

Report to People Scrutiny Committee

Developing Care Markets – update March 2022

Strategic Overview

Update March 2022

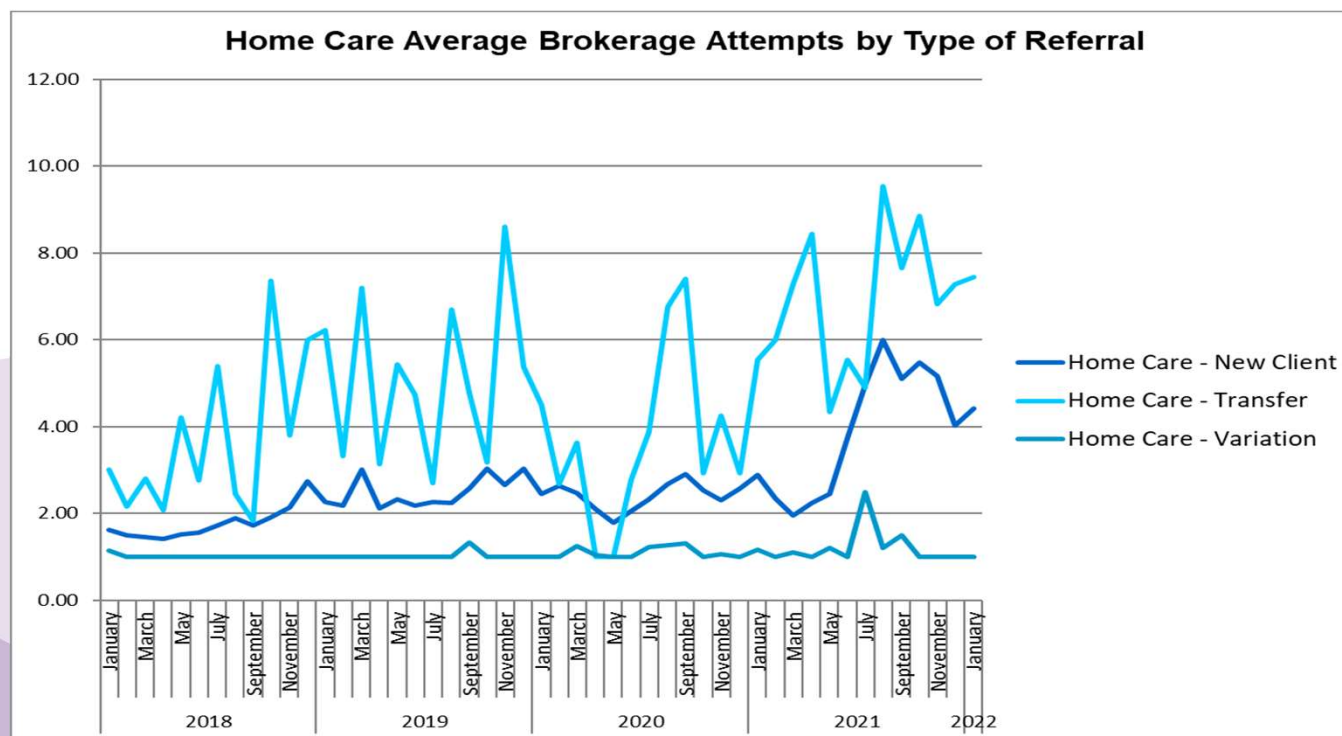
- Summary of Care Quality Commission (CQC) regulated care services
 - Older People's Homecare
 - Older People's Bedded Care
 - Specialist services supporting adult's with complex mental health and learning disabilities
- Current risks and service challenges

Homecare – latest position

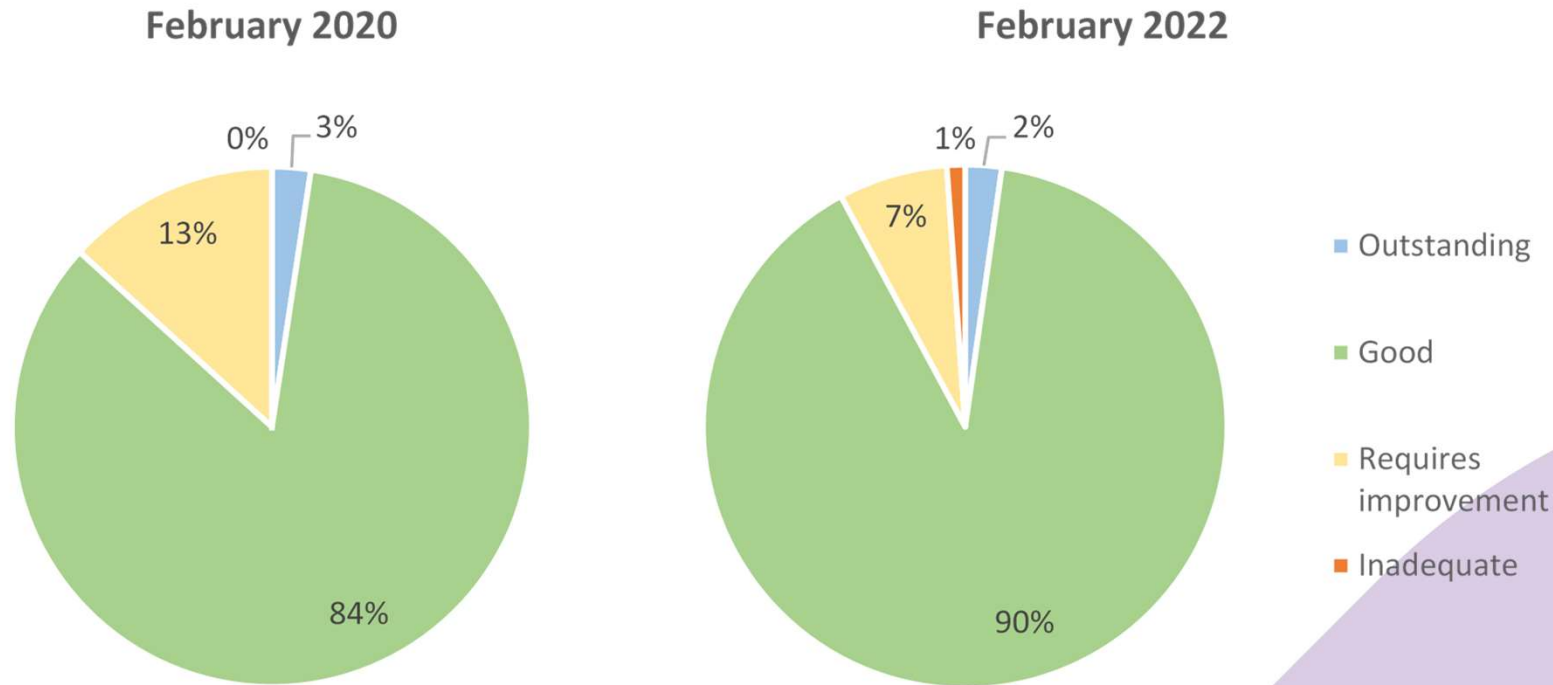
- Demand for homecare increased during 2021 and it is believed this trend will continue
 - Average package of care is 12 hours per week – this is an increase of two hours per week on the pre-pandemic average
 - Average referrals per month has increased to 571, from a figure of 464 referrals per month on average in 2018
- Homecare staff availability is currently impacting on the ability of the homecare market to meet the demand levels
- At least three homecare providers are actively recruiting workers from overseas to complement the current workforce. 35 staff are already working, and this number is expected to increase.
- The homecare contracts are being re-tendered to begin January 2023. Key changes include, paying providers on a rostered basis, increasing the number of lead providers, and localities.
- Rates are set within the contract between ESCC and the provider – 6% uplift and backdated to January 2022
- We spend over £30m per year on homecare services and approximately 2192 clients receive homecare. ESCC currently contracts with 48 homecare providers.

Sourcing homecare

- ESCC Brokerage staff are now having to contact many more providers before they are able to secure a homecare service.
- This number of providers increases if the person has to transfer from one provider to another.
- Critically, the number of providers contacted to consider a new package of care has increased due to market capacity.



Quality in Domiciliary Care Registered Services



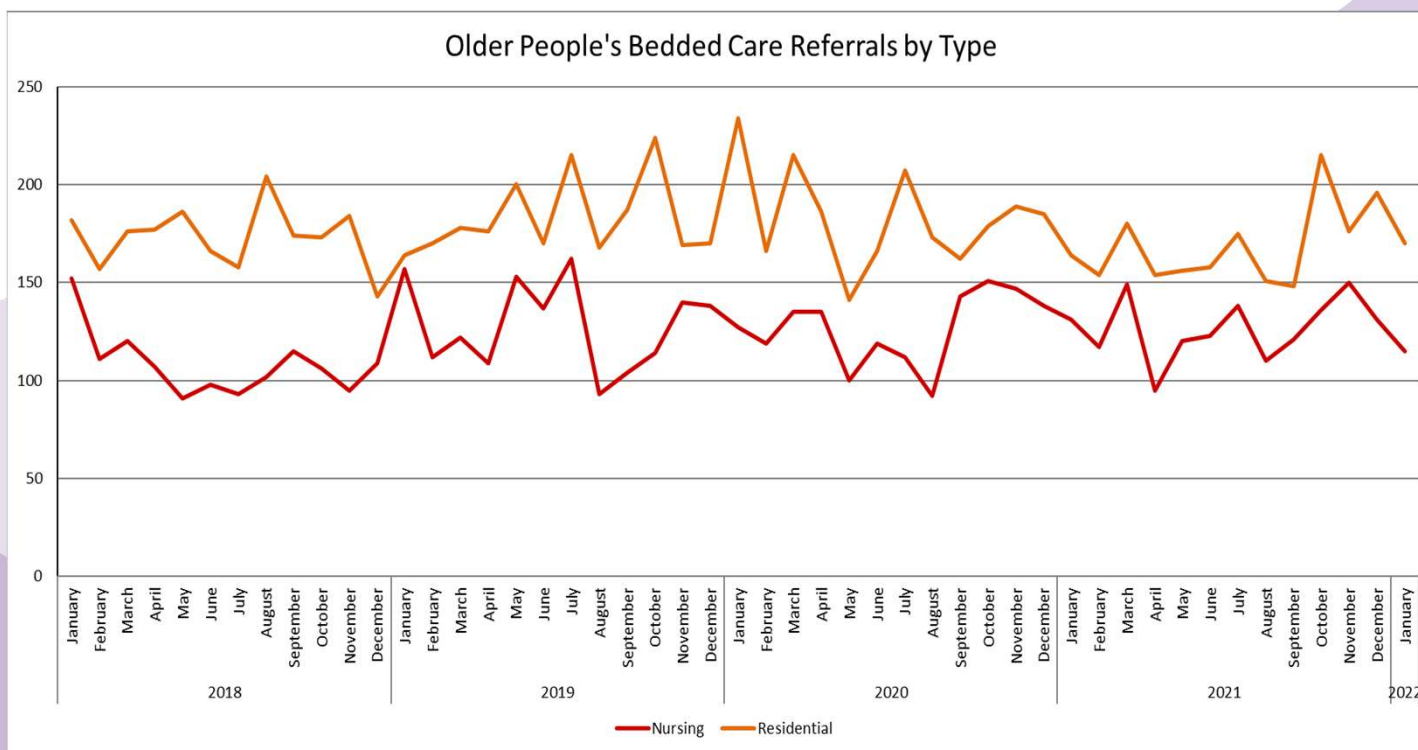
- There has been a significant improvement in the ratings of domiciliary care providers in East Sussex since 2020; 89.9% of these providers are now rated by CQC as 'Good', an increase of 5.6% since 2020.
- In East Sussex, the share of the market rated as requiring improvement has reduced by 6.5%.
- 18 providers in East Sussex had their rating reviewed by CQC between 2020 and 2022; of these four received an improved rating, 12 saw no change to their rating, and two services received a lesser rating.

Older People Bedded Care – latest position

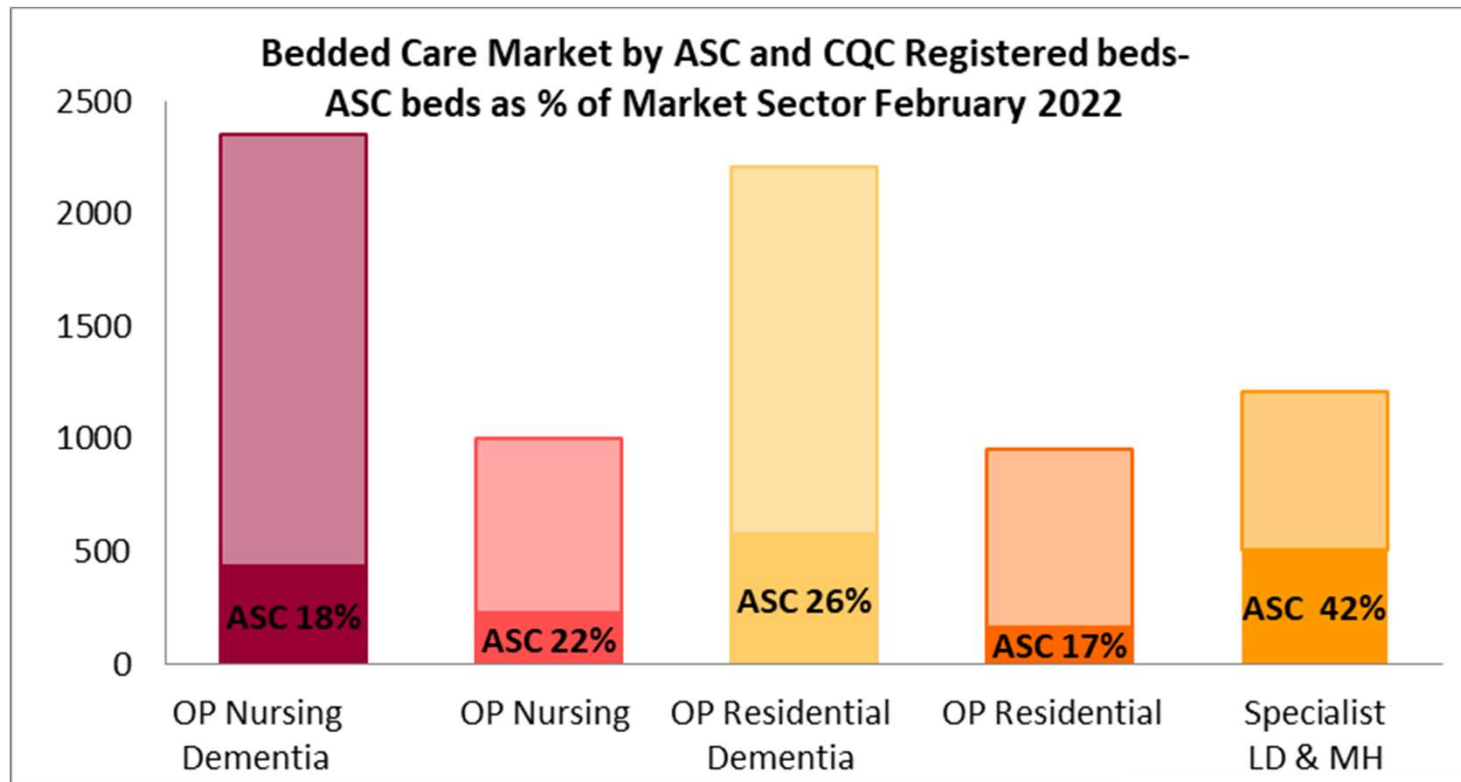
- The rate of referrals for residential care is now reaching pre-pandemic levels. Average demand levels for nursing increased over the same period.
- Proportion of referrals from hospital teams into bedded care brokerage has risen in the last three months and now makes up nearly 40% of the team's work.
- We continue to purchase using local authority set rates, that have been uplifted by 6% for 22/23, and backdated to January 2022.
- We are now spending over £66m per year with older people's bedded care services.
- There are approximately 1394 people currently funded by ESCC in older people's bedded care services in East Sussex, across 166 services, 122 provider organisations.

Sourcing Bedded Care

- Referrals for bedded care, particularly residential settings, dropped slightly during the pandemic to an average of 167 per month, and has now increased to 189, which matches the pre-pandemic demand levels.
- Over the last two years the bedded care market has reduced in size, and fewer homes are consistently open to admissions due to the continuing impact of covid in these settings, and staffing availability.
- Brokerage staff are having to approach more providers in certain locations and for clients with more complex needs, to secure an appropriate care home place at ESCC local authority rates.



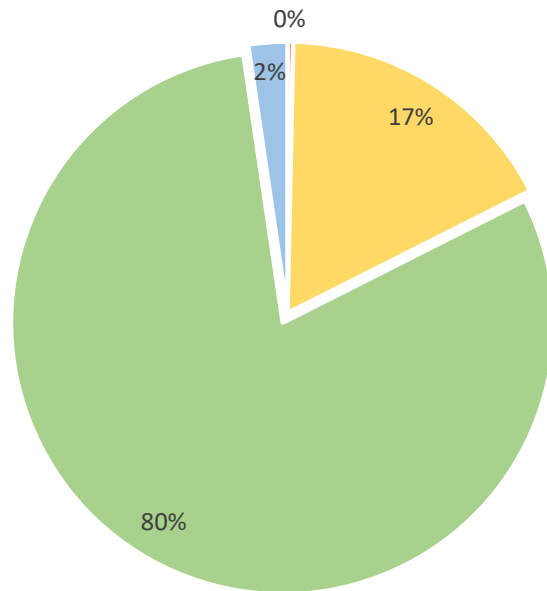
Bedded Care Market Share



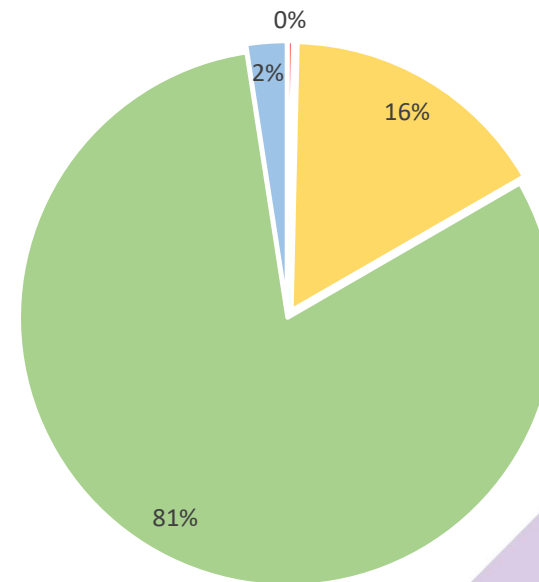
- The percentage of the market ESCC are currently purchasing in all sections of the Older Peoples Nursing and Residential sector has reduced by 1% since July 2021. The proportion of the specialist market purchased has increased by 1%.
- The remaining portions of the graphs represent beds occupied by people funding their own care, people funded by other authorities, and vacancies.
- The current vacancy levels in the market is estimated at 25% for older people's bedded care and 10% for specialist bedded care services.

Quality in Bedded Care Services (including Older People and Working Age)

February 2020



February 2022



■ Inadequate
■ Requires improvement
■ Good
■ Outstanding

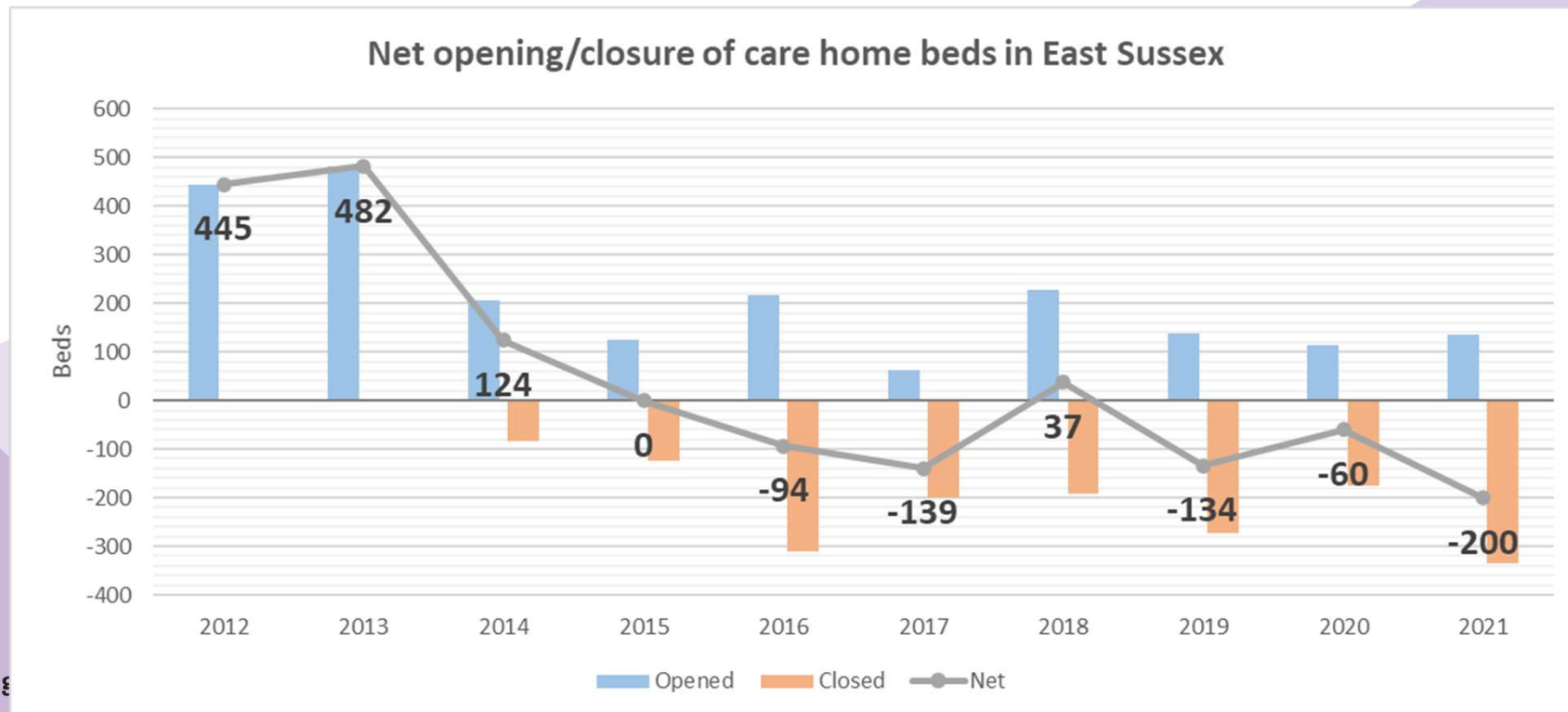
- There has been a general improvement in the CQC ratings for care homes in East Sussex over the last two years.
- One service has been rated Inadequate and we are working with the service to support improvements.

Specialist working age services

- Referrals increased towards the end of 2021 to approximately 170 open referrals, and have remained at a higher level (the pre-pandemic level was 140-150 referrals)
- Strategic direction is to increase supported living opportunities in East Sussex and reduce reliance on residential care
- Complexity of need continues to increase
 - Individuals in healthcare and hospital settings requiring accommodation and support on discharge.
 - Young people with complex needs
- Many of working age services are staff intensive to meet client need, and this a particular challenge for sourcing services in the environment of recruitment challenges, e.g. during Feb 2022, 11 services closed to new admissions due to covid and a further 12 closed to new admissions due to staffing availability
- 6% Uplift and backdated to January 2022
- We spend over £75m per year on specialist registered residential care and supported living, supporting over 1200 people.

Care Home openings and closures

- Net reduction of residential and nursing bed numbers across the county since 2011.
- Only one year saw a net increase in bed capacity (2018).
- There is a 7% loss overall in OP bedded care capacity since 2014 which potentially represents a 20% loss to the bed capacity the local authority funded clients may access.
- Some common characteristics of care homes that closed included, significant reductions in occupancy, smaller, independent providers, older buildings that could be developed, owners seeking retirement.



Risks/issues/challenges

- Workforce
 - Recruitment and retention
 - Building and retaining resilient and skilled workforce that feel valued
- Impact of business continuity
 - Acknowledging the impact of closures and transfers of homecare services on continuity of care for vulnerable people
 - Staffing agencies have been unable to provide sufficient temporary additional staff, on which the sector has always relied
- Funding reform
 - The impact of the reform requires ambitious market reshaping, which will be challenging to deliver in the short to medium term.
 - Cost of care review to be completed by September 2022 'to determine the sustainable rates and identify how close they are to it
 - It is as yet unclear whether the funding allocated for social care reform will be sufficient to fund the reforms
 - We may experience some destabilisation or further care home closures within the market as public funding may not be available to meet providers' expectations.

Thank you and questions