

Access Health and Social Care

Care In Numbers - from average pay and bill to travel time, top ups and average hours worked, real world insights to help shape your care business

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Agenda

- Why Access Health and Social Care?
- The study data
- The results
 - Care worker profile and average hours worked
 - Average length of visit
 - Private vs. State Funded split
 - Average bill and pay rates
 - Impact of travel time, wait time and cost
 - Margins before operational costs
 - Profile of Outstanding care providers
- Using data to calculate the cost of home care
- Questions

Why Access Health and Social Care?

c6,000+

Registered care locations

Including home care, care homes, nursing, complex, LD, supported living, reablement...

PeoplePlanner
Mobizio
CareBlox
Compliance

14+
years experience
in care

£1.6bn+
invoicing processed in
PeoplePlanner PA

Manage
119m+
Hours of home
care per annum

160,000+
Care workers
rostered with
Access HSC
Software per year

168m+

**Hours of care managed per
year in Residential**

c25% of Social Care
Hours in the UK managed

28% of
CQC-rated
Outstanding
home care providers
use Access HSC

160,000+
Active recipients of
care managed by
HSC software

The Study Data

Purpose: Validate and inform understanding of the current home care sector for the benefit of care providers and buyers of care, in association with the UK Homecare Association, and to inform future solution development.

Source: Fully *anonymous* statistical analysis of an un-precedented *subset* of 'real-world' (actually delivered, not just prescribed) rostering, monitoring, pay and billing data, with no traceability to individual providers or groups of providers; *no company identifying or person identifying data*.

Span of Data: Subset of data comprising 63% of records; State and privately funded care, small to large providers, single independents to multi-branch groups. All data based on the mean average.

3,890
registered
locations

£1bn
care
invoicing

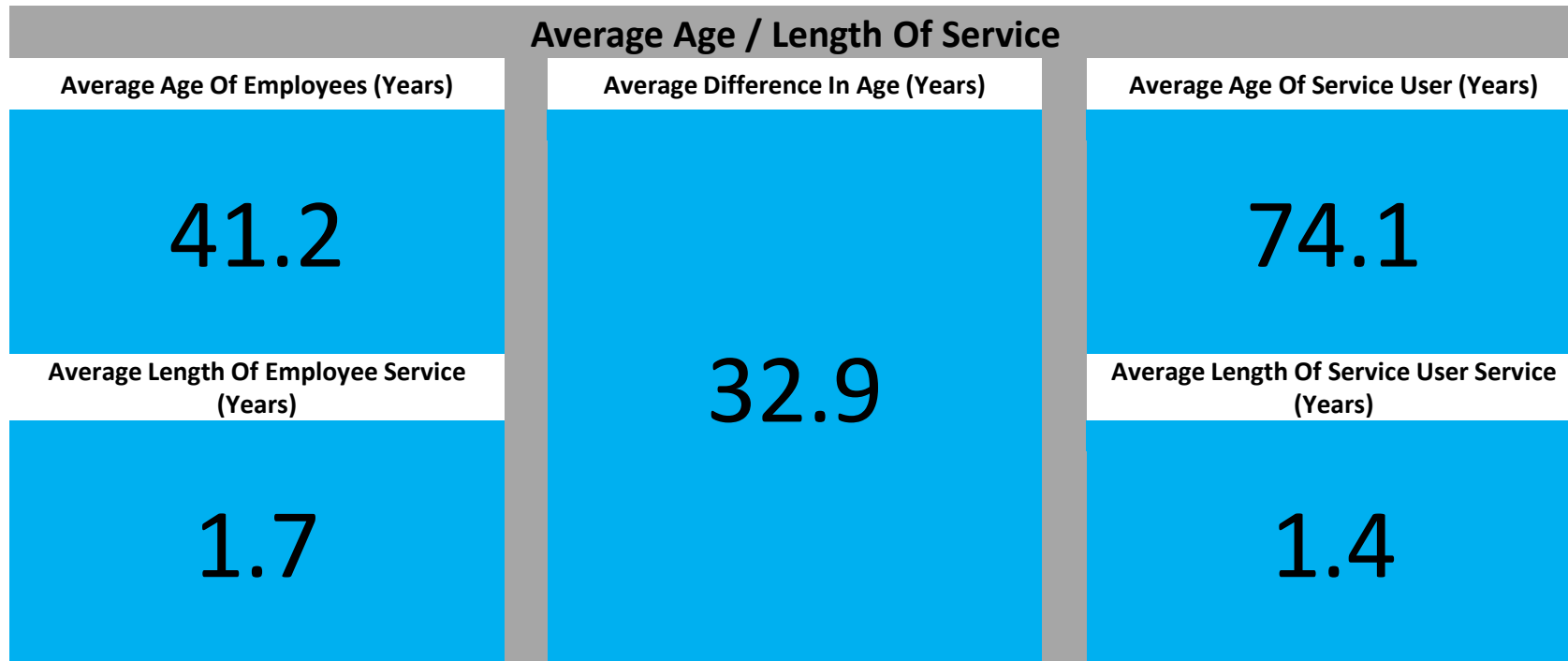
£518m
carer pay

43m
care visits

115,000
carers

56m
hours of care

Care worker profile



Average Hours and Visits Worked - All

Average Visits Per Week Per Employee

18

Average Visits Per Week Per Service User

11

Average Visits Per Week Per Provider

729

Average Hours Per Week Per Employee

18.33

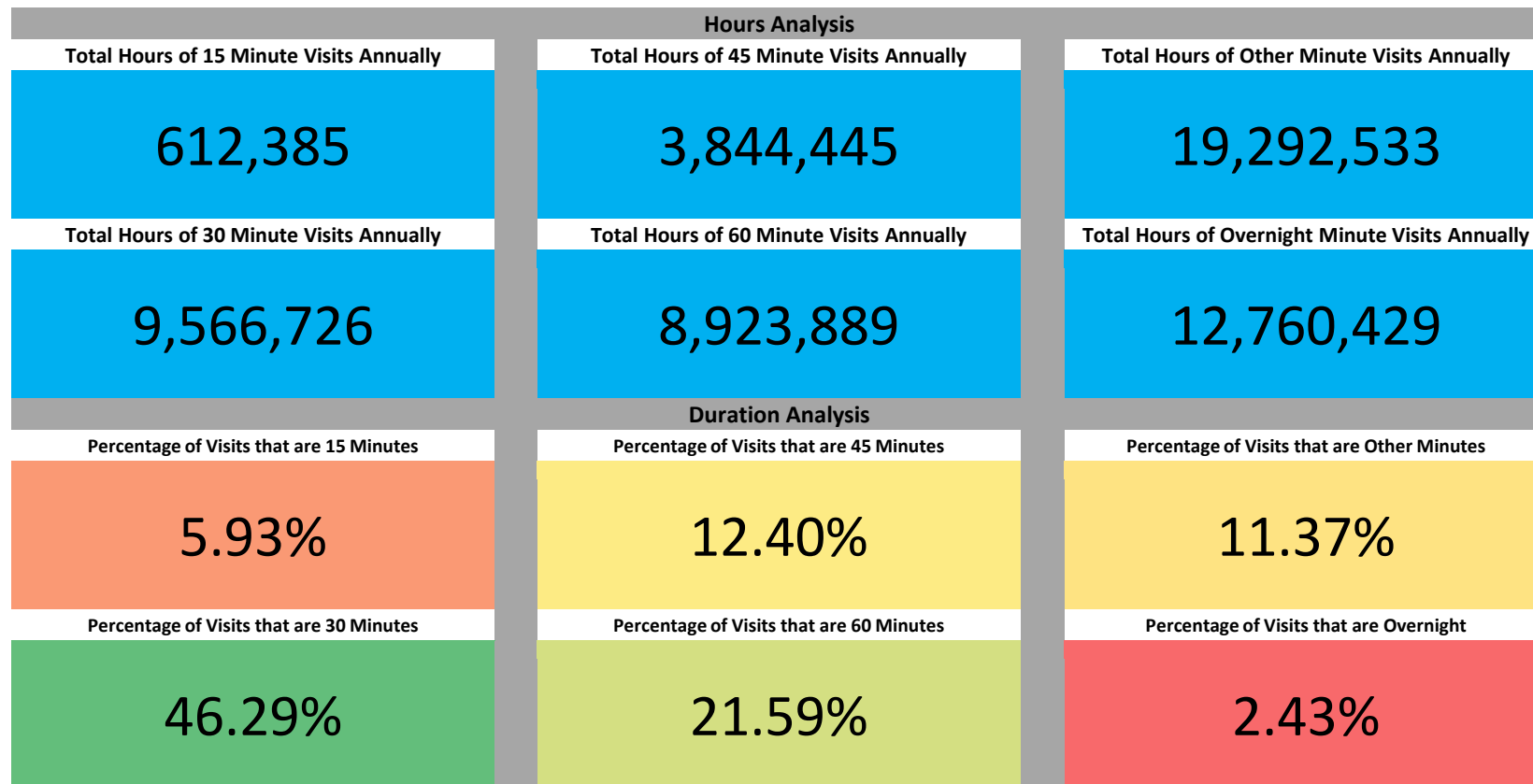
Average Hours Per Week Per Service User

11.68

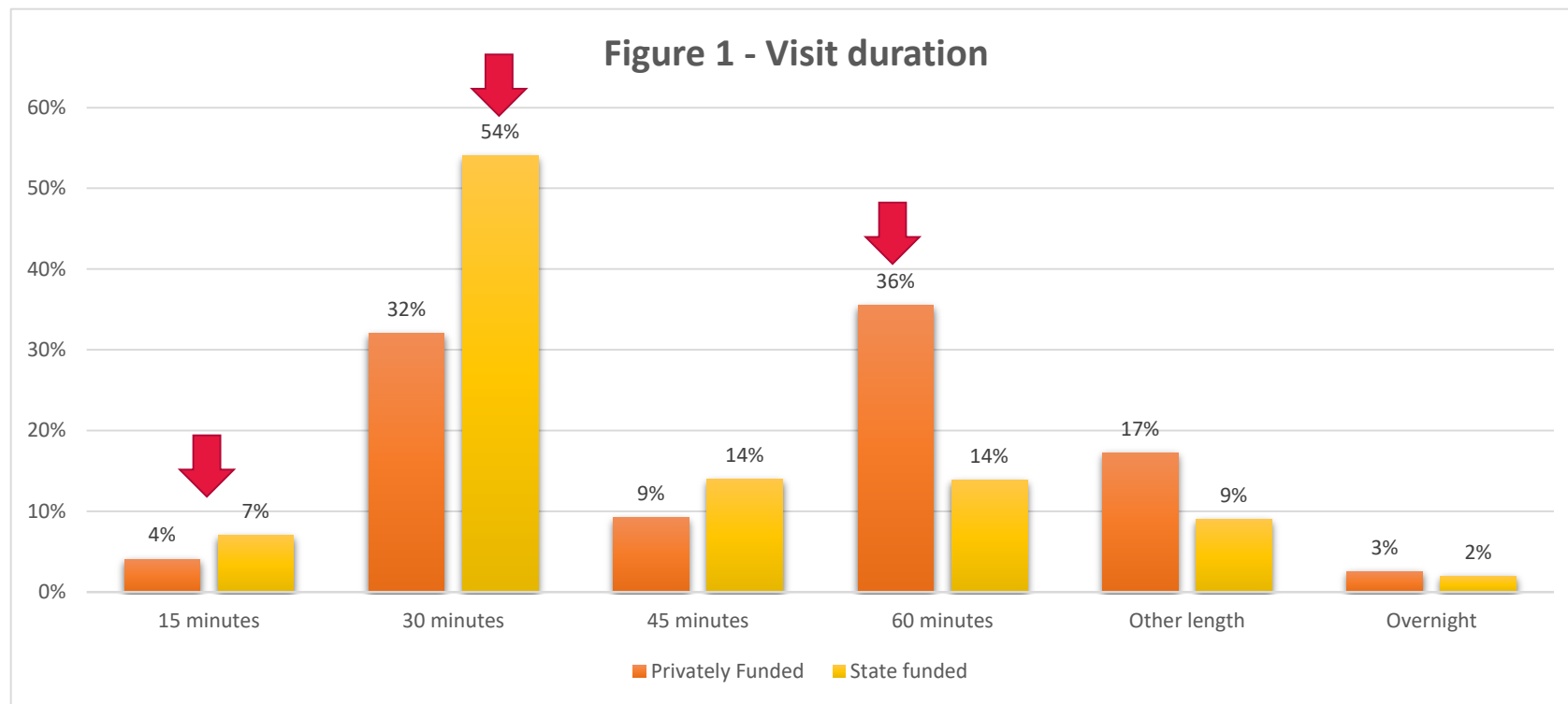
Average Hours Per Week Per Provider

750

Split of Visit Duration



Visit Duration by Private and State Funded





At least 18,875 people are still receiving care visits of 15 minutes or less...



“Short home-care visits of 15 minutes or less are not appropriate for people who need support with intimate care needs” **Care Act, 2015**

At What Cost? Average Pay and Bill Rates

Length (minutes)	Average bill rate (state funded)	Average bill rate (Privately funded)	Average carer pay rate per visit (state funded)	Average carer pay rate (privately funded)
15	£4.12	£5.54	£2.19	£2.30
30	£8.70	£10.65	£4.57	£4.60
45	£12.69	£14.77	£6.73	£6.86
60	£19.16*	£22.38	£9.79*	£9.57

* Normalised to exclude state-funded nursing care which increases rates to £20.20 bill and £10.46 pay per hour

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Impact of Travel Distance and Travel Time

Average Travel Distance
(miles) per visit

3.05

Average Travel Distance
Pay per visit

£0.76

Average Travel Time
(minutes) per visit

7.30

Average Travel Time Pay
per visit

£0.86

Size of Travel Issue

- Estimated 148m miles were travelled between visits
- Travel costs for the sector reach an estimated £49.7m
 - £36.7m for travel distance
 - £12.8m in NMW top up for non-contact time
- Average distance 1.5m longer for privately funded care, an additional cost of £0.54 per visit

Minimising the Impact of Travel

- Usage of dynamic mapping and route planning showed...
 - Average 4.8 miles per visit without mapping
 - Average 2.8 miles per visit with mapping
 - Difference of £1.38 per visit in travel distance pay
 - Based on 729 visits per week, that equates to:

£52,313 saving per year

Margin before operational costs



+



+



+



HM Revenue
& Customs

Margin before operational costs



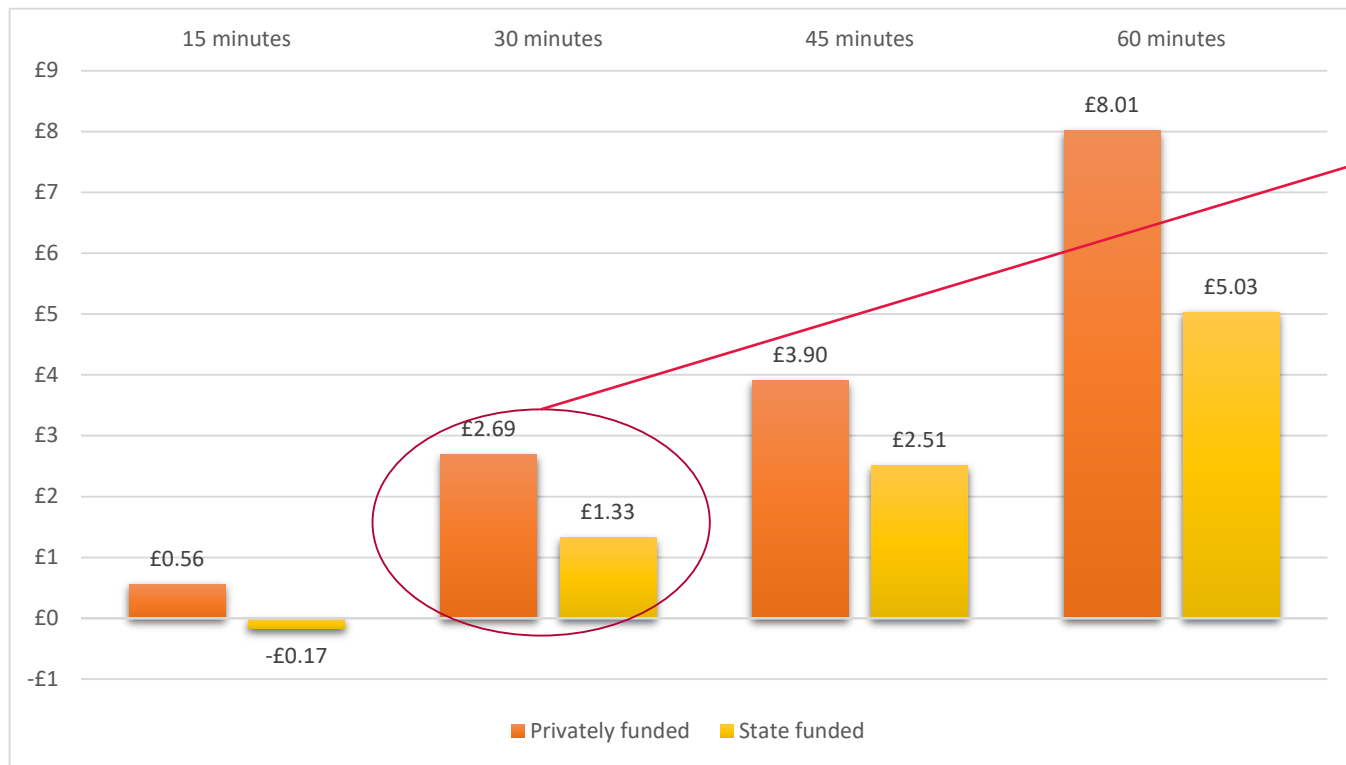
Figures exclude operational costs eg. recruitment, training, office staff, office rents, utilities, stationery, printing etc.

Margin before operational costs



15 minute visits on average are loss making in state funded care (estimated loss to care sector of £1.26m pa excluding operational costs) and probably loss making in private care after operational costs are considered.

Margin before operational costs



30 minute visits on average are possibly loss making in state funded care after operational costs are considered, remembering 54% of state funded visits are 30 minutes long.

Inspected and rated

Outstanding



Outstanding Providers – Private vs State: the Funding Question

81%

delivering more private
than state funded visits

But...

57%

of visits were privately
funded

Question...

*Does the
additional
margin from
private visits
have a
positive
impact on
state visits?*

85%

delivering more private
than state funded hours

Care worker profile – Non-Outstanding/Outstanding

Outstanding Providers: Older average age of care worker – potentially indicating more experience?

Average Age / Length Of Service		
Average Age Of Employees (Years)	Average Difference In Age (Years)	Average Age Of Service User (Years)
41/45.4	32.9/32.4	73.9/77.8
Average Length Of Employee Service (Years)		Average Length Of Service User Service (Years)
1.7/1.8		1.4/1.3

Average Hours and Visits Worked – Non-Outstanding/Outstanding

Outstanding Providers: Higher number of carers, delivering less visits per person but more visits in total

Average Visits Per Week Per Employee

Average Visits Per Week Per Service User

Average Visits Per Week Provider

18/15

12/9

720/847

Average Hours Per Week Per Employee

Average Hours Per Week Per Service User

Average Hours Per Week Per Provider

18.55/15.34

11.82/9.68

740/890

Average Pay – Non-Outstanding/Outstanding

Length (minutes)	Average carer pay rate per visit (privately funded)	Average carer pay rate (state funded)
15	£2.30/£2.34	£2.18/£2.33
30	£4.59/£4.85	£4.55/£4.77
45	£6.85/£7.07	£6.72/£6.95
60	£9.31/£9.36	£9.78/£10.03

Financial Impact on Carer working 20 hours on State Funded visits:

c£371
per annum

Theory: Increase commensurate with additional experience and funded by blend of private and state-funded care?

Conclusions

Further analysis is required, but in the meantime...

- Crucial that providers review the financial viability of 15 and 30 minute visits
- Blend of shorter and longer visits is extremely important for overall sustainability
- Additional costs of travel time and distance must be considered, both legally and financially – clear case for using dynamic mapping at point of rostering
- Reigning in the ‘overhead’ of operational costs through business efficiencies such as going paperless will help to improve low or negative margins
- Outstanding providers on average work on a balance of private and state-funded work
- Outstanding providers on average employ slightly older (potentially more experienced) care staff
- Outstanding providers pay more across both private and state funded care, perhaps funded through the higher margins in privately funded care
- Further areas of study – geographical differences, staff recruitment and retention, commissioning differences etc

The UKHCA view...



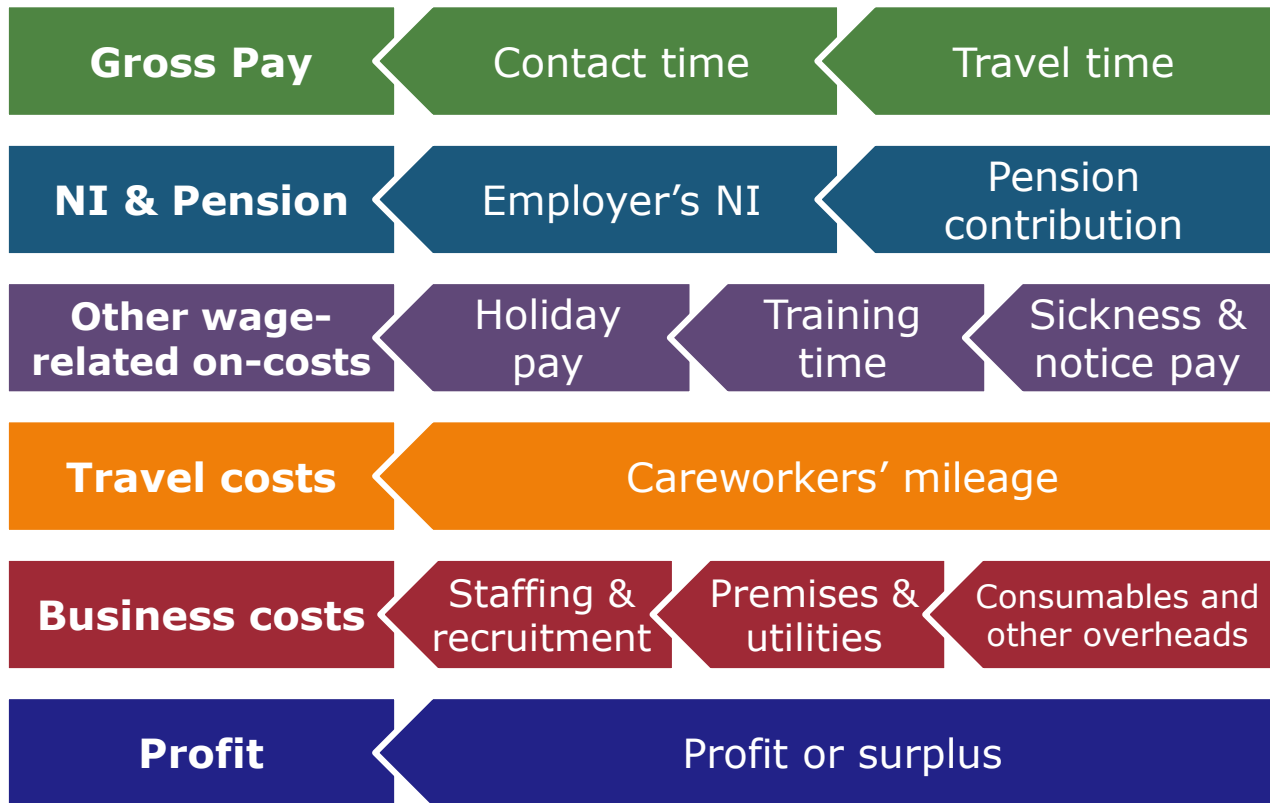
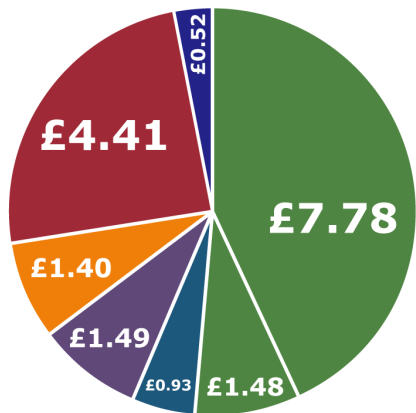
The professional association for homecare providers

Using data to calculate the cost of homecare

Colin Angel, Policy and Campaigns Director
United Kingdom Homecare Association

Calculating the minimum price of homecare:

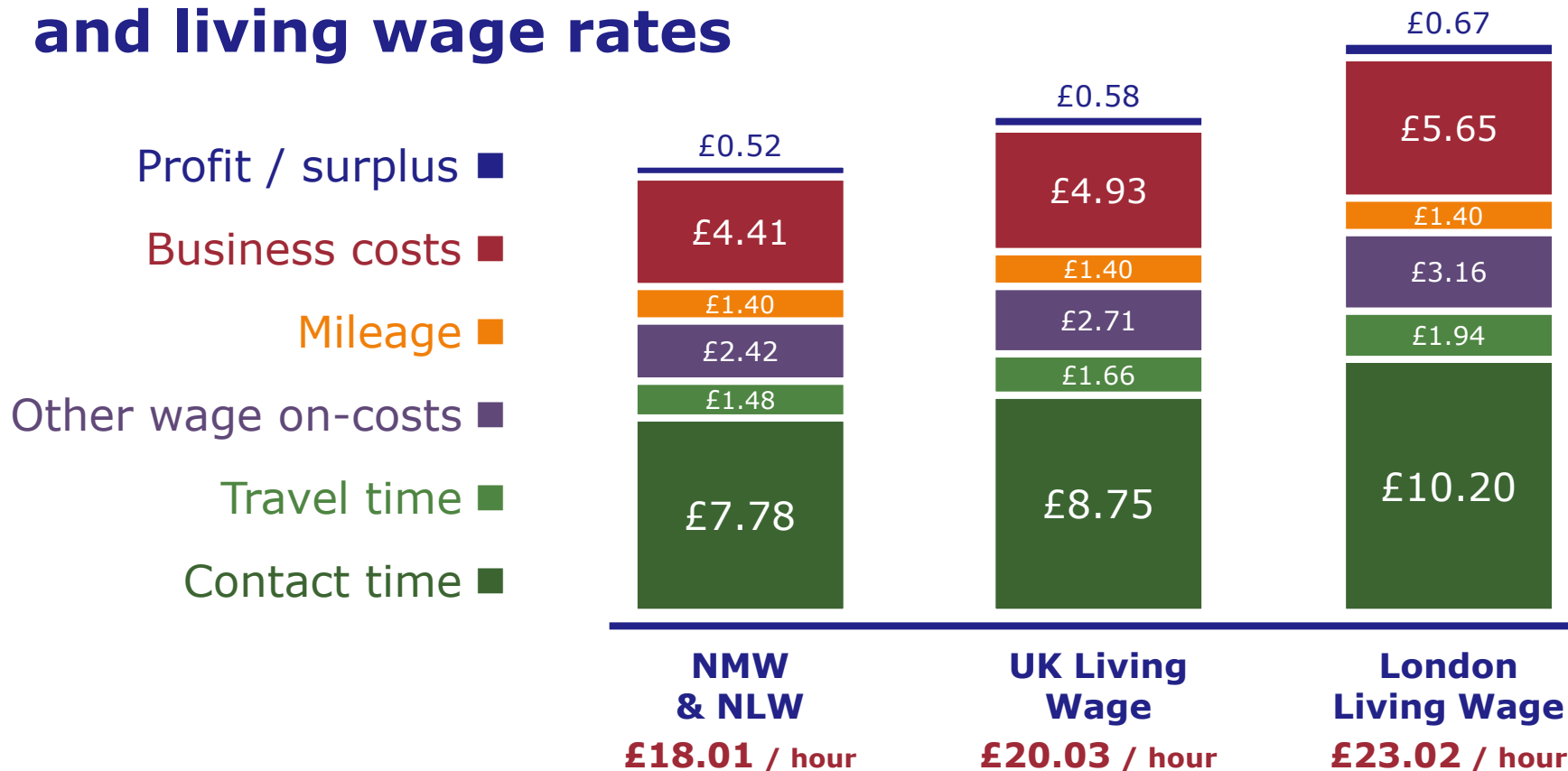
£18.01 per hour (April 2018 to March 2019)



Key issues for homecare costings

- **Councils only pay for “contact time”**
 - ♦ But providers must cover careworkers’ entire working time at or above NMW
- **The costs of non-working time must be factored into the “billable hour”**
 - ♦ Including holiday pay, training, supervision, etc
- **Careworkers’ mileage should be reimbursed**
 - ♦ Failure to do so can lead to non-compliance with NMW
- **Business costs include paying the staff needed to deliver services safely**
- **Profit is not a dirty word**
 - ♦ Profit is the incentive for people to invest their money in care, rather than elsewhere

Cost of homecare at minimum and living wage rates



How short visits affect careworkers' wage costs



UKHCA's Minimum Price for Homecare

- Produced and updated by UKHCA
- Methodology verified by experienced finance directors from different sized organisations
- Explains the assumptions used to create the figures in this presentation
- Works with UKHCA's on-line costing model



Using data to support prevention strategies

- Monitoring technologies and incident logging can also provide rich sources of data:
 - ◆ Identify trends and patterns of behaviour
 - ◆ Identify correlations between behaviours and conditions
- Provide useful personal and macro level data
 - ◆ Personal - Build pre-emptive prevention strategies into care plans
 - ◆ Macro - Use for developing new approaches

United Kingdom Homecare Association

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Thank You. Any questions?

