North Yorkshire
County Council

Care Market Update

2 March 2023

OFFICIAL

Social Care in North Yorkshire

200+ care homes

6 main hospitals

28 extra care schemes

500+ providers

8,917 people receiving a long-term support service from Social Care in 2021 / 22*

*People may receive more than one type of service over the course of a year

65,000 family carers

2,000+ directly employed staff

3,887 referrals to Living Well

827 direct payments

6000 financial assessments and

£45m raised in income maximisation

10,900 people with dementia

3,325 residential packages

5,473 beds registered with CQC

700 Court of Protection people

5,579 community-based packages

3,677 responses to safeguarding concerns

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Care Market Headlines

- **Workforce issues** across the health and care sector
- Increased number **of hospital discharges**
- Unsourced **packages of home care**, particularly in Whitby, Craven and Ryedale
- **Cost of care** continues to rise, particular issues resulting from economic pressures
- Limited **care home capacity**, with deregistration of nursing homes
- **Sustainability of the care market** remains a priority, issues relating to financial stability and recruitment and retention

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Hospital Discharge

- NYCC works with approximately 20% of all people who are discharged from hospital.
- In last 12 months that has averaged 440 people per month, compared to 300 pre-pandemic
- Since the end of December, and the implementation of the government's adult social care discharge fund, discharge rates have increased significantly to 18.0 per day
- The critical factor is localised surges in discharges, which can quickly use up available domiciliary care capacity necessitating use of short-term care beds instead
- NYCC are working with Humber & North Yorkshire ICB to implement a wide range of discharge solutions to be funded by the local allocation from the £500m Adult Social Care Discharge Fund being made available nationally

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Workforce

- Workforce recruitment and retention remains a significant risk, impacting capacity and sustainability of the care market
- Recruitment activity continues: international recruitment, development of an occupational therapy apprenticeship scheme, Make Care Matter support to the care sector
- Recruitment of HR business partner for care sector
- System level work to develop workforce plans across health and care sector
- Commenced some work in the Harrogate area to review the impact of a revised staffing model promoting better payment terms to care workers. The model seeks to review the impact to recruitment and retention based on better rates of pay covering contact and non-contact time and better mileage rates, applied to all miles undertaken.

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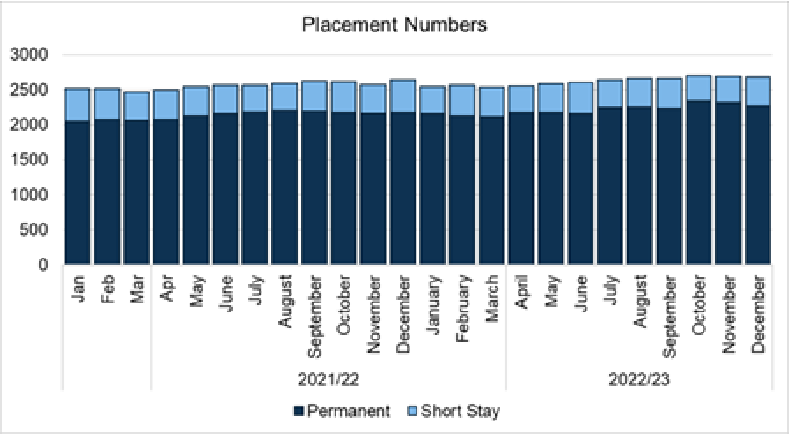
Residential Care – Capacity

- Care home occupancy remains above 95%, this has been the case over the last six quarters, making placements hard to come by

- Overall placement numbers at the end of Q3 (2,678) show a 8.3% increase (206 placements) on the end of 2019/20



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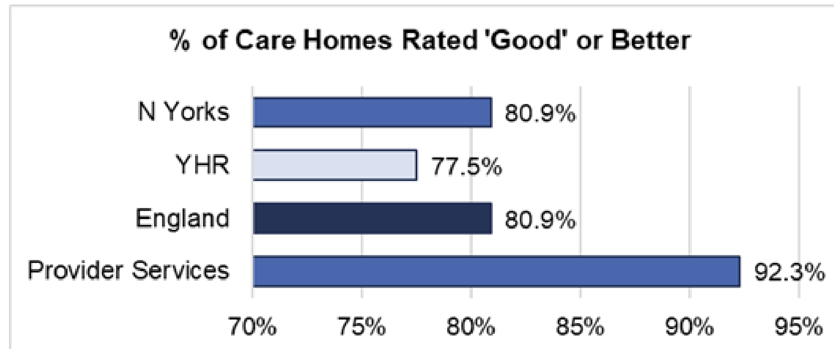
Residential Care – Quality

Based on published CQC inspection ratings, 80.9% of care home provision across the county was rated as “good” or better at the end of Q3. That was up by 2.2% between quarters, and remains higher than the regional average (77.5%, up by 0.4%), and in-line with the England average (80.9%, down by 0.1%)



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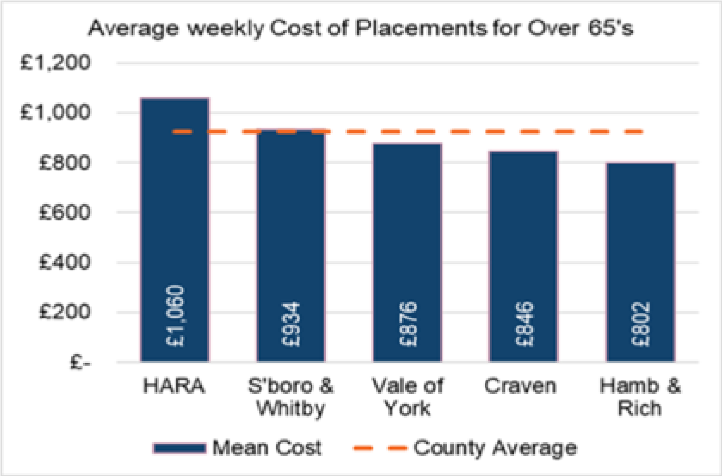
Residential Care – Cost

- Average care home placement (65+) cost increased to £942 per week at the end of Q3, up by £104 per week compared with 2021/22 (+13%)
- Admissions of people aged 65+ to permanent placements (617 per 100,000 of population) were lower than for the same period in 2021/22 (686 per 100,000).
- Weekly cost of permanent residential and nursing placements continues to be a major pressure point for social care provision, with significant variations across local care markets.
- The greatest cost pressure is in Harrogate
- Actual Cost of Care implementation commenced in April 22 over maximum of 3 years



ACOC Rates 22/23

	2022/23 Rate
65+ care home without nursing	£742.00
65+ care home without nursing, enhanced needs	£784.00
65+ care home with nursing	£819.00
65+ care home with nursing, enhanced needs	£826.00

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Home Care - Capacity

- Unsourced care packages remain approx. three times higher than pre-pandemic levels at approximately 59 at any one time, waiting well schemes in place
- At a county level, 36% of reablement team capacity is currently engaged in delivering routine domiciliary care because of a lack of provision in the care market
- Effective engagement where it is more challenging to source care packages. Options are being developed with the VCSE and independent sector within the North Craven, Nidderdale and Washburn Valley and Whitby areas.
- Through the Adult Social Care Discharge Fund, commissioned block contracts for home-based services, to support discharges, 8 schemes across North Yorkshire in place, with three of these trialling new elements of service, such as live-in care and night services

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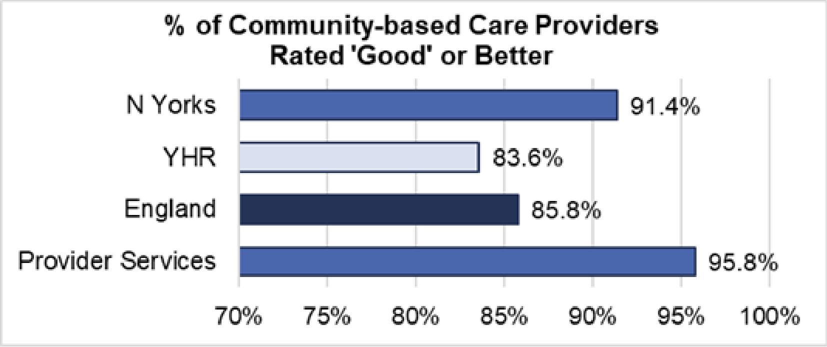
Home Care - Quality

Ratings for domiciliary care provision continue to better than those for care homes.
Provision in North Yorkshire, including outcomes for in-house services, remain better than the relevant comparator averages

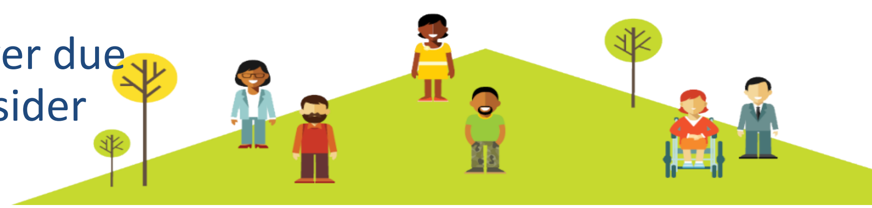


Home Care - Cost

Homecare 2021/22 average rates paid						
	URBAN		RURAL		Super Rural	
	Generic	Complex	Generic	Complex	Generic	Complex
Countywide	£21.24	£22.77	£22.74	£23.93	£25.60	£25.58

Home care rates following APL Procurement Nov 2022						
	URBAN		RURAL		SUPER RURAL	
	Generic	Complex	Generic	Complex	Generic	Complex
Countywide	£23.55	£24.52	£24.91	£25.73	£27.30	£27.55

Cost of Care exercise completed however due to significant limitations, NYCC will consider above rates as part of fee setting



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Support to the Sector

- Wide ranging support during the pandemic including compensatory payments, PPE Portal, workforce recruitment and retention funding, Infection prevention and control funding, care provider liaison support
- Approved Provider List procurement, with providers able to submit refreshed rates, provides clarity on void payments for supported living and improvements to contracting and payment processes and systems
- Actual Cost of Care for 65+ residential and nursing care implemented over 3 years from April 2022
- Market support fund payments to ease pressures from rising energy costs
- Financial Sustainability; 41 applications for support received since Sept 21, £1.7m of support agreed

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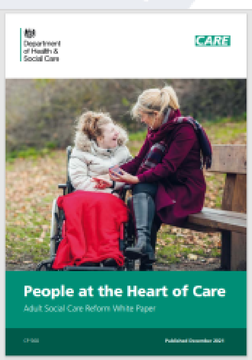
Looking Ahead….

Strategic Market Development Board, priorities include:

Embedding the recent Approved Provider List Procurement

- Addressing wide range of challenges in the social care market and provide a strategic focus on the implementation of solutions
- Multi-agency membership with opportunity for collaboration and integration with partners and to increase transparency across the sector
- Forum to proactively manage care market supply and demand and to support sufficient market capacity at a strategic level
- Explore innovative commissioning models and develop preventable approaches to the delivery of personalised care
- Delivery of ICB place board priority 2 – to have a sustainable and good quality care market
- Wider transformation plan incorporating national health and care reform



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Transformation Vision

In developing our vision described in HAS 2025 we have considered what outstanding adult social care and public health services might look like which is underpinned by both policy and the experience of the people who work for us, with us and those we provide and commission our services on behalf. We have strived to ensure:

- A focus people and their outcomes
- The person remaining as independent as possible and living in their own home for as long as possible
- Focus on prevention and alternative provision for complex needs and switching away from residential homes and nursing beds
- Frontline colleagues excelling at strengths-based practice, being empowered to be creative
- Organisation interfaces working seamlessly together and not being visible to people we support

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Service Development Transformation Programme

Market Intelligence	Market Shaping					Local Community Integrated Support
	Contractual mechanism for Approved Provider Lists	Residential & Nursing Care	Community Based Support	Supported Living	Home Based Support	
• Locality plans, district profiles, Market Statement • Provider Relationship Management • Links to local communities and Voluntary Sector • Market and provider sustainability • Public health intelligence • Best Practice / benchmarking	• Standard contract template • Revised terms and conditions • Embed quality pathway • Standards and Outcomes Framework • Procurement	• Strategy development • Test new models of care • Discharge to Assess and intermediate care • Care Rooms • NYCC in house services	• Develop Day Care support for people with complex needs • Stronger pathways to supported Employment • Routes to enable better access to community assets	• Outcomes based specification • New provider list • Needs analysis to future-proof • Transforming Care Partnership link • Housing solutions	• Geographical Zoning • Micro-enterprises • Framework agreements • Reeth Pilot • Rapid Response • Outcomes based specification	• Community Mental Health services Carer Pathway to support information and advice, sitting services and carer respite • Dementia Support ensuring early identification and diagnosis • Prevention & Wellbeing of local communities • Advocacy • Transitions • Safe Hospital Discharge • Intermediate Care

Enablers

- Community engagement / Alliancing / Co-production
- Workforce Strategy
- Housing and Technology Solutions
- Cost of Care / Provider and Market Sustainability