



UKHCA Summary Paper

# **An overview of the UK domiciliary care sector**

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## Introduction

### 1. Introduction

UKHCA is the professional association of homecare providers from the independent, voluntary, not-for-profit and statutory sectors. More information about us can be found in Section 8.

These headline statistics are aimed at researchers, management consultants and organisations considering entry into the homecare sector. The figures are a summary of the most recent analysis available and will be revised as new data becomes available. More information can also be found on the UKHCA website [www.ukhca.co.uk](http://www.ukhca.co.uk).

The homecare sector suffers from a lack of routine data collection in all four administrations of the UK. Often statistics do not reflect the number of people who pay for their care privately, as they are not counted in local authority returns. In addition, information and analysis is sparser for Wales, Scotland and Northern Ireland than for England. Despite this, the figures below help to give a summary of how many people benefit from homecare, who provides the care, and how it is paid for.

Due to the number of requests for information, UKHCA regrets it is unable to provide any further detailed analysis or telephone support to independent consultants or non-member organisations. A limited amount of support is available to voluntary and statutory sector organisations and registered charities. *Genuine* enquiries from the media can be made to the Head of Policy and Communication on telephone 020 8288 5297, mobile 07920 788993 or [media@ukhca.co.uk](mailto:media@ukhca.co.uk).

### 2. Homecare or care homes?

A number of organisations contacting us are looking for information about the care home sector (these were previously known as Nursing Homes and Care Homes). UKHCA does not hold any data on care homes, but we have provided a list of useful links in Section 9 of this paper.

### 3. Disclaimer

This document is provided for information purposes only. While every effort has been made to ensure the accuracy of the information contained herein, the Association can accept no responsibility for errors of fact or omission.

England

## 4. England

England has by far the most numbers of people in receipt of homecare services because of its larger population and it also has the most data available on the homecare sector. The majority of people in receipt of homecare receive it through local social services, which assesses need for help according to certain eligibility criteria. Most councils contract out the supply of homecare services to the independent sector, which now provides over four fifths of publicly funded homecare.

However, the apparent inability of government social care funding to keep pace with demand means that many service users are seeing their eligibility for care re-assessed by their council, with “low-level” help and services cut back, while the independent sector finds that contract prices offered by local authorities often failing to keep pace with inflation and other statutory burdens on employers.

Social care funding in England is due for a major government review and current agenda is to ensure that service users who are eligible for state-funded care are allocated an up-front “personal budget” that allows them to design their care packages more freely, for example by employing their own staff or using a homecare provider of their choice.

### **Number of state-funded service users**

An estimated 340,600 people (in around 328,600 households) were receiving homecare through local authorities during one survey week in 2008.<sup>1</sup> During 2008-2009 an estimated total of 582,000 adults of all ages received homecare through their local authority.<sup>2</sup>

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<sup>1</sup> Community Care Statistics 2008, Home care services for adults. NHS Health and Social Care Information Centre (2009), p.4 [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england)

<sup>2</sup> Community Care Statistics 2008-09: Social Services Activity Report, England p.35 and Figure 4.1 [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008-09-social-services-activity-report-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008-09-social-services-activity-report-england)

**Intensity of care**

On average, households receive 12.4 hours of homecare with total contact time across England estimated at 4.1 million hours a week.<sup>3</sup> While the number of contact hours of homecare provided has doubled since 1997<sup>4</sup> the actual number of people supported has decreased by 18%, since figures of numbers of people using the service was collected in 2000.<sup>5</sup>

**Eligibility for state-funded care**

The falling numbers of people receiving state-funded care indicates the statutory sector is targeting services to those who need more intensive support, rather than those with lower level needs. With an overall pattern of tightening "eligibility" criteria operated it is now estimated that around 72% of councils only offer homecare services to those with "substantial" or "critical" needs.<sup>6</sup> A recent study estimated that around 450,000 older people in need of care have some sort of shortfall in the formal care they receive, with 275,000 older people with less intensive needs getting no support from their local council.<sup>7</sup>

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<sup>3</sup> Community Care Statistics 2008, Home care services for adults. NHS Health and Social Care Information Centre (2009), p.8 [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england)

<sup>4</sup>Community Care Statistics 2008, Home care services for adults. NHS Health and Social Care Information Centre (2009), See Table 2 page 8. [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england)

<sup>5</sup> Community Care Statistics 2008, Home care services for adults. NHS Health and Social Care Information Centre (2009), p.11 [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england)

<sup>6</sup> The State of Health Care and Adult Social Care in England. Key themes and quality of services 2009. (2010) Figure 8, page 35. [www.cqc.org.uk/stateofcare.cfm](http://www.cqc.org.uk/stateofcare.cfm)

<sup>7</sup> The State of Social Care in England 2006-2007 (2008). p.117. Commission for Social Care Inspection. Can now be accessed via the Care Quality Commission website [www.cqc.org.uk/\\_db/\\_documents/SQSC08%20Report%2008\\_Web.pdf](http://www.cqc.org.uk/_db/_documents/SQSC08%20Report%2008_Web.pdf)

**Number of self-funding service users**

Increasing numbers of people are needing or choosing to fund their own care. Of those ineligible for council supported care it is estimated that 150,000 are purchasing care at home privately.<sup>8</sup> Total private payment for community based care such as homecare, (including top ups on statutory care) is estimated at £1.46 billion a year.<sup>9</sup> Another market estimate put the amount of privately purchased homecare at 1.4 million hours a week, and approximately 69% of hours of private homecare is purchased on a live-in basis.<sup>10</sup>

**Direct payments users**

Direct Payments are a cash payment from statutory services, enabling the service user to use the money to pay for care of their choice. The most recent national statistics for 2008-9 estimated 86,000 of people over 18 were receiving a direct payment and of these 19,000 were receiving their direct payment through a personal budget.<sup>11</sup> A more recent estimate is that 115,000 people were receiving direct payments in 2009, and 29,000 of these were thought to be informal carers.<sup>12</sup> It is not known what proportion of users buy homecare with a direct payment. However direct payment rates can be insufficient to buy in care. For example a survey in 2007 found that the average day rate for England was £8.87 an hour.<sup>13</sup> Expenditure on direct payments has risen as numbers of people using them has increased and now equates to £610 million or 4% of overall gross expenditure for adults.<sup>14</sup>

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<sup>8</sup> The State of Social Care in England 2006-2007 (2008). p.113. Commission for Social Care Inspection. Can now be accessed via the Care Quality Commission website at: [www.cqc.org.uk/\\_db/\\_documents/SOSC08%20Report%2008\\_Web.pdf](http://www.cqc.org.uk/_db/_documents/SOSC08%20Report%2008_Web.pdf)

<sup>9</sup> The State of Social Care in England 2006-2007 (2008). p.116. Commission for Social Care Inspection. Can now be accessed via the Care Quality Commission website at: [www.cqc.org.uk/\\_db/\\_documents/SOSC08%20Report%2008\\_Web.pdf](http://www.cqc.org.uk/_db/_documents/SOSC08%20Report%2008_Web.pdf)

<sup>10</sup> Domiciliary Care UK Market Report 2010 (2010). p.4. Laing & Buisson Publications. Not on web.

<sup>11</sup> Community Care Statistics 2008-09: Social Services Activity Report, England p.35 and Figure 4.1, also p. 41 for personal budget data [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008-09-social-services-activity-report-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008-09-social-services-activity-report-england)

## England

### **Average price for hour of homecare**

The average price for a weekday, daytime hour of care privately purchased from the independent sector in 2009 was estimated as £12.98 in a market survey, a figure which should be used with extreme caution given geographical variations.<sup>15</sup> The survey analysis also found that there was no evidence to support the suggestion that private purchasers pay significantly higher than statutory purchasers of care.

### **Average length of visit**

Laing and Buisson have reported on a survey that indicated over half of local authority funded visits lasted 30 minutes. 19% of visits were of 15 minutes, and a further interesting measurement was that 22% of a homecare workers time was spent travelling.<sup>16</sup>

### **Public expenditure**

Gross public expenditure on older people's homecare in 2008-09 was an estimated £2 billion, and overall expenditure on day and domiciliary care across all adult age groups totalled nearly £6.5 billion.<sup>17</sup> In 2008-9, local authorities recouped nearly 14% of their expenditure on all adult social care services through fees charges to service users (this equates to £2.2 billion).<sup>18</sup> An analysis performed by the Commission for Social Care Inspection in 2009 found that for homecare council's recouped £285 million - 14% of total income from charges.<sup>19</sup>

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<sup>12</sup> The State of Health Care and Adult Social Care in England. Key themes and quality of services 2009. (2010) page 30. [www.cqc.org.uk/stateofcare.cfm](http://www.cqc.org.uk/stateofcare.cfm)

<sup>13</sup> Direct Payment Survey Report (2007). p.57. Personal Social Services Research Unit. [www.pssru.ac.uk/dps/dps\\_reports.htm](http://www.pssru.ac.uk/dps/dps_reports.htm)

<sup>14</sup> Personal Social Services Expenditure and Unit Costs England, 2008-9. p. 11. <http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-expenditure-and-unit-costs-england-final-2008-09>

<sup>15</sup> Domiciliary Care UK Market Report 2010 (2010). P.11. Laing & Buisson Publications. Not on web.

<sup>16</sup> Domiciliary Care UK Market Report 2010 (2010). P.46. Laing & Buisson Publications. Not on web.

<sup>17</sup> Community Care Statistics 2008, Home care services for adults. NHS Health and Social Care Information Centre (2009), p.11 [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england)

## England

### Supply of homecare

81% of publicly funded homecare is now provided by the independent sector, compared to 5% in 1993.<sup>20</sup>

### Commissioning and contracting

The main purchasers of homecare are local authorities who are estimated to buy 80% of the hours of care provided by the independent sector.<sup>21</sup> In a survey undertaken by UKHCA in 2004 60% of independent providers were thought to rely on local authority purchase for more than three quarters of their business, with almost 15% of providers dependent on local authorities as their only customer.<sup>22</sup> This dominant purchasing power allows authorities to exert a downward pressure on costs of homecare. To illustrate in 2008-9 the average unit cost of "in house" local authority homecare had risen to £23.20, while the average unit cost of homecare to authorities from using independent providers was £12.60. Effectively the independent sector is operating at almost half the cost of the statutory sector.<sup>23</sup>

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<sup>18</sup> Personal Social Services Expenditure and Unit Costs England, 2008-9. p. 5 Table 2.1. [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-expenditure-and-unit-costs-england-final-2008-09](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-expenditure-and-unit-costs-england-final-2008-09)

<sup>19</sup> The State of Social Care in England 2007-2008 (2009). Commission for Social Care Inspection. Can now be accessed via the Care Quality Commission website: [www.cqc.org.uk/\\_db/\\_documents/SOSC08%20Report%2008\\_Web.pdf](http://www.cqc.org.uk/_db/_documents/SOSC08%20Report%2008_Web.pdf)

<sup>20</sup> Community Care Statistics 2008, Home care services for adults. NHS Health and Social Care Information Centre (2009), p.7 [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008:-help-care-services-for-adults-england) also confirmed by more recent publication Community Care Statistics 2008-09: Social Services Activity Report, England p.39 Figure 4.4. [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008-09-social-services-activity-report-england](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2008-09-social-services-activity-report-england)

<sup>21</sup> Time to Care? Commission for Social Care Inspection (2006). P.28. Has not been transferred to Care Quality Commission website therefore use following link: [www.ukhca.co.uk/pdfs/timetocare.pdf](http://www.ukhca.co.uk/pdfs/timetocare.pdf)

<sup>22</sup> Who Cares Now? An Updated Profile of the Independent Sector Homecare Workforce in England. UKHCA (2004), P.41. [www.ukhca.co.uk/pdfs/whocaresnow.pdf](http://www.ukhca.co.uk/pdfs/whocaresnow.pdf)

<sup>23</sup> Personal Social Services Expenditure and Unit Costs England, 2008-9. p.16 Table 6.1. [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-expenditure-and-unit-costs-england-final-2008-09](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-expenditure-and-unit-costs-england-final-2008-09)

## England

### **Provider numbers**

On 19 June 2008 there were 4,960 home care agencies registered in England and of these 4,146 (84%) were based in the private and voluntary sector.<sup>24</sup>

### **Standards**

Providers in England are regulated against certain standards, from 1 April 2009 this is by the Care Quality Commission which has taken over from the Commission for Social Care Inspection. Homecare providers met or exceeded 82% of National Minimum Standards in 2007-8.<sup>25</sup> In its first publication on the State of both health and social care 2009 the Care Quality Commission found that 77% of homecare agencies were star rated good or excellent, with 1% with no star.<sup>26</sup>

### **Size of Workforce**

It is estimated that the domiciliary care workforce in England makes up around one third of the entire social care workforce. A recent estimated size of the workforce in independent domiciliary care is 306,000 (271,000 in private sector and 35,000 in the voluntary sector). 44,000 homecare staff are directly employed by local authorities.<sup>27</sup>

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<sup>24</sup> As previously hosted on Commission for Social Care Inspection professional website. Headline Statistics spreadsheet. Contact Care Quality Commission for more information on this data.

<sup>25</sup> The State of Social Care in England 2007-2008 (2009). p.88. Commission for Social Care Inspection. See Care Quality Commission website for this document [www.cqc.org.uk/\\_db/\\_documents/SOSC08%20Report%2008\\_Web.pdf](http://www.cqc.org.uk/_db/_documents/SOSC08%20Report%2008_Web.pdf)

<sup>26</sup> The State of Health Care and Adult Social Care in England. Key themes and quality of services 2009. (2010) P.74 Table 5. [www.cqc.org.uk/stateofcare.cfm](http://www.cqc.org.uk/stateofcare.cfm)

<sup>27</sup> Estimated figures given in The State of Social Care in England 2007-2008 (2009). P 104 Table 8.1. Commission for Social Care Inspection. See Care Quality Commission website for this document. To note this figure does not seem to incorporate data from The State of the Adult Social Care Workforce in England, 2008. Skills for Care (2008). P. 33-34. [www.skillsforcare.org.uk/view.asp?id=977](http://www.skillsforcare.org.uk/view.asp?id=977) which had estimated the workforce at 274,000.

## England

### Profile of workforce

The workforce is predominantly made of female part time workers. The latest data puts homecare at a turnover rate of 18.1%.<sup>28</sup> Using updated figures from December 2008 – February 2009, the average hourly pay for a homecare worker was £6.80. This figure which should be used with caution given geographical variations.<sup>29</sup> Workforce information has been provided by homecare providers as part of a “National Minimum Dataset” project co-ordinated by workforce body Skills for Care.

### Statutory Regulators

The Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG. Telephone: 0300 0616161. [www.cqc.org.uk](http://www.cqc.org.uk)

General Social Care Council (GSCC), Goldings House, 2 Hay’s Lane, London, SE1 2HB. Telephone: 020 7397 5100. [www.gsccl.org.uk](http://www.gsccl.org.uk).

### Legislation

The Care Standards Act 2000 is available to download from the Office of Public Sector Information [www.opsi.gov.uk/acts/acts2000a.htm](http://www.opsi.gov.uk/acts/acts2000a.htm).

The Domiciliary Care Agencies Regulations, Social Care, England, 2002 (SI No.3214) can be found at [www.opsi.gov.uk/si/si2002/uksi\\_20023214\\_en.pdf](http://www.opsi.gov.uk/si/si2002/uksi_20023214_en.pdf).

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<sup>28</sup> National Minimum Dataset online research page. Go to National Key Statistics Report which should allow downloadable information from the most recent month. Go to Workforce: Worker Summary by Main Service Type and look for the domiciliary care figures for careworkers in England. See <http://www.nmds-sc-online.org.uk/research/researchdocs.aspx?id=9>

<sup>29</sup> National Minimum Dataset online research page. See research briefing 8 Pay. Skills for Care (2009). See [www.nmds-sc-online.org.uk/Get.aspx?id=285973](http://www.nmds-sc-online.org.uk/Get.aspx?id=285973)

## England

National Minimum Standards for Domiciliary Care England (2003) and the Domiciliary Care Agency Regulations (2002) are available from the Department of Health. Telephone: 08701 555455, or download from [www.dh.gov.uk/assetRoot/04/08/36/71/04083671.pdf](http://www.dh.gov.uk/assetRoot/04/08/36/71/04083671.pdf)

## Further Reading

UKHCA, Who Cares Now? An Updated Profile of the Independent Sector Home Care Workforce in England (2004). Available from UKHCA, Group House, 52 Sutton Court Road, Sutton, Surrey, SM1 4SL. Telephone 020 8288 5291 or download from [www.ukhca.co.uk/pdfs/whocaresnow.pdf](http://www.ukhca.co.uk/pdfs/whocaresnow.pdf).

Laing & Buisson, Domiciliary Care UK Market Report 2010 (10th edition, 2010). Available from Laing & Buisson, 29 Angel Gate, City Road, London, EC1V 2PT. Telephone 020 7833 9123, [www.laingbuisson.co.uk](http://www.laingbuisson.co.uk).

Commission for Social Care Inspection, Time to Care? An overview of home care services for older people in England (2006).

Commission for Social Care Inspection. (2008). The State of Social Care in England 2006-7

Commission for Social Care Inspection (2009). The State of Social Care in England 2007-8.

Contact the Care Quality Commission (see above) for information on these documents which are now held by the new regulator.

Community Care Statistics 2008, Home care services for adults. NHS Health and Social Care Information Centre (2009). Available from the NHS Health and Social Care Information Centre, Telephone 0845 300 6016, or download from [www.ic.nhs.uk/statistics-and-data-collections/social-care/](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/)

Skills for Care National Minimum Dataset and State of Social Care Workforce. Available from Skills for Care Tel 0113 2451716 or download from [www.skillsforcare.org.uk/view.asp?id=977](http://www.skillsforcare.org.uk/view.asp?id=977)

## 5. Wales

The majority of people in receipt of homecare in Wales receive it through local social services operated by the 22 local authorities in Wales, which assess need for help according to certain eligibility criteria. Most councils contract out services to the independent sector, which now provides just over half of publicly funded homecare and there has been a continued policy emphasis on helping people remain at home.

There have been calls for free personal homecare in Wales, but so far policy makers have not followed Scotland's lead. Currently the Welsh Assembly Government plans to use new legislative powers to put limits on what local authorities can charge people for using homecare services as there are huge variations. Meanwhile much less data is available in Wales on the independent sector, but anecdotal evidence provided to UKHCA suggests the picture is similar to England with the independent sector finding that contract prices offered by local authorities often fail to keep pace with inflation and other statutory burdens on employers.

### **Number of state-funded service users**

There were 18,562 older people and 5,041 younger adults in receipt of publicly funded homecare during one sample week in September 2008, totalling 23,603 people.<sup>30</sup> Overall 25,685 people received homecare in the year 2008-9.

### **Intensity of care**

The overall number of people receiving less intensive packages of homecare fell slightly again in 2008-9. The majority of people (nearly 40%) receive less than 5 hours of care per week.<sup>31</sup> There is little data on the operation of eligibility for care by local authorities but this indicates that lower level packages of care are decreasing.

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<sup>30</sup> Statistical Directorate, Welsh Assembly Government, 2008. First Release – Assessments and Social Services for Adults 2008-2009. Table 5. Published September 2009.

<http://wales.gov.uk/docs/statistics/2009/090924sdr1422009en.pdf?lang=en>

<sup>31</sup> Statistical Directorate, Welsh Assembly Government, 2008. First Release – Assessments and Social Services for Adults 2008-2009. Analysis of Chart 2. Published September 2009.

<http://wales.gov.uk/docs/statistics/2009/090924sdr1422009en.pdf?lang=en>

## Wales

- Direct Payment users** The number of adults receiving a direct payment in Wales in 2007-2008 rose to 1,991 but still only represents 3% of service users.<sup>32</sup> Direct payment rates can be insufficient to buy in care. A survey in 2007 found that the average day rate for Wales was £6.74 an hour, the lowest in the UK.<sup>33</sup>
- Public expenditure** Net expenditure on personal social care services was £1.3 billion in 2007-2008. Expenditure on older people increased by £7 million (1%) between 2006-07 and 2007-08.<sup>34</sup>
- Supply of homecare** In 2008-9 overall 11.7 million hours of care were delivered in Wales by both the independent and statutory sector. 56% of state-funded homecare was provided under contract by the independent sector, with the sector providing 6.6 million hours of publicly funded homecare in 2008-9.<sup>35</sup> The pattern is one of increasing use of the independent sector by local authorities.
- Provider numbers** On 31 March 2009 there were 354 domiciliary care agencies registered with the Care and Social Services Inspectorate Wales (CSSIW). 87% of these were run by the independent sector. CSSIW only monitor numbers of establishments not size of provision but recently there has been an increase in the number of agencies exceeding 200 hours of provision a week, these larger agencies make up 76 per cent of all provision according to

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<sup>32</sup> Statistical Directorate, Welsh Assembly Government, 2008. First Release – Assessments and Social Services for Adults 2008-2009. Table 3. Published September 2009.

<http://wales.gov.uk/docs/statistics/2009/090924sdr1422009en.pdf?lang=en>

<sup>33</sup> Direct Payment Survey Report (2007). p.58. Personal Social Services Research Unit.

[www.pssru.ac.uk/dps/dps\\_reports.htm](http://www.pssru.ac.uk/dps/dps_reports.htm)

<sup>34</sup> Social Services Statistics Wales. Page 69

[www.dataunitwales.gov.uk/Documents/Publications/lgd01007\\_ssw\\_2007\\_08\\_web\\_whole\\_eng.pdf](http://www.dataunitwales.gov.uk/Documents/Publications/lgd01007_ssw_2007_08_web_whole_eng.pdf)

<sup>35</sup> Statistical Directorate, Welsh Assembly Government, 2008. First Release – Assessments and Social Services for Adults 2008-2009. Table 6. Published September 2009.

<http://wales.gov.uk/docs/statistics/2009/090924sdr1422009en.pdf?lang=en>.

## Wales

CSSIW.<sup>36</sup>

### Standards

Providers in Wales are regulated by the Care and Social Services Inspectorate Wales against certain standards. In 2008-2009 CSSIW found that there had been significant improvements in the quality of homecare services and that homecare providers were performing well in a number of areas, including care planning, quality assurance and medication.<sup>37</sup>

### Size of Workforce

In 2001 there were an estimated 6,000 homecare workers in the independent sector.<sup>38</sup> Since then very little information has been collected on the independent sector homecare workforce in Wales. Local Authority homecare staff number 6,857 and of these 5,755 are part-time.<sup>39</sup>

### Statutory regulators

Care and Social Services Inspectorate Wales (CSSIW), 4/5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Nantgarw, CF15 7QZ. Telephone: 01443 848450. [www.cssiw.org.uk](http://www.cssiw.org.uk). Prior to 1 April 2007 CSSIW was known as CSIW – Care Services Inspectorate for Wales.

Care Council for Wales, South Gate House, Wood Street, Cardiff, CF10 1EW. Telephone: 029 2022 6257. [www.ccwales.org.uk](http://www.ccwales.org.uk).

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<sup>36</sup> Care and Social Services Inspectorate Wales. Domiciliary Care Agencies. 2008-2009. CSSIW (2009). P. 2 and 3.

<http://wales.gov.uk/cssiwsite/newcssiw/publications/annualreports/0809report/domcare/?lang=en>

<sup>37</sup> Care and Social Services Inspectorate Wales. Domiciliary Care Agencies. 2008-2009. CSSIW (2009). P. 3-7 for commentary on service improvements.

<http://wales.gov.uk/cssiwsite/newcssiw/publications/annualreports/0809report/domcare/?lang=en>

<sup>38</sup> Next steps: Non-statutory Domiciliary Care Providers in Wales, Main Findings. UKHCA, CCETWS and TOPSS (2001). Page 3. Not available to download.

<sup>39</sup> Local Authority Social Services –Staff Numbers March 2008. Statistics for Wales First Release. 15<sup>th</sup> October 2009.

<http://new.wales.gov.uk/topics/statistics/headlines/health2008/hdw200810151/?lang=en>

## Wales

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Care Standards Act 2000 is available to download from the Office of Public Sector Information [www.opsi.gov.uk/acts/acts2000a.htm](http://www.opsi.gov.uk/acts/acts2000a.htm). For sales telephone The Stationary Office: 0870 600 5522

The Domiciliary Care Agencies (Wales) Regulations 2004 (Welsh SI No.219) available to download from the Office of Public Sector Information [www.opsi.gov.uk](http://www.opsi.gov.uk). For sales telephone The Stationary Office: 0870 600 5522. Note Regulations 21 and 23 are amended as of 1 January 2007 by the Care Standards Act 2000 and the Children Act 1989 (Regulatory Reform and Complaints) (Wales) Regulations 2006. The changes are available to download from:  
[www.opsi.gov.uk/legislation/wales/wsi2006/wsi\\_20063251\\_mi.pdf](http://www.opsi.gov.uk/legislation/wales/wsi2006/wsi_20063251_mi.pdf)

National Minimum Standards for Domiciliary Care Agencies in Wales (2004) is available from the Care and Social Services Inspectorate Wales. Telephone 01443 8484450 or download from  
[www.csiw.wales.gov.uk/docs/Standards\\_Domiciliary\\_Care\\_e.pdf](http://www.csiw.wales.gov.uk/docs/Standards_Domiciliary_Care_e.pdf)

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Laing & Buisson, Domiciliary Care UK Market Report 2007 (8th edition, 2007). Available from Laing & Buisson, 29 Angel Gate, City Road, London, EC1V 2PT. Telephone 020 7833 9123, [www.laingbuisson.co.uk](http://www.laingbuisson.co.uk).

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[www.dataunitwales.gov.uk/Publications.asp?cat=56](http://www.dataunitwales.gov.uk/Publications.asp?cat=56)

Statistical Directorate – Welsh Assembly Government. First Release Assessments and Social Services for Adults, 2006-2007. First Release 132/07. Available from:  
[new.wales.gov.uk/docrepos/40382/40382313/statistics/health/health-2007/sdr132-2007?lang=en](http://new.wales.gov.uk/docrepos/40382/40382313/statistics/health/health-2007/sdr132-2007?lang=en)

Wales

## 6. Scotland

As with England and Wales, the majority of people in receipt of homecare in Scotland receive it through local social services, which assess need for help according to certain eligibility criteria. A small majority of homecare continues to be delivered by the councils' in-house services, and the proportion of statutory funded care delivered by the independent sector is growing.

Since July 2002 people aged 65 and over have been eligible for free personal care and can no longer be charged by local authorities for such services in their own homes, although they can be charged for domestic services. The policy has contributed to a shift from use of residential care to homecare. However there is a debate about the sustainability of the policy in the long term and current funding shortfalls have led to some local authorities operating "waiting lists" for the free services. As in England and Wales, the independent sector has also found that contract prices offered by local authorities often fail to keep pace with inflation and other statutory burdens on employers.

**Number state-funded service users** An estimated 68,334 people were receiving a homecare service provided or purchased by a local authority in the first week of April 2009. This was a decline from the previous year. 645,806 hours of care were provided that week, mainly to people aged 65 and over.<sup>40</sup> Of those in receipt of homecare an estimated 44,660 older people were in receipt of free personal care.<sup>41</sup>

**Intensity of homecare** The pattern is one of increasingly intensive packages of care for those most in need. On average, households received 9.5 hours of homecare. In 1999 the average was

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<sup>40</sup> Scottish Government Statistics Release. Home Care Services, Scotland 2009 (2009). Scottish Government. p.1 Published November 2009. [www.scotland.gov.uk/Publications/2009/11/23112837/0](http://www.scotland.gov.uk/Publications/2009/11/23112837/0)

<sup>41</sup> Scottish Government Statistics Release. Free Personal and Nursing Care 2007-2008 (2009). p.4. Published November 2009.

[www.scotland.gov.uk/Publications/2009/11/23134324/0](http://www.scotland.gov.uk/Publications/2009/11/23134324/0)

## Scotland

5.1 hours.<sup>42</sup>

**Number of self-funding service users** Although there is no data on numbers of self-funding service users, a recent estimate placed private purchase of homecare at an estimated £34 million a year, based on estimates from UKHCA's study of homecare in Scotland in 2004 and Scottish Household Survey data.<sup>43</sup>

**Direct Payment users** The latest figures show that the number of people in receipt of direct payments in 2008/9 is 3,017.<sup>44</sup> However direct payment rates can be insufficient to buy in care, although a recent survey found that the average day rate for Scotland was the highest in the UK at £9.70 an hour.<sup>45</sup>

**Public expenditure** Gross expenditure by local authorities on adult homecare in 2005-2006 was £498 million.<sup>46</sup> Around £273 million was spent on free personal care for home care clients, which accounted for 73% of total net expenditure on publicly funded homecare.<sup>47</sup>

**Supply of homecare** The majority of service users receive homecare provided by in-house teams but the use of the independent sector is growing, particularly for more intensive packages of care. In 2009 38% of publicly funded homecare was provided solely by the independent sector, with 11% a

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<sup>42</sup> Scottish Government Statistics Release. Home Care Services, Scotland 2009 (2009). Scottish Government. p.1. [www.scotland.gov.uk/Publications/2009/11/23112837/0](http://www.scotland.gov.uk/Publications/2009/11/23112837/0)

<sup>43</sup> Independent Review of free personal and nursing care in Scotland. A report by Lord Sutherland for the Scottish Government. 2008. p.68. [www.scotland.gov.uk/Publications/2008/04/25105036/0](http://www.scotland.gov.uk/Publications/2008/04/25105036/0)

<sup>44</sup> Scottish Government Statistics Release. Self Directed Support (Direct Payments) Scotland 2009. Scottish Government. p.1. Published January 2010. [www.scotland.gov.uk/Publications/2010/01/25130907/0](http://www.scotland.gov.uk/Publications/2010/01/25130907/0)

<sup>45</sup> Direct Payment Survey Report (2007). p.57. Personal Social Services Research Unit. [www.pssru.ac.uk/dps/dps\\_reports.htm](http://www.pssru.ac.uk/dps/dps_reports.htm)

<sup>46</sup> Laing and Buisson. Domiciliary Care UK Market Report (2007), Laing & Buisson Publications. Table 6.10 and Pages 106-107. Not available for download

<sup>47</sup> Scottish Government Statistics Release. Free Personal and Nursing Care 2008-2009 (2010). p.6. <http://www.scotland.gov.uk/Publications/2010/07/01130955/0>

## Scotland

combination of service from local authority and the independent sector. The remainder, just under 51% was provided solely by local authorities.<sup>48</sup>

### **Commissioning and contracting**

UKHCA's survey of the homecare sector in 2004 found that more than 70% of independent providers relied on a single local authority for more than three-quarters of their business.<sup>49</sup>

### **Provider numbers**

765 care at home services were in operation as of 31 March 2008, 111 run by local authorities and 650 (85%) by independent (private and voluntary) sector. The largest number of services registered are in the voluntary sector, who run 414 services.<sup>50</sup> However the Care Commission has previously commented that these services tend to be smaller in the number of hours of care they provide, and Scotland's 32 local authorities still provide the most hours of care to the largest numbers of individuals.<sup>51</sup>

### **Standards**

The Scottish Commission for the Regulation of Care is the national regulator of care services and inspects care at home and housing support providers according to certain standards. In its first report of grading registered services, it found that care at home services achieved some of the best sets of grades of services for adults,

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<sup>48</sup> Scottish Government Statistics Release. Home Care Services, Scotland (2009). Scottish Government. Table 1, p.5 [www.scotland.gov.uk/Publications/2009/11/23112837/0](http://www.scotland.gov.uk/Publications/2009/11/23112837/0)

<sup>49</sup> McClimont, Grove and Berry. Who Cares Now? An updated profile of the independent sector home care workforce in Scotland, United Kingdom Home Care Association (2004). P.8. [www.ukhca.co.uk/pdfs/whocaresnowscotland.pdf](http://www.ukhca.co.uk/pdfs/whocaresnowscotland.pdf)

<sup>50</sup> Data supplied by the Care Commission by email (dated 8 March 2010) to UKHCA.

<sup>51</sup> Care Commission Quality of Care Services in Scotland 2005-2006 (2007). Care Commission, P. 38 [www.carecommission.com/images/stories/documents/publications/reviewsofqualitycare/The%20quality%20of%20care%20services%20in%20Scotland%20-%20Feb%202007.pdf](http://www.carecommission.com/images/stories/documents/publications/reviewsofqualitycare/The%20quality%20of%20care%20services%20in%20Scotland%20-%20Feb%202007.pdf)

## Scotland

with 46% of services achieving grade 5 or 6.<sup>52</sup>

### Size of workforce

Using data from 2007 the Scottish Social Services Council recently estimated the combined care at home and housing support workforce was estimated at 67,120, across the statutory and independent sector.<sup>53</sup> There is no breakdown of independent sector figures but subtracting from this a 2008 estimate of local authority homecare staff and managers of 18,662<sup>54</sup>, the independent sector workforce could be in the region of 48,000 staff. This compares with UKHCA's survey from 2004 which had estimated the independent sector workforce at 6,700.<sup>55</sup> Without a clear national dataset all estimated figures should be used with caution.

### Statutory regulators

Scottish Commission for Regulation of Social Care ("the Care Commission), 11 Riverside Drive, Dundee, DD1 4NY. Telephone: 01382 207100. [www.carecommission.com](http://www.carecommission.com).

Scottish Social Services Council, Compass House, 11 Riverside Drive, Dundee, DD1 4NY. Telephone: 01382 207101. [www.sssc.uk.com](http://www.sssc.uk.com).

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<sup>52</sup> Care Commission. Making the Grade, Results from the first year of grading registered services 2008-2009 (2010). P. 40  
[http://www.carecommission.com/images/stories/documents/publications/reviewsofqualitycare/making\\_the\\_grade\\_-\\_08-09\\_final.pdf](http://www.carecommission.com/images/stories/documents/publications/reviewsofqualitycare/making_the_grade_-_08-09_final.pdf)

<sup>53</sup> Scottish Social Services Council. Intelligence issue 02. (2010).

[www.sssc.uk.com/sssc/sector-skills-agreement/sector-skills-agreement-for-the-scottish-social-services-sector.html](http://www.sssc.uk.com/sssc/sector-skills-agreement/sector-skills-agreement-for-the-scottish-social-services-sector.html)

<sup>54</sup> Scottish Government Statistics Publication. Staff of Scottish Local Authority Social Work Services 2008 (2009). See Table 8. [www.scotland.gov.uk/Publications/2009/06/23092957/1](http://www.scotland.gov.uk/Publications/2009/06/23092957/1)

<sup>55</sup> McClimont, Grove and Berry. Who Cares Now? An updated profile of the independent sector home care workforce in Scotland, United Kingdom Home Care Association (2004). P.9  
[www.ukhca.co.uk/pdfs/whocaresnowscotland.pdf](http://www.ukhca.co.uk/pdfs/whocaresnowscotland.pdf)

## Scotland

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National Care Standards: Care at Home 2005. Available from the Scottish Executive Telephone: 08457 741 741 and to download from [www.scotland.gov.uk/Resource/Doc/924/0013253.pdf](http://www.scotland.gov.uk/Resource/Doc/924/0013253.pdf).

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Scottish Government, Home Care Services, Scotland 2007 (2007) and Scottish Executive, Free Personal and Nursing Care Scotland 2002-03 to 2005-06 (2007). Office of the Chief Statistician, Scottish Executive, Room 3WR, St Andrews House, Regent Road, Edinburgh EH1 3DG. Telephone 0131 244 0442 or download from [www.scotland.gov.uk/Publications/2007/12/18095854/0](http://www.scotland.gov.uk/Publications/2007/12/18095854/0) or download from [www.scotland.gov.uk/Publications/2007/06/22152540/0](http://www.scotland.gov.uk/Publications/2007/06/22152540/0)

Laing & Buisson, Domiciliary Care UK Market Report 2007 (8th edition, 2007). Available from Laing & Buisson, 29 Angel Gate, City Road, London, EC1V 2PT. Telephone 020 7833 9123, [www.laingbuisson.co.uk](http://www.laingbuisson.co.uk).

Care Commission, Quality of Care Services in Scotland 2007. Available from the Scottish Commission for Regulation of Social Care ("the Care Commission), 11 Riverside Drive, Dundee, DD1 4NY. Telephone: 01382 207100.  
[www.carecommission.com/images/stories/documents/publications/review\\_sofqualitycare/The%20quality%20of%20care%20services%20in%20Scotland%20-%20Feb%202007.pdf](http://www.carecommission.com/images/stories/documents/publications/review_sofqualitycare/The%20quality%20of%20care%20services%20in%20Scotland%20-%20Feb%202007.pdf)

## Scotland

Hexagon Research and Consulting, for the Scottish Executive. Evaluation of the Operation and Impact of Free Personal Care. Available priced £5.00 from Blackwells Bookshop Blackwell's Bookshop, 53 South Bridge, Edinburgh, EH1 1YS Telephone: 0131 622 8283 or download from [www.scotland.gov.uk/Publications/2007/02/27143831/0](http://www.scotland.gov.uk/Publications/2007/02/27143831/0)

## 7. Northern Ireland

In Northern Ireland a major review of public administration has created five Health and Social Care Trusts that operate both health and social care services. The proportion of statutory funded care delivered by the independent sector under contract to the Trusts is growing.

The Trusts assess need for help at home according to certain eligibility criteria, and in Northern Ireland, domestic services, using the traditional nomenclature of “home help” services are still largely available. However, as with the rest of the UK there are signs that such services are being cut back, according to campaigners such as Age Concern and Help the Aged NI. The independent sector has also found that contract prices offered by the Trusts often fail to keep pace with inflation and other statutory burdens on employers. In 2008 Northern Ireland homecare providers were regulated and inspected for the first time by the Regulation and Quality Improvement Authority (RQIA).

### **Number of state-funded service users**

During one survey week in September 2009, an estimated 23,377 persons were in receipt of publicly funded domiciliary care services. This includes persons were in receipt of what was classed as “home help”.<sup>56</sup> In a survey of homecare providers published in 2009 analysis found that 78% of service users were aged 65 and over/ In the same survey the majority of providers help people with mental health problems, learning difficulties and other physical disabilities, with a lesser number helping people with sensory disabilities.<sup>57</sup>

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<sup>56</sup> Community Information Branch. Department of Health, Social Services and Public Safety. Domiciliary Care Services for Adults in Northern Ireland (2009). The figure is for one week in September. Published February 2010. [www.dhsspsni.gov.uk/index/stats\\_research/stats-cib/stats-cib\\_pubs/statistics\\_and\\_research-cc7b.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs/statistics_and_research-cc7b.htm).

<sup>57</sup> Community Information Branch, Department of Health, Social Services and Public Safety. Survey of Domiciliary Care Providers Northern Ireland 2008. (2009). P.5. [www.dhsspsni.gov.uk/index/stats\\_research/stats-cib/stats-cib\\_pubs/statistics\\_and\\_research-newpage.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs/statistics_and_research-newpage.htm).

## Northern Ireland

### **Intensity of care**

The percentage of people cared for in their own home has increased by 32% over the last decade, but at the same time there has been a reduction in less complex support services, suggesting resources are being targeted at those with most intensive needs.<sup>58</sup> In 2009 it was estimated that 6,630 service users were receiving what was called "intensive" domiciliary care, classed as 6 or more visits and more than 10 contact hours a week.<sup>59</sup> This was a slight decrease (7%) than in the previous year.

### **Direct Payment users**

As of 31 March 2007 660 people were in receipt of direct payments in Northern Ireland although this figure is likely to be increasingly out of date.<sup>60</sup> However direct payment rates can be insufficient to buy in care, and a survey published in 2007 found the average day rate for Northern Ireland was £7.82 an hour.<sup>61</sup>

### **Public expenditure**

Expenditure on domiciliary care services, including home help, increased by 40% in the four years from 2002-03 to 2005-6. The gross planned expenditure for domiciliary care in 2008-9 by Health and Social Care Trusts was £116 million.<sup>62</sup>

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<sup>58</sup> Northern Ireland Audit Office. Report by the Controller and Auditor General for Northern Ireland. Older People and Domiciliary Care (2007). p.14-15

[www.niauditoffice.gov.uk/pubs/onepress.asp?arc=False&id=189&dm=0&dy=0](http://www.niauditoffice.gov.uk/pubs/onepress.asp?arc=False&id=189&dm=0&dy=0)

<sup>59</sup> Community Information Branch. Department of Health, Social Services and Public Safety.

Domiciliary Care Services for Adults in Northern Ireland (2009). The figure is for one week in September. [www.dhsspsni.gov.uk/index/stats\\_research/stats-cib/stats-cib\\_pubs/statistics\\_and\\_research-cc7b.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs/statistics_and_research-cc7b.htm)

<sup>60</sup> Northern Ireland Audit Office. Report by the Controller and Auditor General for Northern Ireland. Older People and Domiciliary Care (2007). p.10

[www.niauditoffice.gov.uk/pubs/onepress.asp?arc=False&id=189&dm=0&dy=0](http://www.niauditoffice.gov.uk/pubs/onepress.asp?arc=False&id=189&dm=0&dy=0)

<sup>61</sup> Direct Payment Survey Report (2007). p.57. Personal Social Services Research Unit.

[www.pssru.ac.uk/dps/dps\\_reports.htm](http://www.pssru.ac.uk/dps/dps_reports.htm)

<sup>62</sup> DHSSPS Strategic Resources Framework 2008/9 (2009). P.10

[www.dhsspsni.gov.uk/strategic\\_resources\\_framework\\_2008\\_09\\_publication.pdf](http://www.dhsspsni.gov.uk/strategic_resources_framework_2008_09_publication.pdf)

## Northern Ireland

### **Statutory purchasers**

The five Health and Social Care Trusts in Northern Ireland are the dominant purchasers of domiciliary care. In 2005-2006 the Trusts spent £38 million on the purchase of domiciliary care services from the independent sector, but this is likely to have risen.<sup>63</sup>

### **Supply of homecare**

Overall, the independent sector is estimated to provide around 53% of publicly funded homecare (125,795 hours a week, equating to 6.5 million hours a year) although this varies between the five Health and Social Care Trusts in terms of amount outsourced.<sup>64</sup> The independent sector also provides the majority of out of hours services (including almost all of overnight and 24 hour services) providing on average 11.9 hours of care per client compared to the statutory sector average of 6.9 hours per client.<sup>65</sup>

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<sup>63</sup> Northern Ireland Audit Office. Report by the Controller and Auditor General for Northern Ireland. Older People and Domiciliary Care (2007). p.26

[www.niauditoffice.gov.uk/pubs/onepress.asp?arc=False&id=189&dm=0&dy=0](http://www.niauditoffice.gov.uk/pubs/onepress.asp?arc=False&id=189&dm=0&dy=0)

<sup>64</sup> Community Information Branch. Department of Health, Social Services and Public Safety. Domiciliary Care Services for Adults in Northern Ireland (2009). Table 1, page 6. The figure is for one week in September. [www.dhsspsni.gov.uk/index/stats\\_research/stats-cib/stats-cib\\_pubs/statistics\\_and\\_research-cc7b.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs/statistics_and_research-cc7b.htm)

<sup>65</sup> Community Information Branch. Department of Health, Social Services and Public Safety. Domiciliary Care Services for Adults in Northern Ireland (2009). Table 3 and Table 2. The figure is for one week in September. [www.dhsspsni.gov.uk/index/stats\\_research/stats-cib/stats-cib\\_pubs/statistics\\_and\\_research-cc7b.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs/statistics_and_research-cc7b.htm)

## Northern Ireland

### **Commissioning and contracting**

Providers rely heavily on Health and Social Care Trusts to purchase their services. In a 2008 survey of statutory, voluntary and independent sector providers, of those who responded 94% were either statutory services or provided care under contract to the HSC Trusts.<sup>66</sup> Data supplied by DHSSPS to UKHCA in 2008 indicated that the costs to the Trusts of using the independent sector is on average £9.84 an hour, while in-house services cost £11.81.<sup>67</sup>

### **Provider numbers**

In 2009 it was estimated that there were 238 offices of homecare organisations registered with RQIA in Northern Ireland, but this figure must be taken with extreme caution as RQIA is still in the process of registering services and some supported living services.<sup>68</sup> Registration of domiciliary care providers with the statutory regulator should provide more up-to-date information on the numbers of providers in the independent sector in the coming years. Half of providers in the survey of domiciliary care providers in 2008 said that they had less than 20 employees, and 19% said they had more than 100 employees.<sup>69</sup>

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<sup>66</sup> Community Information Branch, Department of Health, Social Services and Public Safety. Survey of Domiciliary Care Providers Northern Ireland (2008). P.5. Published September 2009 for first time. [www.northernireland.gov.uk/news/news-dhssps/news-dhssps-september-2009/news-dhssps-02092009-surey-of-domiciliary.htm](http://www.northernireland.gov.uk/news/news-dhssps/news-dhssps-september-2009/news-dhssps-02092009-surey-of-domiciliary.htm)

<sup>67</sup> See UKHCA evidence given to Public Accounts Committee. Report into Older People and Domiciliary Care (2008). See paragraphs 14 and 15. [www.niassembly.gov.uk/public/2007mandate/reports/report24\\_07\\_08r.htm](http://www.niassembly.gov.uk/public/2007mandate/reports/report24_07_08r.htm)

<sup>68</sup> Correspondence by email from RQIA (Mark Lynch) to UKHCA, dated 24<sup>th</sup> September 2009. This gave an estimate of current registered numbers of homecare agencies.

<sup>69</sup> Community Information Branch, Department of Health, Social Services and Public Safety. Survey of Domiciliary Care Providers Northern Ireland 2008. (2009). P.5. [www.dhsspsni.gov.uk/index/stats\\_research/stats-cib/stats-cib\\_pubs/statistics\\_and\\_research-newpage.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs/statistics_and_research-newpage.htm)

## Northern Ireland

### Size of workforce

In 2002 it was estimated that there were nearly 4,250 homecare workers and managers in the independent sector.<sup>70</sup> However data on the independent sector workforce is sparse. The most recent survey of the Health and Social Care workforce in the HSC Trusts gives numbers of home helps/domiciliary care staff at 5,737.<sup>71</sup>

### Statutory regulators

Regulation and Quality Improvement Authority (RQIA), 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT. Telephone: 02890 517500. [www.rqia.org.uk](http://www.rqia.org.uk).

Northern Ireland Social Care Council, 7th Floor, Millennium House, 19-25 Great Victoria Street, Belfast, BT2 7AQ. Telephone: 02890 417600. [www.niscc.info/default.htm](http://www.niscc.info/default.htm).

### Legislation

The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003. Available to download from the Office of Public Sector Information [www.opsi.gov.uk](http://www.opsi.gov.uk).

The Domiciliary Care Regulations (Northern Ireland) 2007 Statutory Rule 2007 No.235. Available to download from the Office of Public Sector Information [www.opsi.gov.uk](http://www.opsi.gov.uk). For sale telephone The Stationary Office: 0870 600 5522.

Minimum Standards for Domiciliary Care Agencies (2008). Available to download from the Department of Health, Social Services and Public Safety Northern Ireland [www.dhsspsni.gov.uk/index/phealth/sqs/sqsd-standards/sqsd-standards-care-standards.htm](http://www.dhsspsni.gov.uk/index/phealth/sqs/sqsd-standards/sqsd-standards-care-standards.htm). Available to download or via DHSSPS telephone: 028 90 522800.

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<sup>70</sup> UKHCA and Northern Ireland Social Care Council. Independent Sector Home Care Provision in Northern Ireland (2002). Northern Ireland Social Care Council. p.20.

[www.niscc.info/content/uploads/downloads/publications/ind\\_hcare\\_report.pdf](http://www.niscc.info/content/uploads/downloads/publications/ind_hcare_report.pdf)

<sup>71</sup> NI Health and Social Care Workforce Census March 2009 (2010) Table 5a.

[http://www.dhsspsni.gov.uk/workforce\\_census\\_march\\_2009\\_web.pdf](http://www.dhsspsni.gov.uk/workforce_census_march_2009_web.pdf)

Northern Ireland

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## 8. About UKHCA

UKHCA is the representative association for organisations that provide domiciliary care, home nursing and allied services.

The Association's primary aims are to promote the highest standards of care through training, information sharing and membership services.

**Professional Representation** - UKHCA represent the views of homecare providers with national policy makers and the media.

**Advice and support** - UKHCA is the first point of contact for professional advice about the sector, with a telephone helpline service for legal, employment and practice-based enquiries.

**Conferences and Events** - A programme of conferences, workshops and events runs in the four nations of the UK. Member organisations receive preferential rates on all events.

**Training and learning** - UKHCA helps organisations access available training funds and runs a Training and Assessment Centre for vocational qualifications and qualified assessors.

**Updates and publications** - Regular email alerts, mailings and a member-only website complement our bimonthly magazine, Homecarer, for breaking news and guidance on key practice issues.

**Commitment to Quality** - The UKHCA Code of Practice, revised in January 2007, enables member organisations to demonstrate their commitment to quality and to use the UKHCA logo, which is recognised throughout the social care sector.

**Membership Services** - UKHCA enables organisations to access criminal record disclosures and provides an optional insurance scheme designed specifically for homecare providers.

Useful websites

## **9. Useful websites**

### **About homecare (domiciliary care)**

The UKHCA website has a range of materials available to the public. The site can be reached at [www.ukhca.co.uk](http://www.ukhca.co.uk)

A comprehensive list of links of interest to the homecare sector can be found at [www.ukhca.co.uk/links.aspx](http://www.ukhca.co.uk/links.aspx).

### **About care homes**

- National Care Association – [www.nca.gb.com](http://www.nca.gb.com)
- Registered Nursing Home Association – [www.rnha.co.uk](http://www.rnha.co.uk)
- The English Community Care Association – [www.ecca.org.uk](http://www.ecca.org.uk)
- Care Forum Wales – [www.careforumwales.org](http://www.careforumwales.org)
- Scottish Care – [www.scottishcare.org](http://www.scottishcare.org)