

# Social Care and Health Scrutiny Committee

5<sup>th</sup> October 2021

## DOMICILIARY CARE, SOCIAL WORK WORKFORCE AND MARKET PRESSURES

### Purpose:

To raise awareness of growing workforce challenges within the domiciliary care market- both in house and commissioned sectors, plus Social Work workforce pressures which is having an impact on our ability to meet service demands.

### To consider and comment on the following issues:

To note the current market pressures and potential impact on the health and social care system.

To endorse the range of mitigating actions being put in place to address these pressures.

### Reasons:

There are growing workforce challenges in the domiciliary care sector leading to increased waiting lists and decreased customer satisfaction. The department wishes to implement a swift action plan to enable us to sustain current and future demand for services.

The growing number of Social Worker vacancies, combined with increase in demand for services has seen our allocation waiting list for assessments grow to unacceptable levels. This position is worsening and poses a significant risk to the authority's ability to meet its statutory responsibilities.

To be referred to the Cabinet / Council for decision: **NO**

### CABINET MEMBER PORTFOLIO HOLDER:-

**Cllr. J Tremlett (Social Care & Health Portfolio Holder)**

Directorate - Communities	Designations:	Tel Nos./E Mail Addresses:
<b>Name of Head of Service:</b>  Avril Bracey Alex Williams Chris Harrison	Head of Adult Social Care Head of Integrated Services Head of Strategic Joint Commissioning	01267 228849 / ABracey@carmarthenshire.gov.uk  01267 228915 / AlexWilliams@carmarthenshire.gov.uk  01267 228085 / Chris.harrison@pembrokeshire.gov.uk

# **Social Care & Health Scrutiny Committee**

## **5<sup>th</sup> October 2021**

### **Subject:**

**DOMICILIARY CARE, SOCIAL WORK WORKFORCE AND MARKET PRESSURES**

#### **1. BRIEF SUMMARY OF PURPOSE OF REPORT.**

This paper details current market pressures within the domiciliary care sector and its impact on both Health and Social Care within Carmarthenshire. It also details Social Worker workforce pressures which is impacting on our ability to meet service user demand and having a significant impact on the performance of the department and our ability to meet the needs of vulnerable people in a timely way

The attached report outlines the current position for the in house and commissioned domiciliary care market as well as system pressures, and details actions to mitigate risks to ensure we meet our statutory requirements under the Social Services and Wellbeing Act (Wales) 2014.

In addition to the mitigation actions listed the report details a number of recommendations for immediate action.

<b>DETAILED REPORT ATTACHED ?</b>	<b>YES</b>
-----------------------------------	------------

# IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed:      **Avril Bracey**                      **Head of Adult Social Care**  
                  **Alex Williams**                   **Head of Integrated Services**  
                  **Chris Harrison**                   **Head of Strategic Joint Commissioning**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>NONE</b>	<b>YES</b>	<b>YES</b>	<b>NONE</b>	<b>YES</b>	<b>YES</b>	<b>NONE</b>

## 1. Legal

The Local Authority has a duty to comply with the Social Services and Wellbeing Act (2014) Regulation and Inspection Social Care Wales Act (2016) Well-Being of Future Generations (Wales) Act (2015) Mental Health Wales Measure (2010).

## 2. Finance

Financial Implications for Immediate Actions:

Item 8 – additional costs dependent on take up of offer and how many hours / days extra worked. Cost per hour (including on costs) is approx £14 for Grade D+8%.

Item 9 – additional costs to pay enhanced rate of time and a half for every hour worked (Domiciliary Care Workers only) over 16 hours. Depends on take up of offer and the existing contracted hours of each employee. Previous estimates for enhanced pay were approx £20k per week (includes oncosts) for Domiciliary Care Workers, assuming that all staff worked 4 additional hours at the enhanced rate.

Funding Options being explored include

1. Welsh Government Hardship Fund - additional costs incurred in the Social care Exceptional Items category
2. Specific grant funding – funding options emerging direct to CCC, or via Regional Partnerships or in collaboration with health partners
3. Contingency funding within Communities Department
4. Other underspend budgets in Social Care

Andrea Thomas 17.08.2021

### **3. Risk Management Issues**

The inability to source care and support for people with assessed care needs will comprise our legislative requirements under the Social Service and Well-being Act. Under Part 8 of this Act there is a regulatory requirement to publish a Market Stability report which is an assessment of the sufficiency of care and support in meeting needs and demand for care and support.

The inability to source community care packages is a risk to whole system flow and has the potential to cause significant pressures especially in relation to hospital discharge.

Workforce pressures within assessment and case management have led to waiting lists for assessments, thus compromising our statutory obligations.

Delay in sourcing packages will lead to increased complaints and user dissatisfaction.

### **4. Staffing Implications**

The workforce pressures are detailed within the report with the key challenge being the inability to recruit sufficient people to meet the service demands within the context of a reduced labour market.

# CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Avril Bracey	Head of Adult Social Care
Alex Williams	Head of Integrated Services
Chris Harrison	Head of Strategic Joint Commissioning

1. Local Member(s)
2. Community / Town Council
3. Relevant Partners
4. Staff Side Representatives and other Organisations

<b>CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED</b> YES	Cllr Jane Tremlett has been made aware of this report and recommendations.
--	---

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

**THERE ARE NONE**