

## Workforce Intelligence Summary

# Domiciliary care services in the adult social care sector

2018/19

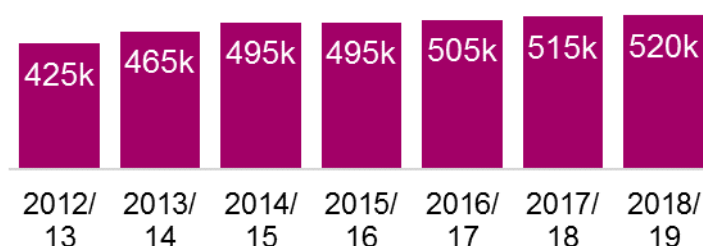
Source: Skills for Care adult social care workforce estimates 2018/19

### 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 9,400 domiciliary care services registered with CQC as at September 2018. These care providing locations had an estimated workforce of 520,000. Around 505,000 of these roles were within the independent sector, with 19,000 in local authorities.

The chart to the right shows that between 2012/13 and 2018/19 the number of jobs in domiciliary care services increased from 425,000 in 2012/13 to 520,000 in 2018/19, an **overall increase of 23%**. The rate of increase appears to have slowed from 2014/15 onwards.



By comparison, since 2012/13, the number of jobs in care home services with nursing increased by 6%, whilst care only home services decreased by 2%.

### Staffing overview



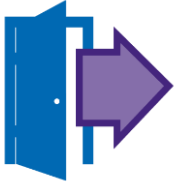
There were an estimated 450,000 direct care providing jobs in domiciliary care services, 43,000 managerial jobs, 3,200 regulated professionals and 25,000 other jobs including ancillary non-care providing roles.

Just under half of staff in domiciliary care services were employed on a full-time basis (47%), with 38% employed part-time and 15% employed as neither full nor part-time (no set hours).

**Around 50% 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 **38.8%**, which was higher than care only home and care home with nursing services (29.6% and 31.5% respectively). This equates to an **estimated 190,000 workers leaving their role** in the previous 12 months. Care workers had a turnover rate of 44.3%, which equates to an estimated 166,000 leavers.

Most of the workforce in domiciliary care services were recruited from within adult social care (68%). 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 in domiciliary care services had an **average of 6.9 years of experience working in social care**. This was less than the average for care only home and care home with nursing services (9.2 and 8.5 years respectively). The average length of time in current role for the workforce in domiciliary care services was 3.4 years.

The **vacancy rate** for domiciliary care services was **10.6%**, equating to an **estimated 58,000 vacancies at any one time**. This rate was higher than the average across all services (7.8%).

## Demographics



Around 84% of workers in domiciliary care services were female, and the average worker was 43 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 **83% 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 with an EU nationality has increased from 5% in 2012/13 to 7% in 2018/19. The proportion with a non-EU nationality decreased over the same period from 12% in 2012/13 to 9% in 2018/19.

## 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.

	Local authority	Independent sector
FTE annual pay		
Registered manager	£37,900	£29,600
Hourly rate		
Senior care worker	£11.95	£9.24
Care worker	£9.91	£8.56
Support and outreach	£10.66	£8.53

## 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.