

# Domiciliary care services in the adult social care sector

2022/23

Source: Skills for Care adult social care workforce estimates 2022/23

## Recent trends – Workforce supply and demand

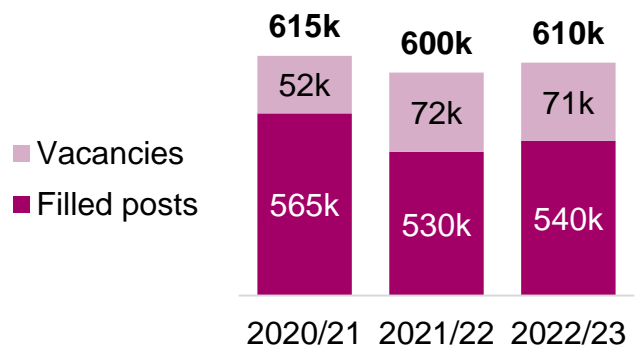
Across the whole adult social care sector, we estimate there were 1.68 million filled posts in 2020/21. The number of filled posts decreased to 1.615 million in 2021/22, a decrease of 4% (60,000 filled posts), but has increased to 1.635 million in 2022/23, an increase of 1% (20,000 filled posts). During this period, the number of vacant posts increased from 109,000 to 164,000 between 2020/21 and 2021/22, reaching a peak vacancy rate of 10.6%, however the vacancy rate fell in 2022/23 to 9.9% (152,000 vacant posts).

Domiciliary care services in the independent sector had a decrease of 35,000 filled posts between 2020/21 and 2021/22, a decrease of 6%, and the number of vacant posts increased by 20,000 (38%). Between 2021/22 and 2022/23, the number of filled posts increased by 10,000 (2%) and the number of vacant posts decreased by 1,000 (-2%). Therefore, the total number of posts in independent sector domiciliary care services has remained stable in recent periods, but the amount of these posts which are vacant has increased substantially.

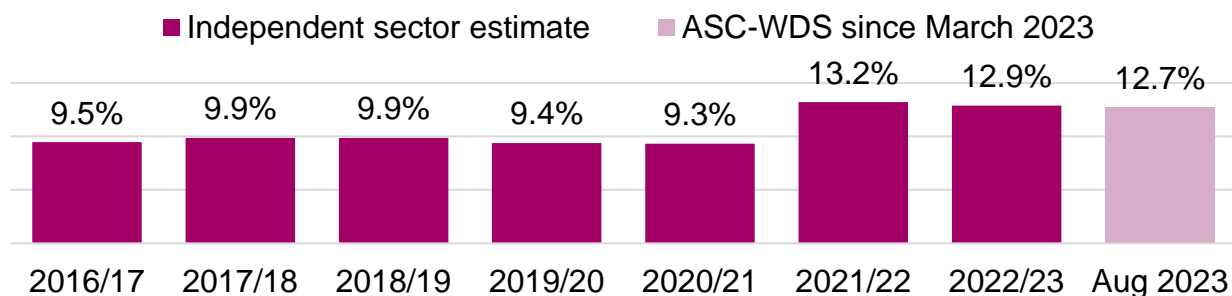
In 2022/23, the vacancy rate of independent sector domiciliary care services was 12.9%, equivalent to 71,000 vacant posts. Monthly tracking of data<sup>1</sup> from the ASC-WDS has shown that the vacancy rate decreased slightly to 12.7% by August 2023, however this rate is relatively high compared to 9.3% in 2020/21, prior to the pandemic.

In contrast, monthly tracking showed the number of vacant posts in care homes with and without nursing returned to their pre-pandemic levels in August 2023.

Estimated filled and vacant posts in the independent sector



## Independent sector vacancy rate trend from 2016/17 to August 2023



<sup>1</sup> Note that monthly tracking is based on unweighted data and may change throughout the year as more data is submitted to ASC-WDS

An increase in international recruitment is playing a part in these recent trends. Care workers were added to the Shortage Occupation List in February 2022 and this opened a route for people to immigrate into the UK into this role, given that they meet the points-based criteria.

We estimate that the number of people starting direct care providing roles in the independent sector having arrived in the UK during the year has increased from 10,000 in 2020/21 to 70,000 in 2022/23 across all services. It is estimated that around 40,000 of these starters in 2022/23 were in domiciliary care services.

Data from the ASC-WDS has shown that international recruits were less likely to leave their role with a turnover rate of 16.5% compared to 30.7% from domestically recruited workers.

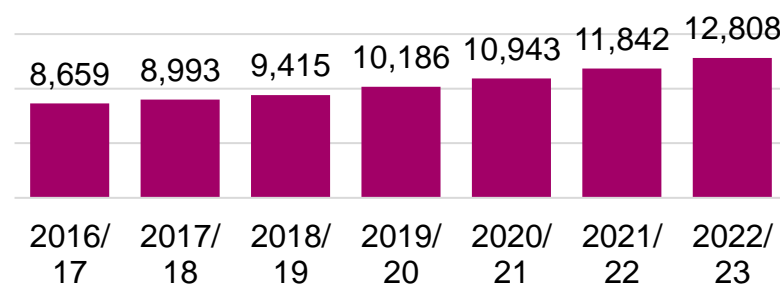
## Key findings



This report provides a summary of the adult social care workforce within domiciliary care services and includes Skills for Care’s workforce estimates. Across England there were around 12,800 domiciliary care services registered with CQC as at March 2023. These care providing locations had an estimated workforce of 555,000. Around 540,000 of these roles were within the independent sector and 18,300 were employed by local authorities.

The chart below shows that between 2016/17 and 2022/23 the number of CQC regulated domiciliary care services increased from 8,659 to 12,808, an increase of 48%. During this same period, the number of CQC care homes with nursing decreased by 5% and the number of CQC care homes without nursing decreased by 11%.

**Number of CQC regulated services**



## Staffing overview

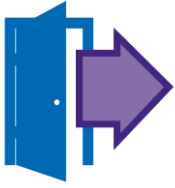


There were an estimated 480,000 direct care providing filled posts in domiciliary care services, 44,000 managerial filled posts, 2,300 regulated professionals and 30,000 other filled posts including ancillary non-care-providing roles.

Half of staff in domiciliary care services were employed on a full-time basis (49%) and 51% were employed part-time.

Around 43% of the domiciliary care workforce were employed on zero-hours contracts. This proportion has decreased by three percentage points since last year. Across all services, 22% of the workforce were employed on zero-hours contracts.

## Recruitment and retention



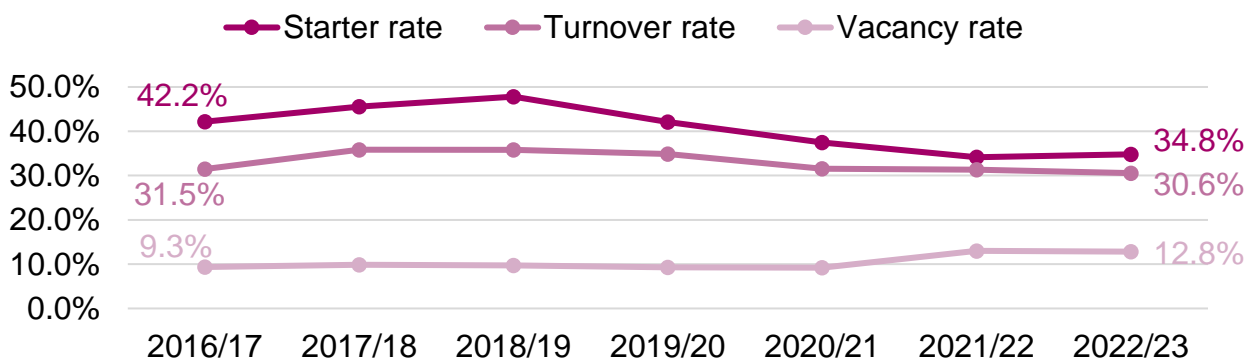
The turnover rate for domiciliary care services was 30.6%, which was lower than that of care homes with nursing (34.9%) but higher than care homes without nursing (27.4%). This equates to an estimated 151,000 workers leaving their role in the previous 12 months. Care workers had a turnover rate of 36.2%, which equates to an estimated 134,000 leavers. It should be noted that around a third of leavers leave the sector altogether.

The starters rate has consistently been higher than the turnover rate over time, which highlights the growing domiciliary care workforce. However, the starter rate has sharply declined since 2018/19, and was close to the turnover rate in 2022/23.

Please note that the turnover rate only includes services which were active in March during each period, and leavers from services that closed down are not included, therefore the total number of leavers may be higher.

The vacancy rate increased sharply in 2021/22 and has remained relatively high in 2022/23. This is in contrast to care home services, in which the vacancy rate has fallen in 2022/23 and, as indicated by monthly tracking of data in the ASC-WDS, has continued to decrease.

### Comparison of starter, turnover and vacancy rate trend from 2016/17 to 2022/23



Not all turnover results in workers leaving the sector. Over half of the workforce were recruited from within adult social care (57%). This means that although the high turnover rate results in employers going through the recruitment process, with its associated costs, the skills and experience of many workers are retained by the sector.

The workforce had an average of 8.6 years of experience working in social care. This was less than the average for workers from care homes with nursing (9.8 years) as well workers from care homes without nursing (10 years).

The average length of time in current role was 4.5 years, which also lower than the average of those working in care homes with nursing (4.9 years) and care homes without nursing (5.4 years).

## Demographics



Around 82% of workers in domiciliary care services identified as female and 18% identified as male. The proportion of male workers was slightly higher in managerial roles (20%) compared to direct care providing roles (18%), which is similar to the whole adult social care workforce. Around 27% of the workforce were aged 55 and above in

2022/23, and this proportion has increased from 21% in 2016/17.

The nationality of the workforce in domiciliary care services was 79% British, 6% EU (non-British) and 14% non-EU. This was similar to the diversity across all services. The proportion of workers at domiciliary care services identifying as of an EU nationality has remained similar since 2016/17, whereas the proportion identifying as of a non-EU nationality increased by five percentage points.

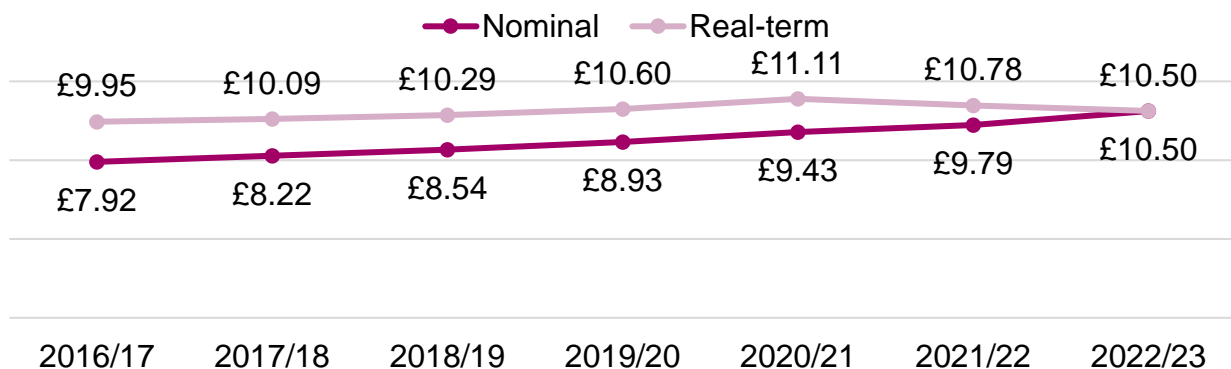
## Pay

The chart below shows the mean hourly pay trend of care workers at domiciliary care services in the independent sector, in both nominal and real-term amounts. Nominal pay rates are not adjusted for inflation and present the rates as they were in each year. 'Real terms' means that pay rates have been adjusted to take inflation into account and have been calculated using the Consumers Price Index (CPI) (the official measure of inflation of consumer prices in the UK) and expressed in prices as at March 2023. As an example, a worker's wage may have increased by 2% in a year. However, if inflation also rises by 2% then the worker will be no better off as a result of the pay rise; the nominal pay rise was 2%, but in real terms, the 'rise' would have been zero.

The mean nominal hourly rate of care workers has increased every year from £7.92 in 2016/17 to £10.50 in 2022/23, an increase of 33%.

Their real-term pay also increased every year up to 2020/21, therefore the nominal increases were usually above the change in inflation. However, their real-term pay has decreased by 6% between 2020/21 and 2022/23, which means care workers are paid relatively less now compared to two years ago.

### Nominal and real-term care worker mean hourly rate from 2016/13 to 2022/23



### Further information

For more information about the adult social care sector and workforce in England please see [www.skillsforcare.org.uk/stateof](http://www.skillsforcare.org.uk/stateof).

For bespoke analysis of workforce information or to answer any specific questions you have about the adult social care workforce please contact us using the email below.