

## Workforce Intelligence Summary

# Domiciliary care services in the adult social care sector

2020/21

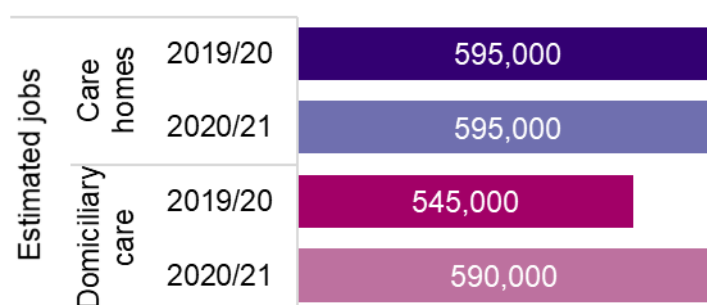
Source: Skills for Care adult social care workforce estimates 2020/21

### COVID-19 pandemic and the adult social care workforce

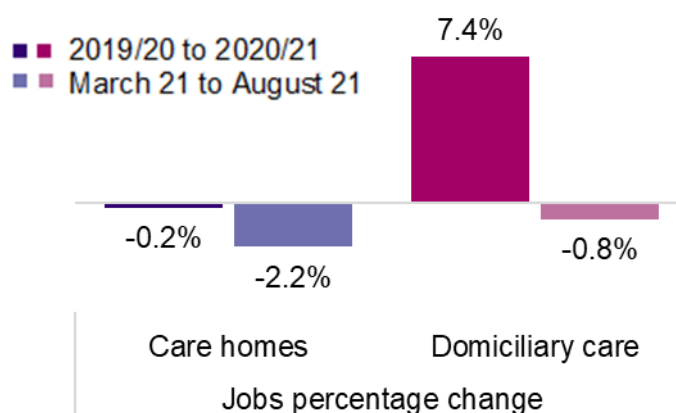
Please note this section presents whole sector workforce estimates as well as more recent data from employers in the ASC-WDS that updated between March 2021 and August 2021.

We estimate that between 2019/20 and 2020/21, jobs in domiciliary care increased by 7.4% (40,000 jobs). Over the same period, jobs in care homes have remained relatively the same at around 595,000.

Data collected from the ASC-WDS between March 2021 and August 2021 shows a decrease in jobs (filled posts) in recent months. Jobs in care homes decreased by around -2.2%, which was greater than in domiciliary care (-0.8%).



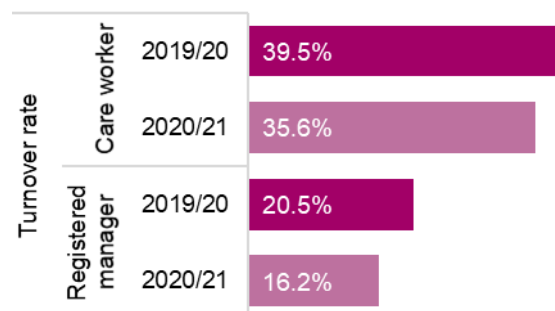
The decrease in jobs coincides with the announcement of the mandatory vaccination policy for care homes<sup>1</sup> which may be putting some people off joining the sector and contributing to others deciding to leave.



Since March 2021, the opening up of the wider economy has also been reported by employers to be adversely affecting recruitment and retention, with many reporting that finding and keeping staff is now more difficult than before the pandemic.

Between 2019/20 and 2020/21, turnover rates for care workers fell by 3.8 percentage points and registered managers fell by 4.4 percentage points.

Skills for Care has received feedback from employers that turnover rates have increased in recent months as the economy has opened back. Also, there are reports of staff and registered managers experiencing 'burn-out' due to the pressures of the pandemic and that there's a risk of more staff leaving as a result.



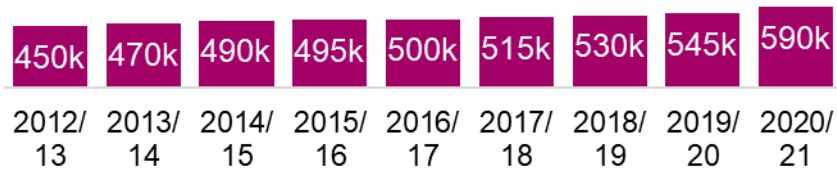
<sup>1</sup> <https://www.gov.uk/government/consultations/making-vaccination-a-condition-of-deployment-in-older-adult-care-homes>

## 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 10,950 domiciliary care services registered with CQC as at 2020/21. These care providing locations had an estimated workforce of 590,000. Around 570,000 of these roles were within the independent sector, with 19,600 in local authorities.

The chart below shows that between 2012/13 and 2020/21 the number of jobs in domiciliary care services increased from 450,000 in 2012/13 to 590,000 in 2020/21, an **overall increase of 31%**. The largest increase, of 7.4% (40,000 jobs) was between 2019/20 and 2020/21. The decrease in jobs (filled posts) since March 2021 is the first on record.



By comparison, since 2012/13, the number of jobs in care homes with nursing increased by 2%, whilst care homes without nursing decreased by 1%.

## Staffing overview



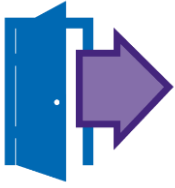
There were an estimated 510,000 direct care providing jobs in domiciliary care services, 44,000 managerial jobs, 2,600 regulated professionals and 32,000 other jobs including ancillary non-care-providing roles.

**Just under half** of staff in domiciliary care services were employed on a **full-time basis (46%)** and 54% were employed part-time.

**Around 47% of the workforce were employed on zero-hours contracts.** This proportion has decreased 6 percentage points since 2012/13. Across all services, 24% of the workforce were employed on zero-hours contracts.

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



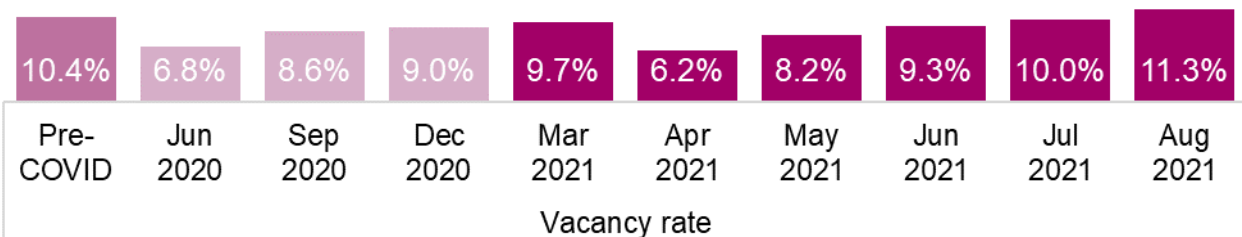
The **turnover rate** for domiciliary care services was **31.5%**, which was lower than that of care homes with nursing (35.0%) but higher than care homes without nursing (28.4%). This equates to an **estimated 166,000 workers leaving their role** in the previous 12 months. Care workers had a turnover rate of 35.6%, which equates to an estimated 143,000 leavers.

We estimate that turnover rates decreased during the pandemic between 2019/20 and 2020/21 but may have increased in recent months. Skills for Care has received feedback from employers in the sector about staff and registered managers experiencing 'burn-out' due to the pressures of the pandemic and that there's a risk of staff leaving as a result. The opening of the wider economy has also been reported to be adversely affecting recruitment and retention.

Most of the workforce in domiciliary care services were recruited from within adult social care (63%). 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 **vacancy rate** for domiciliary care services was **9.1%** in 2020/21, equating to an **estimated 53,000 vacancies at any one time**. This rate was higher than the average across all services (6.8%).

Domiciliary care services that updated the ASC-WDS between March 2020 and August 2021 reported that their vacancy rates decreased during the start of the pandemic, potentially due to fewer jobs being available in the wider economy during this period, but the rates recovered more quickly than in care home services and are now back above pre-pandemic levels. The increase in the vacancy rate alongside decreasing jobs points towards a supply and demand mismatch with employers unable to find the staff they need to meet demand for services.



For more information, please visit the Workforce Intelligence website at <https://www.skillsforcare.org.uk/adult-social-care-workforce-data/Workforce-intelligence/publications/Topics/COVID-19/COVID-19.aspx>

## Demographics



Around 84% of workers in domiciliary care services were female, and the average worker was 44 years old. These demographic breakdowns broadly match those seen in the rest of the adult social care workforce.

The nationality of the workforce in domiciliary care services was **84% British, 7% EU (non-British) and 9% 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 increased from 4% in 2012/13 to 7% in 2020/21. The proportion identifying as of a non-EU nationality decreased over the same period from 11% in 2012/13 to 9% in 2020/21.

New immigration rules came into place in the UK on 1 January 2021. The new rules effectively mean that people can't come to the UK to take up care worker roles. Social workers, registered nurses and occupational therapists are listed occupations for the 'Skilled Workers' route and are also on the Shortage Occupation List. Therefore, workers are able to immigrate to the UK to take up these regulated professional roles providing they meet the additional criteria.

There has been no evidence of the existing non-British workforce leaving at an increased rate since the new rules came into place. However, with this route of supply no longer available for front line workers, employers will have to find more staff from the domestic labour market in order keep up with demand.

## Pay

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

FTE annual pay (Local authority / Independent sector)		
FTE annual pay	Registered manager	£41,800 / £30,600
Hourly rate (Local authority / Independent sector)		
Hourly rate	Senior care worker	£12.68 / £10.04
	Care worker	£10.61 / £9.44
	Support and outreach	£11.12 / £9.28

## 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.