

Registered managers in adult social care

January 2016



Source: National Minimum Data Set for Social Care (NMDS-SC)

The role of registered managers is critical in the adult social care sector. This briefing shares what the Care Quality Commission (CQC) and NMDS-SC data tell us about this vital role in terms of demographics, experience, retention and other key areas.

There are around 25,300 CQC regulated establishments or care providing locations in adult social care in England. The Health and Social Care Act, 2008 states that providers of care should have a registered manager who is of good character; is able to properly perform tasks that are intrinsic to their role; has the necessary qualifications, competence, skills and experience and has evidenced these requirements.

CQC data as at November 2015 shows that there were around 22,200 registered managers in post, while around 3,100 services did not have a registered manager in post (in some circumstances, services do not require a registered manager). Registered managers work almost exclusively in the private (74%) and voluntary sectors (17%), with only 6% working in the statutory sector.

Recruitment, retention and experience

Turnover

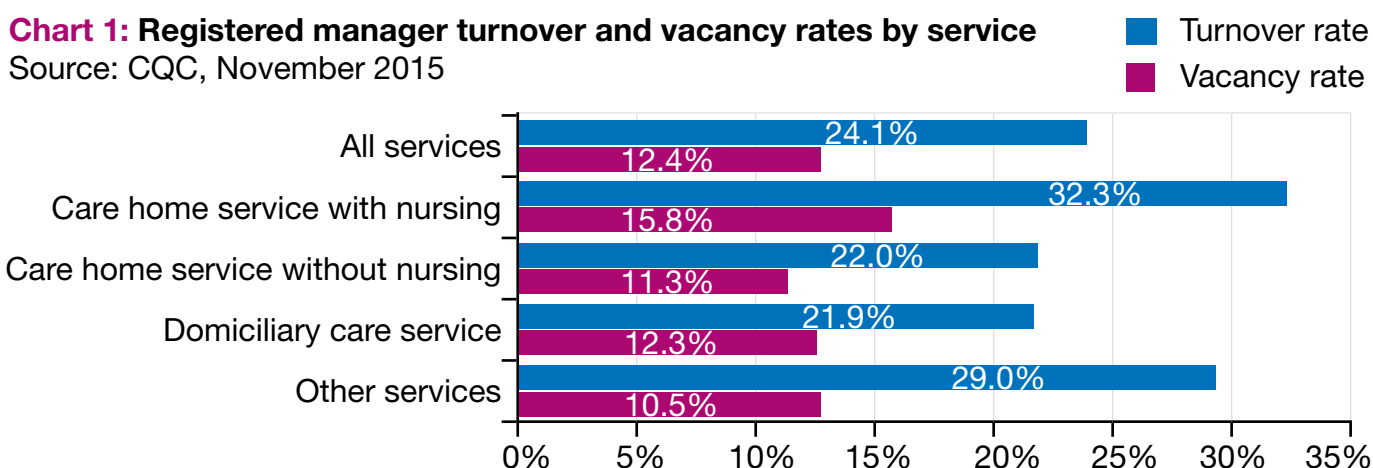
Analysis of CQC data shows that around 1 in 4 registered managers will leave their role each year (a turnover rate of 24.1%). **This turnover rate rises to nearly 1 in 3 within care homes with nursing** (32.3%) while care homes without nursing and domiciliary care both have a turnover rate of closer to 1 in 5 (22% and 21.9% respectively). Turnover differs little by region.

Vacancies

Interestingly vacancy rates mirror turnover rates with vacancy rates for registered managers being highest in care homes with nursing (15.8%) and lower in care homes without nursing (11.3%) and domiciliary care (12.3%) - see Chart 1. The overall vacancy rate for registered managers was 12.4%.

Chart 1: Registered manager turnover and vacancy rates by service

Source: CQC, November 2015



Data on turnover and vacancies suggests that there is greater competition for registered managers in care homes with nursing and that they are more difficult to replace when they leave.

Experience

Registered managers tend to have good levels of experience – both in their current role and in the sector overall. Analysis derived from the NMDS-SC shows that 64% of registered managers have been in their current role for 3 years or more, with 44% having been in their role for over 7 years. Managers in care homes without nursing tend to have been in their current role for longer than their counterparts in other services.

In terms of years' working in the sector as a whole – 40% of registered managers have over 20 years' experience. Those working in care homes with nursing tend to have the greatest levels of experience which may suggest more of a career progression in these settings (e.g. from nurse to manager). Registered managers working in domiciliary care tend to have lower levels of experience in the sector, though even here 64% have more than 10 years sector experience.

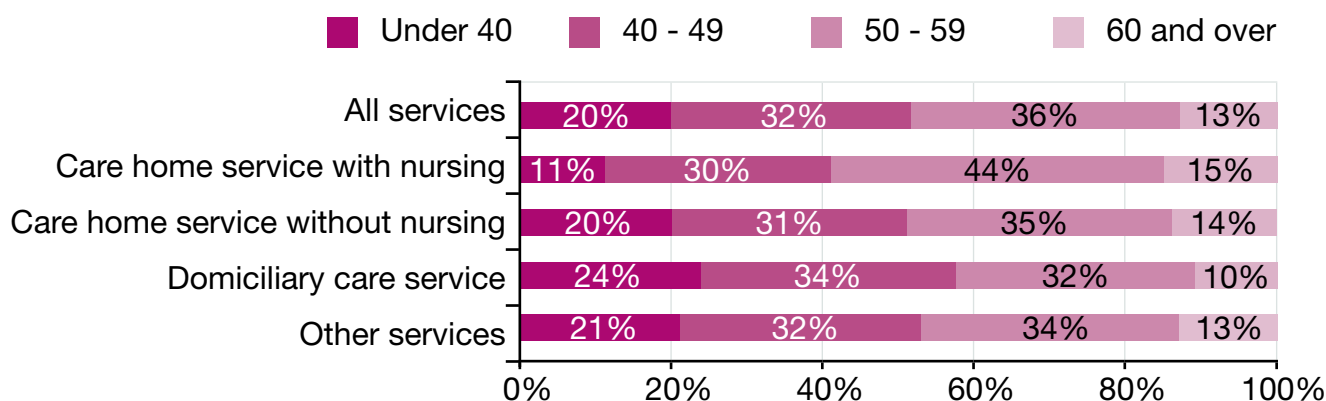
Demographics

Like the wider adult social care workforce, the majority of registered managers are female (84%) with little to no variance by care setting.

In terms of age, only around 1 in 5 registered managers are aged under 40 years old (see Chart 2). Overall, 49% of registered managers are aged 50 or over, this rises to 60% in care homes with nursing. **Assuming a retirement age of 65, this means that around 10,000 registered managers may retire within the next 15 years.**

Chart 2: Registered manager age by service

Source: The state of the adult social care sector and workforce in England, 2014

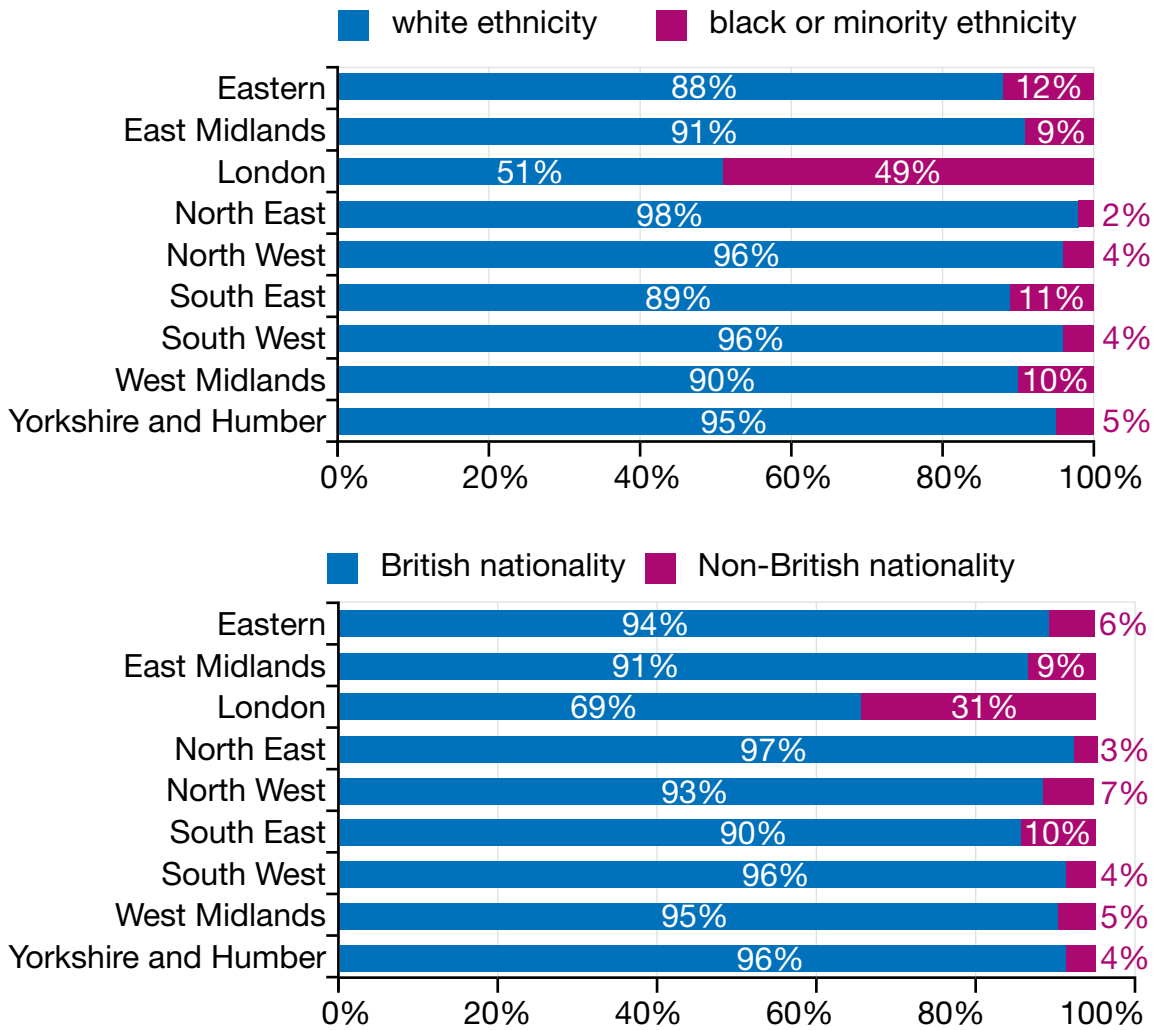


In terms of ethnicity and nationality – registered managers tend to be white (87%) and British (91%), however this does vary considerably by region. In London it is an even split between registered managers who are white and those managers who are from a black minority ethnic (BME) background. Eastern is the only other region where more than 1 in 10 registered managers are from a BME background (12%).

With regards to nationality, around 1 in 3 registered managers in London are non-British (31%), the next highest is the South East where 1 in 10 (10%) managers are non-British.

Chart 3: Registered manager ethnicity and nationality by region

Source: The state of the adult social care sector and workforce in England, 2014

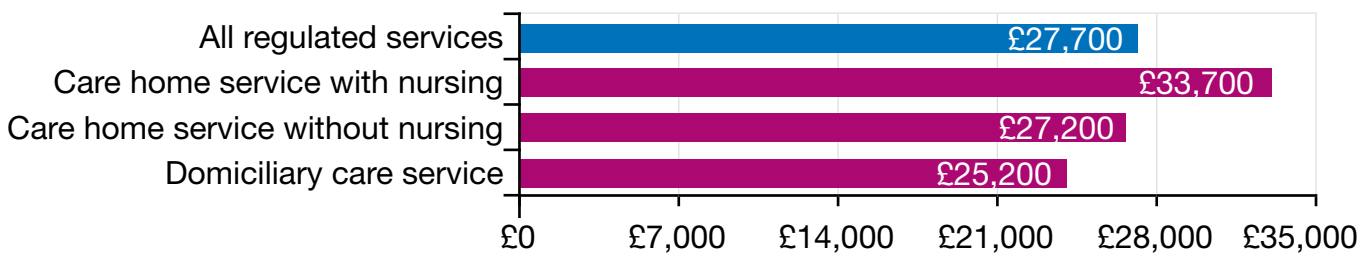


Pay

The average salary for a registered manager is £27,700 – this compares to £24,300 for a registered nurse and £31,800 for a social worker. **Pay does vary by service setting. Registered managers of care homes with nursing have an average salary of £33,700; this compares to £27,200 (care homes without nursing) and £25,200 in domiciliary care** (see Chart 4.1).

Chart 4.1: Registered manager annual pay

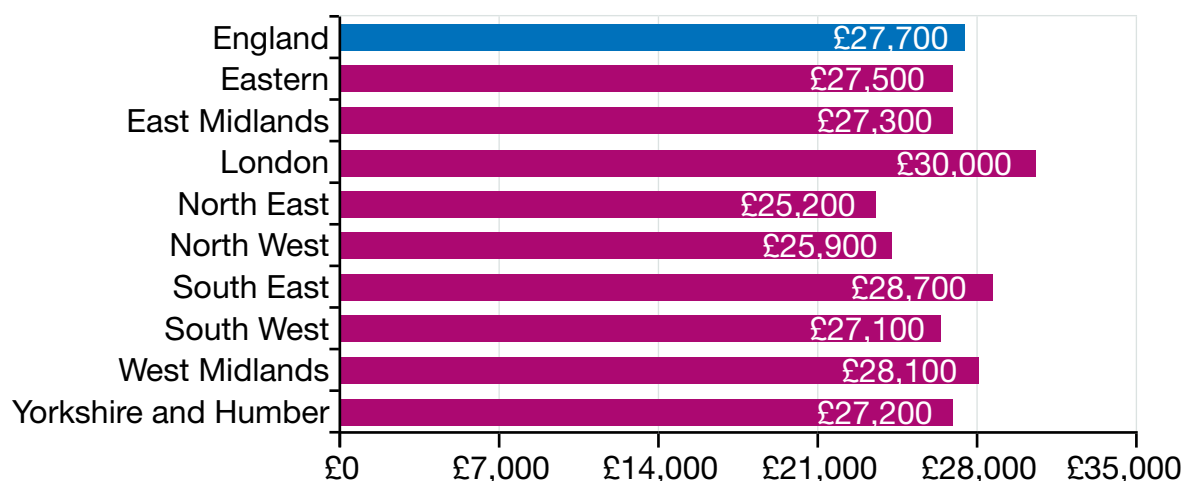
Source: Skills for Care estimates based on NMDS-SC, 2015



Pay also varies by region with registered managers in the North East earning just over £25,000 per annum while their London counterparts earn just over £30,000 per annum (see Chart 4.2). Managers of domiciliary care settings in the North East have an average pay of £22,800.

Chart 4.2: Registered manager annual pay

Source: Skills for Care estimates based on NMDS-SC, 2015



Summary

Registered managers play a vital role in managing the circa 25,000 regulated services operating in adult social care. NMDS-SC data in combination with data from CQC highlights a workforce that has a great deal of experience, yet has reasonably high turnover, particularly in care homes with nursing where competition for qualified registered managers appears to be highest. Vacancy rates are also higher than the sector as a whole. Outside of London, the majority of registered managers are white and British and of most concern is that 1 in 2 managers are aged over 50 years old (with only 20% of managers aged below 40 years old).

Support for registered managers

Skills for Care supports registered managers through a network of locality managers and has developed a range of resources to assist with the role. These resources include leadership and management courses, help with CQC inspections, online tools and resources and help with induction. Skills for Care also facilitate local registered manager networks.

For more information visit www.skillsforcare.org.uk/registeredmanagers.

Further workforce intelligence and analytical services

Skills for Care estimates there to be 1.55 million adult social care jobs being carried out by 1.48 million people. To perform your own analysis of NMDS-SC data visit the open access dashboards [here](#)¹ or to view other NMDS-SC workforce publications please [click here](#)².

To be kept up to date with workforce intelligence news please join our mailing list by registering with Skills for Care and selecting 'workforce intelligence publications'. You can also follow us on Twitter [@sfc_nmds_sc](#).

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¹ www.nmds-sc-online.org.uk/reportengine/dashboard.aspx

² www.skillsforcare.org.uk/nmdsscpublications

