment	13	£6.31	£8.99	£16.31
Other care home premises costs (please specify)	13	£8.41	£10.15	£19.75
<b>Total Care Home Supplies and Services</b>	<b>13</b>	<b>£90.78</b>	<b>£113.52</b>	<b>£133.24</b>
Food supplies	13	£26.21	£30.26	£32.52
Domestic and cleaning supplies	13	£6.41	£6.88	£8.28
Medical supplies (excluding PPE)	13	£2.18	£2.78	£3.37
PPE	13	£14.00	£15.00	£16.00
Office supplies (home specific)	13	£1.35	£2.21	£3.32
Insurance (all risks)	13	£3.55	£7.01	£10.69
Registration fees	13	£3.76	£4.13	£4.28
Telephone & internet	13	£0.79	£1.15	£2.28
Council tax / rates	13	£0.60	£0.64	£1.07

Electricity, Gas & Water	13	£24.30	£31.99	£36.83
Trade and clinical waste	13	£4.08	£5.43	£6.55
Transport & Activities	13	£1.09	£2.00	£2.27
Other care home supplies and services costs (please specify)	13	£2.47	£4.05	£5.78
<b>Total Head Office</b>	<b>13</b>	<b>£24.37</b>	<b>£38.75</b>	<b>£115.12</b>
Central / Regional Management	13	£9.05	£11.68	£18.30
Support Services (finance / HR / legal / marketing etc.)	13	£7.14	£8.81	£13.07
Recruitment, Training & Vetting (incl. DBS checks)	13	£5.21	£6.65	£10.26
Other head office costs (please specify)	13	£2.97	£11.61	£73.49
<b>Total Return on Operations</b>	<b>13</b>	<b>£93.97</b>	<b>£97.76</b>	<b>£153.98</b>
<b>Total Return on Capital</b>	<b>13</b>	<b>£94.15</b>	<b>£190.00</b>	<b>£254.84</b>
<b>TOTAL</b>	<b>13</b>	<b>£891.33</b>	<b>£1,137.89</b>	<b>£1,580.75</b>
Number of location level survey responses received	13	13	13	13
Number of locations eligible to fill in the survey (excluding those found to be ineligible)		13	13	13
Number of residents covered by the responses		166	166	166
Number of carer hours per resident per week		25	29	33
Number of nursing hours per resident per week		8	9	13
Average carer basic pay per hour		£9.91	£10.15	£10.43
Average nurse basic pay per hour		£17.95	£18.70	£18.86
Average occupancy as a percentage of active beds		78%	92%	96%
Freehold valuation per bed		£79,404.76	£98,076.92	£105,141.13

## 5. Median Values (£/resident/week)

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 does not distort the overall position and given the preference for the application of different indices to different costs outlined in the table the sum of individual lines has been utilised to derive the median.



	65 plus care home places without nursing	65 plus care home places without nursing, enhanced needs	65 plus care home places with nursing	65 plus care home places with nursing, enhanced needs
<b>Total Care Home Staffing</b>	<b>£453.29</b>	<b>£446.90</b>	<b>£654.00</b>	<b>£659.98</b>
Nursing Staff	£0.00	£0.00	£189.63	£170.01
Care Staff	£304.55	£302.47	£316.39	£320.71
Therapy Staff (Occupational & Physio)	£0.00	£0.00	£0.00	£0.00
Activity Coordinators	£10.24	£10.09	£10.71	£10.08
Service Management (Registered Manager/Deputy)	£35.97	£33.69	£28.42	£26.58
Reception & Admin staff at the home	£9.99	£9.98	£10.07	£9.99
Chefs / Cooks	£34.26	£34.26	£33.51	£32.76
Domestic staff (cleaning, laundry & kitchen)	£43.39	£43.33	£44.44	£45.55
Maintenance & Gardening	£9.55	£8.99	£9.44	£8.75
Other care home staffing (please specify)	£5.35	£4.09	£11.37	£35.56
<b>Total Care Home Premises</b>	<b>£41.41</b>	<b>£41.92</b>	<b>£37.89</b>	<b>£37.89</b>
Fixtures & fittings	£8.52	£8.52	£7.31	£7.31
Repairs and maintenance	£16.04	£15.02	£11.44	£11.44
Furniture, furnishings and equipment	£6.60	£8.48	£8.99	£8.99
Other care home premises costs (please specify)	£10.25	£9.90	£10.15	£10.15
<b>Total Care Home Supplies and Services</b>	<b>£107.54</b>	<b>£110.25</b>	<b>£113.11</b>	<b>£113.52</b>
Food supplies	£32.52	£31.06	£30.62	£30.26
Domestic and cleaning supplies	£7.81	£7.76	£7.39	£6.88
Medical supplies (excluding PPE)	£2.71	£2.52	£3.12	£2.78
PPE	£15.00	£15.00	£15.00	£15.00
Office supplies (home specific)	£2.72	£2.57	£2.23	£2.21
Insurance (all risks)	£4.49	£7.00	£6.30	£7.01
Registration fees	£3.91	£3.80	£4.10	£4.13
Telephone & internet	£1.79	£1.50	£1.72	£1.15
Council tax / rates	£0.87	£0.87	£0.62	£0.64
Electricity, Gas & Water	£24.30	£26.49	£30.24	£31.99
Trade and clinical waste	£5.43	£5.43	£5.56	£5.43
Transport & Activities	£2.08	£2.08	£2.02	£2.00
Other care home supplies and services costs (please specify)	£3.91	£4.17	£4.17	£4.05
<b>Total Head Office</b>	<b>£43.04</b>	<b>£46.01</b>	<b>£41.52</b>	<b>£38.75</b>

Central / Regional Management	£11.68	£15.75	£13.71	£11.68
Support Services (finance / HR / legal / marketing etc.)	£12.53	£11.43	£8.70	£8.81
Recruitment, Training & Vetting (incl. DBS checks)	£7.43	£7.43	£7.29	£6.65
Other head office costs (please specify)	£11.41	£11.41	£11.81	£11.61
<b>Total Return on Operations</b>	<b>£95.41</b>	<b>£95.50</b>	<b>£97.73</b>	<b>£97.76</b>
<b>Total Return on Capital</b>	<b>£108.95</b>	<b>£108.95</b>	<b>£123.98</b>	<b>£190.00</b>
<b>TOTAL</b>	<b>£849.63</b>	<b>£849.54</b>	<b>£1,068.22</b>	<b>£1,137.89</b>
Number of location level survey responses received	25	25	16	13
Number of locations eligible to fill in the survey (excluding those found to be ineligible)	27	26	16	13
Number of residents covered by the responses	418	452	259	166
Number of carer hours per resident per week	24	28	29	29
Number of nursing hours per resident per week			9	9
Average carer basic pay per hour	£10.17	£10.22	£10.17	£10.15
Average nurse basic pay per hour			£18.73	£18.70
Average occupancy as a percentage of active beds	92%	92%	92%	92%
Freehold valuation per bed	£79,404.76	£79,404.76	£98,076.92	£98,076.92

## 6. Data Collection and Inflation

The results were collected in July and August 2022 using a combination of CHIP CareCubed Tool and an online survey. The questions in the survey mirrored CareCubed and provided an alternative method of data input to providers, this is outlined in the next section of this report. Results from the survey were input into CareCubed to ensure a consistent approach to calculation.

The figures used are actual figures for 2021/22 (base year) and providers were asked for the percentage uplift they have experienced for each cost item since April 2022. The median percentage uplift demonstrated by providers was 15.9% however the approach to inflation has been refined.

For each cost line in Annex A, appropriate inflation measures were identified. As the National Living Wage uplift was adopted from December 2021 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.

<b>Area in Fair Cost of Care</b>	<b>Indices</b>	<b>Description</b>	<b>Rate of Inflation %</b>
Low Paid Staff (Care Staff and domestic staff)		National Living Wage	4.32%
Other Staff		Average Pay Earnings	4.1%
Fixtures & fittings	D7CK	05.3 Household appliances, fitting and repairs	6.6%
Repairs and maintenance	D7CF	04.3 Regular maintenance and repair of the dwelling	5.3%
Furniture, furnishings and equipment	D7CI	05.1 Furniture, furnishings and carpets	11.2%
Other care home premises costs (please specify)	D7BT	CPI (overall index)	7.5%
Food supplies	D7BU	01 Food and non-alcoholic beverages	6.2%
Domestic and cleaning supplies	D7CN	05.6 Goods and services for routine maintenance	6.3%
Medical supplies (excluding PPE)	D7F6	06.1 Medical products, appliances and equipment	1.4%
PPE	D7F6	06.1 Medical products, appliances and equipment	1.4%
Office supplies (home specific)	D7E5	05.6.1 Non-durable household goods	9.5%
Insurance (all risks)	D7D3	12.5 Insurance	10.8%
Registration fees	D7BT	CPI (overall index)	7.5%
Telephone & internet	D7C3	08 Communication	3.6%
Council tax / rates		Local Increase	2.99%
Electricity, Gas & Water	D7BX	04 Housing, water, electricity, gas and other fuels	18.5%
Trade and clinical waste	D7BT	CPI (overall index)	7.5%
Transport & Activities	D7C4	09 Recreation and culture	3.9%
Other care home supplies and services costs	D7BT	CPI (overall index)	7.5%
Central / Regional Management	D7F5	All services	4.0%
Support Services (finance / HR / legal / marketing etc.)	D7F5	All services	4.0%
Recruitment, Training & Vetting (incl. DBS checks)	D7F5	All services	4.0%
Other head office costs (please specify)	D7FR	12.7 Other services (nec)	-3.2%

## 7. Questions Asked

Below are the questions that were asked as part of the additional survey to compliment the requirements of CareCubed as outlined in the section above.

- 1.) What is the name of your care home?
- 2.) Are you part of a wider group?

- 3.) Name of the group?
- 4.) Do you provide? (tick all that apply)
  - a. +65 Residential Care
  - b. +65 Residential Care, Enhanced Needs
  - c. +65 Residential Care with Nursing
  - d. +65 Residential Care with Nursing, Enhanced Needs
- 5.) What is your total expenditure for the following areas for the year 2021-22, including staff on-costs and agency staff costs
  - a. Registered Nursing Staff
  - b. Nursing assistants, associates, or equivalents (non RGN)
  - c. Senior Carer (or equivalents)
  - d. Carer
  - e. Therapy staff (Occupational and Physio)
  - f. Activity Coordinators
  - g. Registered Manager
  - h. Deputy
  - i. Reception & Admin staff at the home
  - j. Chefs/Cooks
  - k. Domestic staff (cleaning, laundry & kitchen/catering not included above)
  - l. Maintenance & Gardener
  - m. Other care home staffing (please specify)
- 6.) What is the percentage increase in costs for each of these staff roles you have seen since April 2022? (answer as a percentage)
  - a. Registered Nursing Staff
  - b. Nursing assistants, associates, or equivalents (non RGN)
  - c. Senior Carer (or equivalents)
  - d. Carer
  - e. Therapy staff (Occupational and Physio)
  - f. Activity Coordinators
  - g. Registered Manager
  - h. Deputy
  - i. Reception & Admin staff at the home
  - j. Chefs/Cooks
  - k. Domestic staff (cleaning, laundry & kitchen/catering not included above)
  - l. Maintenance & Gardener
  - m. Other care home staffing (please specify)
- 7.) Please provide the following annual cost information about your care home overheads for 2021/22
  - a. Food Supplies
  - b. Domestic and cleaning supplies
  - c. Medical supplies excluding PPE
  - d. PPE
  - e. Office supplies (home specific)
  - f. Insurance

- g. Registration fees
  - h. Telephone and internet
  - i. Council tax / rates
  - j. Electricity
  - k. Gas / Oil / LPG
  - l. Water
  - m. Trade and clinical waste
  - n. Transport and activities
  - o. Other care home supplies and services
- 8.) What is the percentage increase in costs for each of these areas you have seen since April 2022? (answer as a percentage)
- a. Food Supplies
  - b. Domestic and cleaning supplies
  - c. Medical supplies excluding PPE
  - d. PPE
  - e. Office supplies (home specific)
  - f. Insurance
  - g. Registration fees
  - h. Telephone and internet
  - i. Council tax / rates
  - j. Electricity
  - k. Gas / Oil / LPG
  - l. Water
  - m. Trade and clinical waste
  - n. Transport and activities
  - o. Other care home supplies and services
- 9.) Please provide information on the total expenditure on your premise for 2021/22
- a. Fixtures and Fittings
  - b. Repairs and Maintenance (excluding any employee costs)
  - c. Furniture, Furnishings and Equipment
  - d. Other premises costs
- 10.) What is the percentage increase in costs for each of these areas you have seen since April 2022? (answer as a percentage)
- a. Fixtures and Fittings
  - b. Repairs and Maintenance (excluding any employee costs)
  - c. Furniture, Furnishings and Equipment
  - d. Other premises costs
- 11.) What is your total expenditure for 2021/22 for the following Head Office costs? (For some smaller providers, the home manager may fulfil a number of these functions and therefore these costs are already included in management costs)
- a. Central / Regional Management (Directors' costs and operational management above registered manager level)
  - b. Support Services (finance / HR / legal / marketing etc.)
  - c. Recruitment, Training & Vetting (incl. DBS checks)

- d. Other head office costs (please specify)
- 12.) Please tell us the following financial information for your care home for the latest full financial year?
  - a. Total Turnover
  - b. Total Overhead
  - c. Profit / Surplus (before tax)
- 13.) What is your approach to Return on Operations?
  - a. % markup on operating costs
  - b. total value for the home per annum Total salary cost
- 14.) What is your percentage markup applied to operating costs (%)
- 15.) What is your total Return on Operations (£) for the Care Home per annum
- 16.) Is the property rented?
- 17.) If YES, Rental amount p/a (£)
- 18.) Do you wish to provide your Return on Capital figure as a per resident per week value for the care home OR as a % of property valuation?
  - a. Per resident per week ROCE value
  - b. % of property valuation
- 19.) What is your Per resident per week ROCE value?
- 20.) What is your Return on Capital %?
- 21.) What is the freehold valuation of your Care Home?
- 22.) What year was the valuation made?
- 23.) Was the valuation an official RICS red book evaluation?
- 24.) Is the home purpose built?
- 25.) What year was the home built (approx.)
- 26.) How many rooms are en-suites? (includes just a w/c and basin, through to a full wet room)
- 27.) How many rooms are wet-rooms?
- 28.) What is the average room size? (in m<sup>2</sup>)
- 29.) How many active beds does your care home have in total?
- 30.) How many active beds out of commission does your care home have? (Beds that are not de-registered that you cannot fulfil)
- 31.) Please provide average resident occupancy for 2021-22 for the different categories below:
  - a. +65 Residential Care
  - b. +65 Residential Care, Enhanced Needs
  - c. +65 Residential Care with Nursing
  - d. +65 Residential Care with Nursing, Enhanced Needs
- 32.) Please provide average resident occupancy by funding source
  - a. Number of Local authority funded (in area and out of area)
  - b. Number of Joint funded residents (LA and Health /NHS)
  - c. Number of self-funders / privately funded
  - d. Number of Continuing Health Care (CHC) funded beds (NHS)
  - e. Other
- 33.) Please can you tell us your weekly charge for self-funders for the following categories that you provide service to? (in £/week, use an average charge if it varies by room size)

- a. +65 Residential Care
  - b. +65 Residential Care, Enhanced Needs
  - c. +65 Residential Care with Nursing
  - d. +65 Residential Care with Nursing, Enhanced Needs
- 34.) What is the the average number of Registered Nursing staff hours per week?
- 35.) What is the average number of Nursing assistant staff hours / week?
- 36.) What is the average number of Senior Carer staff hours per week?
- 37.) What is the average number of Carer staff hours / week?
- 38.) Please tell us your average basic rates of pay for the following roles as of April 2022 (£/hour)
- a. Registered Nursing Staff
  - b. Nursing assistants, associates, or equivalents (non RGN)
  - c. Senior Carer (or equivalents)
  - d. Carer
- 39.) What is your current employers NI contribution as a % on direct staff payroll costs as of April 2022?
- 40.) What is your current employers pension contribution as a % on direct staff payroll costs as of April 2022?
- 41.) What is your average apprenticeship levy contribution % as of April 2022
- 42.) What is the average number of holiday days per year per FTE?
- 43.) What is the average number of training/supervision days per year per FTE
- 44.) What is the average number of sickness days per year per FTE?
- 45.) What is the average number of maternity/paternity/adoption allowance days per year per FTE
- 46.) What is the average number of suspension allowance – days per year per FTE.
- 47.) Please tell us the average agency costs for the following roles as of April 2022 (£/hour)
- a. Registered Nursing Staff
  - b. Nursing assistants, associates, or equivalents (non RGN)
  - c. Senior Carer (or equivalents)
  - d. Carer
- 48.) Please tell us the average weekly agency hours for the following roles as of April 2022 (£/hour)
- a. Registered Nursing Staff
  - b. Nursing assistants, associates, or equivalents (non RGN)
  - c. Senior Carer (or equivalents)
  - d. Carer
- 49.) Address