

Domiciliary care services in the adult social care sector

2017/18



Source: Skills for Care adult social care workforce estimates 2017/18

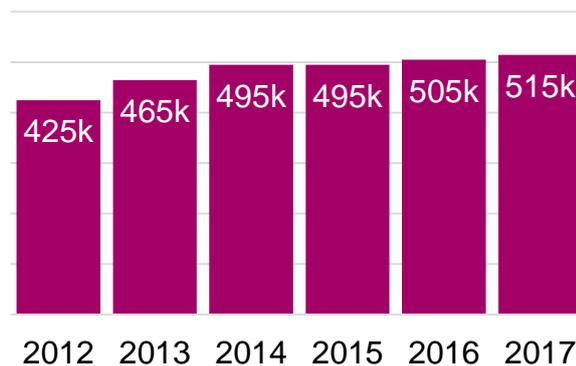
Key findings

- **515,000** jobs in CQC regulated domiciliary care services.
- **9,000** CQC regulated domiciliary care providing locations across England.
- **50%** of the workforce were employed on zero-hours contracts.

Across England there were 9,000 domiciliary care services registered with the Care Quality Commission (CQC) as at September 2017. These care providers had around 515,000 jobs between them. Around 17,500 of these jobs were directly employed within local authorities; the vast majority of jobs (97%) were in the independent sector.

Domiciliary care is a growing employment sector. Chart 1 shows that between 2012 and 2017 the number of jobs in domiciliary care services increased from 425,000 in 2012 to 515,000 in 2017, an overall increase of around 21%. The rate of increase appears to have slowed between 2014 and 2017.

Chart 1. CQC regulated domiciliary care jobs between 2012 and 2017



By comparison, over the same period, the number of jobs increased by just 4% in care home services with nursing, and decreased by 2% in care homes without nursing.

Staffing overview



There were an estimated 445,000 direct care providing jobs in domiciliary care services, 43,000 managerial jobs, 3,000 regulated professionals and 22,000 other jobs including ancillary and administrative roles.

Just under half the workforce in domiciliary care services were (as considered by their employers) working on a full-time basis (46%) with 37% employed part-time and 17% employed as neither full-time nor part-time (those with no set hours).

Skills for Care estimates that 50% of domiciliary workers were employed on a zero-hours contract.

Chart 2. Estimated domiciliary workforce on zero-hours contracts since 2012/13



Care workers in domiciliary care services were more likely to be on zero-hours contracts (61%) compared to the average for all services (35%). This contract type could be attractive to domiciliary care providers to help manage fluctuating demand for services (including the risk of losing contracts), or as a temporary solution to staff shortages due to turnover or sickness. Workers may benefit from the flexibility offered by zero-hours contracts, however they can be considered adverse for workers in terms of financial stability and security.

Recruitment and retention



The turnover rate for domiciliary care services was 37.4%, which was higher than the average across all services (30.7%). This equates to an estimated 180,000 workers leaving their role in the previous 12 months.

Two thirds of the workforce in domiciliary care services were recruited from within adult social care (66%), which suggests that there is a high degree of 'churn' within the sector. 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 turnover rate for independent sector domiciliary care providers was higher (38%) than for local authority run domiciliary care providers (14%).

The vacancy rate in domiciliary services was 10.0%, equating to an estimated 53,000 vacant positions at any one time. This was higher than the average for all services (8.0%), care home services with nursing (8.9%) and care home services without nursing (5.3%).

Demographics

Around 84% of workers in domiciliary care services were female and the average worker was 43 years old. In terms of nationality, 83% of domiciliary care workers were British, 7% had an EU (non-British) nationality and 9% had a non-EU nationality. These demographic breakdowns broadly match those seen in the rest of the adult social care workforce.

Pay

The table below shows the full-time equivalent (FTE) and hourly mean pay rates for selected job roles in domiciliary care services. Pay tended to be higher in local authorities, which mirrors the national trend in social care.

Table 1. FTE pay and hourly pay by job role in domiciliary care services, 2017/18

	All sectors	Local authority	Independent
Registered manager	£30,000	£38,600	£29,700
Senior manager	£30,300	£75,000	£30,200
Care worker	£8.95	£10.55	£8.90
Senior care worker	£9.24	£12.51	£9.18
Support and outreach	£9.10	£10.92	£8.89

Further information

For more information about the adult social care sector and workforce in England please see www.skillsforcare.org.uk/stateof.

For bespoke analysis of workforce information at local level or to answer any specific questions you have about the adult social care workforce please contact analysis@skillsforcare.org.uk.

