Hampshire Care Association

Provider Snap Survey Feedback Report

Sept - Nov 2023

Key Feedback From Providers

Occupancy and Enquiries - providers reported mixed experiences

Workforce:
46% of providers consider **recruitment** an issue of concern
29% of providers consider **retention** an issue of concern

Staff absence is not a major concern at the present time

43% have experienced **payment issues** involving **self funding residents**

HCC Framework - feedback was mixed with most saying they do not have enough information to form an opinion on the potential impact

Other concerns raised included **fee rates** & the impact of the **cost of living crisis on staff**

Introduction

In September 2023, HCA introduced a short online survey of providers of residential care to gather their feedback on a number of key topics

Providers have been invited to make monthly submissions so that trends can be monitored

Response rates have, as expected, built gradually, but after three surveys we are in a position to issue this, our first report, which includes an overview of response data from Sept - Nov 23

About This Report

- The individual responses to the surveys are confidential and have only been seen by key HCA staff members who administer the survey and produce this report
- This report will be shared with those providers who have completed the survey
- All providers in Hampshire will receive a link to a summary of the survey findings
- HCA will share this summary of key points with Hampshire County Council

Sample & Methodology

The data presented in this report represents submissions we received from 19 providers within the Hampshire area to the first three monthly surveys, which were held in September, October and November

The surveys have been conducted online using the same questions each month. The survey takes approximately 10-15 minutes to complete

19 is not a high enough sample size to suggest that this robustly represents the county overall. However, we are presenting these results as indicative findings for consideration.

Respondents

The providers who have responded included both single location and group services but were primarily independent providers (79%)

18% of those providers offer nursing care, the remainder residential care only

Occupancy & Enquiries

Vacancy rates reported ranged from 0% (full) to 26%
[31% of responses were from homes reporting full occupancy]

Providers views on the number of referrals they receive from commissioners were mixed: 15% ‘A Few’, 36% ‘Some’, 47% ‘Plenty’

Most providers felt they receive a good number of enquiries from other sources: 15% ‘A Few’, 15% ‘Some’, 68% ‘Plenty’

Occupancy & Enquiries

Provider comments on occupancy varied:

- “Just about where it needs to be”
- “Satisfied with my occupancy”
- “We are in need of … new rooms awaiting registration”
- “LA clients are not enough money and require a lot of support - we would like to fill our beds but cannot due to the funding being offered”

Providers mentioned upstairs rooms (& lack of lift) and shared rooms as barriers to keeping rooms filled

Workforce

Staff vacancy rates varied from between 0 - 10%

The highest vacancy rates reported were for
Care staff (7%)
Senior care staff (9%)
Activities staff (8%)
Domestic staff (7%)

Workforce

10% of providers describe the impact of vacancies as a ‘major issue’, and 22% as ‘challenging’

Night staff vacancies were mentioned as particularly difficult to manage safely

Providers use agency staff but would prefer to use their own permanent staff, particularly at night

46% of providers consider **recruitment** an issue of concern
29% of providers consider **retention** an issue of concern

Workforce

Absence does not appear to be a major issue at the moment, though a number of providers mentioned it is increasing as we move into the winter

80% of providers state they have ‘little’ or ‘some’ absence, but are able to manage this

Self Funding Residents

43% of providers told us they have had issues with payments from at least one self-funding resident in the last year

Most of those stated it is a serious issue for them when it happens, but overall the impact on their business is manageable

There is significant variation in the amount of information providers told us that they require from self funding residents prior to admission, with 37% not requiring any information on current assets or income

Payment Issues

Providers identified many issues which cause them problems relating to payments, including

- Family disputes
- Difficulty obtaining up to date / correct information
- Long wait times for clients to be allocated a social worker

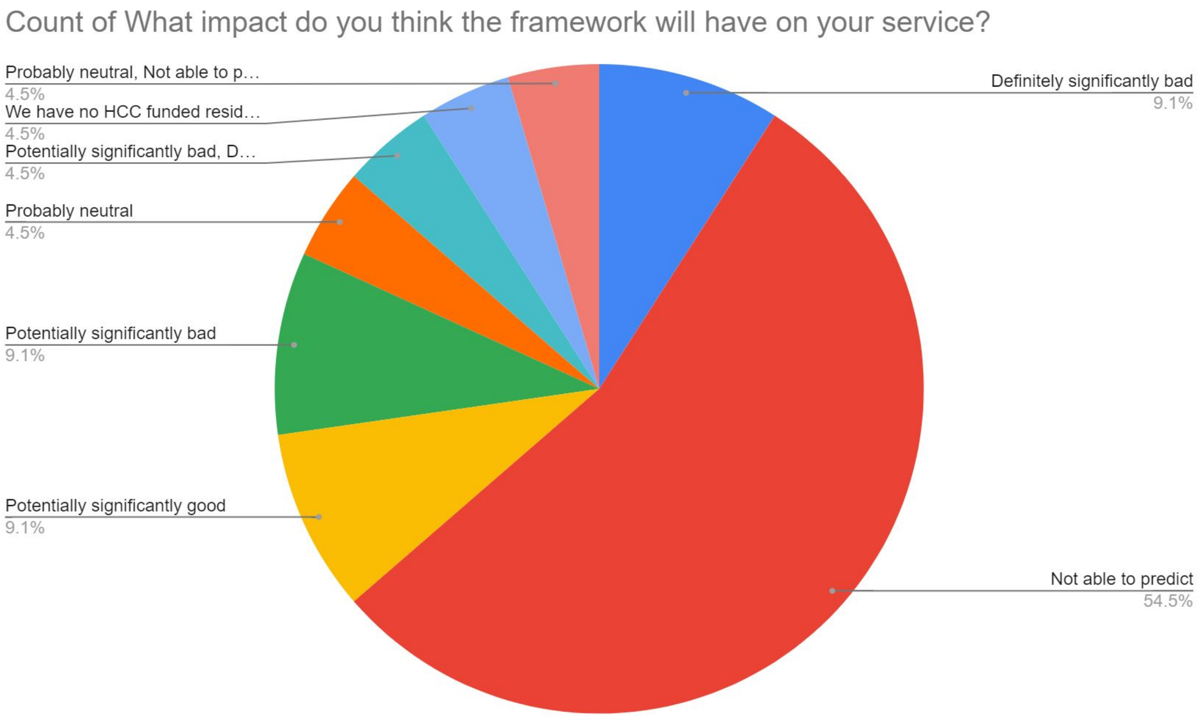
Framework

All of the providers were aware that HCC are planning to introduce a framework for residential care.

Just under half had attended a workshop run by HCC about the new framework (these were held in-person only)

- 60% feel they are not able to predict the likely impact on their business
- 25% feel the impact will be potentially or definitely significantly bad

Framework


Count of What impact do you think the framework will have on your service?
Probably neutral, Not able to p…
4.5%
We have no HCC funded resid…
4.5%
Potentially significantly bad, D…
4.5%
Probably neutral
4.5%
Potentially significantly bad
9.1%
Potentially significantly good
9.1%
Definitely significantly bad
9.1%
Not able to predict
54.5%

Framework

Comments were mixed but in the main those who commented were negative about the proposals:

"DPS framework is always worrying, it usually drives fees down"
"Very ominous"
"It's a race to the bottom to reduce fees without regard for the quality of care"
"No concerns at the moment"

Providers will need more detailed information about the framework before they can understand how their business will be affected

Framework

Comments about the consultation process were also mixed:

"It's a tick box exercise, the decisions have already been made"

"I have not really engaged with it but I will if I get the opportunity"

"An online option to take part would be helpful"

"Very much join the framework or you will not receive any residents, a take it or leave it attitude"

Provider Resilience

Approximately 20% of the providers who completed the surveys have indicated support with financial management and monitoring would be helpful

→ Hampshire Care Association is exploring options to hold events within the next 3 months to offer support on these topics

Other Concerns

Providers were asked which of the following they consider to be of serious concern to their business:

- 71% fee rates
- 69% the impact of the cost of living crisis on staff
- 46% funding reform
- 46% recruitment
- 38% the cost of repairs and maintenance
- 29% retention

Other Concerns

Other issues highlighted in responses were

- Delays in payments for increased (e.g. 1to1) care
- Delays in finding new placements for residents whose needs can no longer safely be met
- Lack of respect from NHS colleagues and social workers for care home staff, e.g. being dismissive of their clinical skills & resident knowledge
- Fee rates which fall below sustainable levels due to zero or below-inflation increases year on year; homes feel penalised for offering good care which keeps people alive

Looking Ahead

As we move into 2024, HCA aspires to:

- Continue to run surveys monthly and to bed-in regular submission by providers
- Grow the number of providers taking part
- Add trends with time to the monthly analysis
- Publish updated reports at least quarterly

In addition, in late 23/early 24, HCA will publish local findings from the market sustainability survey carried out earlier this year. These will be shared with providers prior to wider publication.