**Residential Care Report – Tameside Council**

1. **Approach**

Tameside Council commissioned an external consultancy company to undertake its Fair Cost of Care Exercise with the market. The consultants appointed to undertake this Exercise in Tameside had worked with one of the National Trailblazer Local Authorities to develop their approach and were also working with a number of other Councils across the North West to complete this exercise.

Prior to the consultants commencing this work the Local Authority had communicated with all 34 care home providers in the borough to advise them of the exercise and to encourage them to engage in the process. The consultancy company worked with the council to prepare communications with all care providers informing them of the work, the process and that the appointed consultancy company would be in contacted them on behalf of the council.

Following the awarding of the contract the consultancy company contacted all 34 care home providers inviting them to join one of two webinars and outlining the process for collecting data. Providers were able to ask questions, and the consultancy company used this method of engagement to better understand the local situation, pressures, and trends.

Following the webinars providers were given the option to complete their return directly in CareCubed, or to input into an online survey designed by the consultancy company to break the required information into more manageable and user-friendly sections, making it easier for providers to complete.

The questions in the survey mirrored those in CareCubed to ensure consistency. Where providers chose to use the specially designed online survey, the consultancy company took the information from within the survey and entered it into CareCubed to ensure it was input with a high level of consistency.

The consultancy company sent weekly reminder emails, containing a link to their specially designed survey, to all providers that had not yet returned data, either via CareCubed or the online survey.

They also contacted the providers directly to offer support with completing the exercise and made numerous telephone calls to each care provider that hadn’t submitted information. During the telephone calls providers were offered the chance to complete the survey over the telephone at a convenient time. Providers were supplied with a telephone number and email address to use throughout the process, which they could use to ask questions about the survey or request support in completing it.

Following the submission of responses validation checks were undertaken upon the data supplied by providers and any anomalies or significant outliers were then addressed directly with providers for them to either give confirmation of the current data supplied, along with an explanation regarding why the cost may appear to be an outlier, or changes to the data to correct errors that may have occurred. Following initial validation, the consultancy company shared the data collected from providers with the Council for the assigned commissioners to provide additional checks and raise further queries regarding the points of data that may require further validation, based on their local knowledge.

These queries were shared with providers with a request for them to confirm the figure is correct and provide any information they may be able to in respect of why it appears to be an outlier or amend the figure. There was a significant drop off in engagement from providers in the validation stage, compared to the initial data collection stage, therefore most queries raised with providers by the appointed consultancy company remained unresolved. The results were collected in July and August 2022 using a combination of CareCubed and an online survey as previously noted.

The figures used are actual figures for 2021/22 which have then been amended to reflect the LHA methodology for ROC and capped at 5% for return on operations. Providers were asked for the percentage uplift they have experienced for each cost item since April 2022. The average uplifts have been calculated and have been used to inform the inflationary uplifts that have been applied to the figures in annex A and this report.

**2.0 Response Rate**

There were 17 completed surveys of the 34 provider names we were given. This represents a **completed response rate of 50%** of those invited to complete the survey.

Validation questions were asked of 17 of the providers that submitted a return, and 6 data sets were changed as a result of validation. Questions were asked through CareCubed for those that submitted that way and by email for those providers that used the survey.

For some categories of care (primarily nursing care) there was a paucity of responses (in one case only 3 providers returned information). The data therefore cannot be trusted to give a reliable/accurate figure when calculating the cost of care as this is too small a number to analyse effectively.

The Council is aware that providers were allocated resources last year to support them through the covid period (Infection Prevention and Workforce Recruitment & Retention Grants). This may have impacted on the providers’ average basic pay (both care workers and nurses) as, for example, they were paid full time rates if they were off with covid, rather than statutory sickness payments, which is in line with normal employment practice. Other approaches included bonus retention payments to ensure providers had enough staff over the winter period.

Please note that on Annex A there does appear to be discrepancies between the usual cost of care that the council pays and the “Average 2022/23 external provider fee rate (using iBCF definitions)” (line 137). The difference relates to the inclusion of out of borough placements/costs in the Average 2022/23 external provider fee rate (using iBCF definitions); many of which are at prices in excess of what the Council would pay in borough.

**3.0 Return on Capital**

The ROC has been calculated using the Local Housing Allowance (LHA) methodology. The LHA rate for a category B one-bedroom dwelling in the Tameside BRMA area is £92.05/week for 22/23. The cost of fixtures, fittings, repairs and maintenance varies slightly across the four categories of care giving the following ROC figures:

* Residential - £62.63 / resident / week
* Residential Dementia - £61.21 / resident / week
* Nursing - £66.79 / resident / week
* Nursing Dementia - £66.73 / resident / week

This methodology was chosen to given consistency across a wide range of different returns from providers and to provide consistency to other local authorities in the region.

**4.0 Count of Observations**

**4.1 65 plus Care Homes Places without Nursing (£/resident/week)**

The following table demonstrates the raw data for residential homes with an inflationary uplift of 6.4%. See section 6 for more information on the inflationary uplift. Three further amendments have also been made to the raw data:

***Return on Capital*** – the LHA methodology will be used as described in section 2. This gives a return on capital of £62.63 as opposed to £140.00

***Return on Operations –*** The return on operations will be amended to be 5% of total operational costs of providers. This is again due to the high levels of inconsistency in returns from providers with 5% representing a fair rate following guidance from DHSC and the LGA. This will reduce the ROO from £72.79 to £30.76.

***Occupancy –*** figures have been amended to represent an average of 90% occupancy. Annex C, the Market Sustainability Plan provides more details of how we will work with the market to ensure at least this level of occupancy. The higher the occupancy, the more efficiently a home is run from a cost perspective and 90% provides a good target to balance high occupancy and inevitable vacancies. This is calculated by adjusting each home that reported less than 90% occupancy by £8.40 / 1% occupancy. This figure comes from research from the consultancy company we worked with that showed this was the impact of under occupancy when looking across the 13 council regions they were working with.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Count of Observations** | **Lower Quartile** | **Median** | **Upper Quartile** |
| **Staff Total** | **17** | **£344.86**  | **£399.45**  | **£464.36**  |
| Nursing Staff | 0 | £0.00  | £0.00  | £0.00  |
| Care Staff | 17 | £239.12  | £267.55  | £298.34  |
| Therapy Staff (Occupational & Physio) | 0 | £0.00  | £0.00  | £0.00  |
| Activity Co-ordinators | 15 | £5.27  | £8.78  | £11.08  |
| Service Management (Registered Manager/Deputy) | 17 | £32.25  | £36.78  | £47.63  |
| Reception & Admin staff at the home | 16 | £7.24  | £9.75  | £11.33  |
| Chefs / Cooks | 17 | £26.30  | £31.69  | £34.63  |
| Domestic staff (cleaning, laundry & kitchen) | 17 | £25.87  | £34.49  | £46.06  |
| Maintenance & Gardening | 17 | £8.80  | £10.30  | £13.29  |
| Other care home staffing (agency) | 14 | £0.02  | £0.11  | £2.00  |
| **Premise Total** | **17** | **£33.01**  | **£69.71**  | **£68.94**  |
| Fixtures and Fittings | 2 | £0.00  | £5.83  | £0.00  |
| Repairs and Maintenance | 17 | £21.72  | £23.59  | £27.96  |
| Furniture, Furnishings and Equipment | 11 | £0.00  | £0.07  | £0.12  |
| Other Care Home Premise Costs | 14 | £11.29  | £40.22  | £40.86  |
| **Supplies and Services Total** | **17** | **£77.71**  | **£87.01**  | **£95.39**  |
| Food Supplies | 17 | £29.48  | £32.94  | £34.19  |
| Domestic and Cleaning Supplies | 17 | £4.14  | £4.78  | £5.43  |
| Medical Supplies (excluding PPE) | 17 | £0.88  | £1.23  | £1.52  |
| PPE | 15 | £2.17  | £2.29  | £2.34  |
| Office Supplies | 17 | £3.17  | £4.25  | £5.35  |
| Insurance | 17 | £4.79  | £5.03  | £5.26  |
| Registration Fees | 16 | £3.23  | £3.54  | £3.78  |
| Telephone and Internet | 17 | £1.78  | £2.42  | £3.45  |
| Council Tax / rates | 16 | £1.19  | £1.31  | £1.39  |
| Electricity, gas, water | 17 | £18.49  | £19.57  | £21.97  |
| Trade and Clinical Waste | 17 | £4.83  | £5.46  | £5.97  |
| Transport and Activities | 17 | £2.71  | £3.16  | £3.50  |
| Other care home supplies and services costs | 17 | £0.83  | £1.03  | £1.24  |
| **Head Office Total** | **17** | **£43.79**  | **£59.02**  | **£49.09**  |
| Central / Regional Management | 3 | £0.00  | £7.16  | £0.00  |
| Support Services (finance / HR / legal / marketing etc.) | 17 | £42.56  | £44.58  | £45.84  |
| Recruitment, Training & Vetting (incl. DBS checks) | 17 | £1.23  | £1.39  | £3.26  |
| Other head office costs (please specify) | 2 | £0.00  | £5.89  | £0.00  |
| **Return on Operations** | **17** | **£24.97**  | **£30.76**  | **£33.89**  |
| **Return on Capital** | **17** | **£714.83**  | **£836.94**  | **£909.87**  |
| **TOTAL** | **17** | **£586.98**  | **£708.58**  | **£774.30**  |
| Number of location level responses received | **17** | **17** | **17** | **17** |
| Number of locations eligible to fill in the survey | **34** | **34** | **34** | **34** |
| Number of residents covered by the responses | 17 | 426 | 426 | 426 |
| Number of carer hours per resident per week | 17 | **20.09** | **20.46** | **23.31** |
| Number of nursing hours per resident per week | 17 | **0** | **0** | **0** |
| Average carer basic pay per hour | 17 | 9.79 | 9.89 | 9.99 |
| Average nurse basic pay per hour | 17 | **0** | **0** | **0** |
| Average occupancy as a percentage of active beds | 17 | **80.79%** | 91% | **95.5%** |
| Freehold valuation per bed | 17 | **41370.965** | **53794.93** | **66218.895** |

**4.2 65 + Care Homes Places without Nursing, Enhanced Needs (£/resident/week)**

The following table demonstrates the raw data for residential homes with an inflationary uplift of 6.4%. See section 6 for more information on the inflationary uplift. Three further amendments have also been made to the raw data:

***Return on Capital*** – the LHA methodology will be used as described in section 2. This gives a return on capital of £61.21 as opposed to £140.00

***Return on Operations –*** The return on operations will be amended to be 5% of total operational costs of providers. This is again due to the high levels of inconsistency in returns from providers with 5% representing a fair rate following guidance from DHSC and the LGA. This will reduce the ROO from £73.09 to £30.77.

***Occupancy –*** figures have been amended to represent an average of 90% occupancy. Annex C, the Market Sustainability Plan provides more details of how we will work with the market to ensure at least this level of occupancy. The higher the occupancy, the more efficiently a home is run from a cost perspective and 90% provides a good target to balance high occupancy and inevitable vacancies. This is calculated by adjusting each home that reported less than 90% occupancy by £8.40 / 1% occupancy. This figure comes from research from the consultancy company we worked with that showed this was the impact of under occupancy when looking across the 13 council regions they were working with.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Count of Observations** | **Lower Quartile** | **Median** | **Upper Quartile** |
| **Staff Total** | **13** | **£358.53**  | **£398.50**  | **£485.34**  |
| Nursing Staff | 0 | £0.00  | £0.00  | £0.00  |
| Care Staff | 13 | £255.41  | £267.55  | £322.15  |
| Therapy Staff (Occupational & Physio) | 0 | £0.00  | £0.00  | £0.00  |
| Activity Co-ordinators | 11 | £5.27  | £8.78  | £11.08  |
| Service Management (Registered Manager/Deputy) | 13 | £29.74  | £37.33  | £41.13  |
| Reception & Admin staff at the home | 12 | £6.63  | £9.12  | £11.29  |
| Chefs / Cooks | 13 | £26.24  | £31.87  | £33.96  |
| Domestic staff (cleaning, laundry & kitchen) | 13 | £26.54  | £34.87  | £49.28  |
| Maintenance & Gardening | 13 | £8.68  | £8.83  | £13.29  |
| Other care home staffing (agency) | 10 | £0.02  | £0.16  | £3.16  |
| **Premise Total** | **13** | **£51.51**  | **£71.00**  | **£69.71**  |
| Fixtures and Fittings | 2 | £0.00  | £5.83  | £0.00  |
| Repairs and Maintenance | 13 | £22.52  | £25.01  | £27.96  |
| Furniture, Furnishings and Equipment | 9 | £0.00  | £0.12  | £1.44  |
| Other Care Home Premise Costs | 12 | £28.99  | £40.05  | £40.31  |
| **Supplies and Services Total** | **13** | **£79.11**  | **£86.80**  | **£96.16**  |
| Food Supplies | 13 | £31.15  | £33.36  | £33.85  |
| Domestic and Cleaning Supplies | 13 | £4.30  | £4.72  | £6.77  |
| Medical Supplies (excluding PPE) | 13 | £0.88  | £1.11  | £1.62  |
| PPE | 11 | £1.85  | £2.28  | £2.30  |
| Office Supplies | 13 | £3.17  | £4.53  | £5.48  |
| Insurance | 13 | £4.71  | £5.02  | £5.08  |
| Registration Fees | 13 | £3.19  | £3.54  | £3.78  |
| Telephone and Internet | 13 | £2.17  | £2.42  | £3.55  |
| Council Tax / rates | 12 | £0.99  | £1.22  | £1.29  |
| Electricity, gas, water | 13 | £18.37  | £19.12  | £21.95  |
| Trade and Clinical Waste | 13 | £4.91  | £5.44  | £5.52  |
| Transport and Activities | 13 | £2.58  | £3.12  | £3.50  |
| Other care home supplies and services costs | 13 | £0.83  | £0.93  | £1.47  |
| **Head Office Total** | **13** | **£42.33**  | **£59.01**  | **£49.25**  |
| Central / Regional Management | 3 | £0.00  | £7.24  | £0.00  |
| Support Services (finance / HR / legal / marketing etc.) | 13 | £40.97  | £44.41  | £45.84  |
| Recruitment, Training & Vetting (incl. DBS checks) | 13 | £1.36  | £1.47  | £3.42  |
| Other head office costs (please specify) | 2 | £0.00  | £5.89  | £0.00  |
| **Return on Operations** | **13** | **£26.57**  | **£30.77**  | **£35.02**  |
| **Return on Capital** | **13** | **£749.26**  | **£837.35**  | **£937.37**  |
| **TOTAL** | **13** | **£619.26**  | **£707.28**  | **£796.71**  |
| Number of location level responses received | **13** | **13** | **13** | **13** |
| Number of locations eligible to fill in the survey | **34** | **34** | **34** | **34** |
| Number of residents covered by the responses | 12 | 153 | 153 | 153 |
| Number of carer hours per resident per week | 13 | 19.94 | 22.81 | 25.07 |
| Number of nursing hours per resident per week | 13 | **£0** | **£0** | **£0** |
| Average carer basic pay per hour | 13 | £9.77 | £9.81 | £10.00 |
| Average nurse basic pay per hour | 13 | **£0** | **£0** | **£0** |
| Average occupancy as a percentage of active beds | 13 | **80.79%** | **93.9%** | 96.2% |
| Freehold valuation per bed | 13 | **£41,370.97** | **£53,794.93** | **£66,218.90** |

**4.3 65+ Care Home Places with Nursing (£/resident/week)**

The following table demonstrates the raw data for residential homes with an inflationary uplift of 6.4%. See section 6 for more information on the inflationary uplift. Three further amendments have also been made to the raw data:

***Return on Capital*** – the LHA methodology will be used as described in section 2. This gives a return on capital of £66.79 as opposed to £140.00

***Return on Operations –*** The return on operations will be amended to be 5% of total operational costs of providers. This is again due to the high levels of inconsistency in returns from providers with 5% representing a fair rate following guidance from DHSC and the LGA. This will reduce the ROO from £85.53 to £40.42.

***Occupancy –*** figures have been amended to represent an average of 90% occupancy. Annex C, the Market Sustainability Plan provides more details of how we will work with the market to ensure at least this level of occupancy. The higher the occupancy, the more efficiently a home is run from a cost perspective and 90% provides a good target to balance high occupancy and inevitable vacancies. This is calculated by adjusting each home that reported less than 90% occupancy by £8.40 / 1% occupancy. This figure comes from research from the consultancy company we worked with that showed this was the impact of under occupancy when looking across the 13 council regions they were working with.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Count of Observations** | **Lower Quartile** | **Median** | **Upper Quartile** |
| **Staff Total** | **4** | **£494.73** | **£597.17** | **£698.33** |
| Nursing Staff | 4 | £122.14 | £144.63 | £158.75 |
| Care Staff | 4 | £265.63 | £322.81 | £378.69 |
| Therapy Staff (Occupational & Physio) | 0 | £0.00 | £0.00 | £0.00 |
| Activity Co-ordinators | 4 | £9.60 | £10.48 | £12.05 |
| Service Management (Registered Manager/Deputy) | 4 | £22.71 | £36.77 | £51.53 |
| Reception & Admin staff at the home | 4 | £8.72 | £9.95 | £10.27 |
| Chefs / Cooks | 4 | £29.41 | £31.79 | £35.58 |
| Domestic staff (cleaning, laundry & kitchen) | 4 | £27.06 | £31.01 | £39.80 |
| Maintenance & Gardening | 4 | £9.45 | £9.72 | £10.00 |
| Other care home staffing (agency) | 2 | £0.00 | £0.01 | £1.66 |
| **Premise Total** | **4** | **£29.13** | **£65.69** | **£68.41** |
| Fixtures and Fittings | 1 | £0.00 | £0.33 | £0.08 |
| Repairs and Maintenance | 4 | £20.61 | £24.93 | £27.57 |
| Furniture, Furnishings and Equipment | 3 | £0.04 | £0.12 | £0.44 |
| Other Care Home Premise Costs | 3 | £8.48 | £40.31 | £40.31 |
| **Supplies and Services Total** | **4** | **£78.41** | **£87.23** | **£101.25** |
| Food Supplies | 4 | £31.05 | £33.54 | £33.95 |
| Domestic and Cleaning Supplies | 4 | £4.74 | £4.78 | £6.96 |
| Medical Supplies (excluding PPE) | 4 | £1.23 | £1.36 | £2.29 |
| PPE | 3 | £1.72 | £2.32 | £2.32 |
| Office Supplies | 4 | £3.11 | £4.16 | £5.06 |
| Insurance | 4 | £4.71 | £5.03 | £5.11 |
| Registration Fees | 4 | £3.43 | £3.63 | £3.73 |
| Telephone and Internet | 4 | £2.05 | £2.45 | £2.75 |
| Council Tax / rates | 4 | £1.07 | £1.34 | £1.49 |
| Electricity, gas, water | 4 | £18.16 | £19.88 | £23.43 |
| Trade and Clinical Waste | 4 | £5.06 | £5.34 | £5.70 |
| Transport and Activities | 4 | £1.51 | £2.61 | £4.66 |
| Other care home supplies and services costs | 4 | £0.57 | £0.80 | £3.79 |
| **Head Office Total** | **4** | **£42.55** | **£58.29** | **£57.94** |
| Central / Regional Management | 1 | £0.00 | £7.16 | £1.79 |
| Support Services (finance / HR / legal / marketing etc.) | 4 | £41.07 | £45.32 | £45.85 |
| Recruitment, Training & Vetting (incl. DBS checks) | 4 | £1.49 | £5.81 | £10.30 |
| Other head office costs (please specify) | 0 | £0.00 | £0.00 | £0.00 |
| **Return on Operations** | **4** | **£32.24**  | **£40.42**  | **£46.30**  |
| **Return on Capital** | **4** | **£66.79**  | **£66.79**  | **£66.79**  |
| **TOTAL** | **4** | **£743.85**  | **£915.59**  | **£1,039.02**  |
| Number of location level responses received | **4** | **4** | **4** | **4** |
| Number of locations eligible to fill in the survey | **10** | **10** | **10** | **10** |
| Number of residents covered by the responses | **4** | 90 | **90** | **90** |
| Number of carer hours per resident per week | **4** | 21.81 | 23.14 | 24.54 |
| Number of nursing hours per resident per week | **4** | 5.50 | 6.78 | 11.67 |
| Average carer basic pay per hour | **4** | 9.91 | 9.96 | 10.06 |
| Average nurse basic pay per hour | **4** | 17.75 | 17.88 | 18.53 |
| Average occupancy as a percentage of active beds | **4** | 87.3% | 92% | 96.3% |
| Freehold valuation per bed | **4** | 28947 | 28947 | 28947 |

**4.4 35+ Care Home Places with Nursing, Enhanced Needs (£/resident/week)**

The following table demonstrates the raw data for residential homes with an inflationary uplift of 6.4%. See section 6 for more information on the inflationary uplift. Three further amendments have also been made to the raw data:

***Return on Capital*** – the LHA methodology will be used as described in section 2. This gives a return on capital of £66.73 as opposed to £140.00

***Return on Operations –*** The return on operations will be amended to be 5% of total operational costs of providers. This is again due to the high levels of inconsistency in returns from providers with 5% representing a fair rate following guidance from DHSC and the LGA. This will reduce the ROO from £127.27 to £41.79.

***Occupancy –*** figures have been amended to represent an average of 90% occupancy. Annex C, the Market Sustainability Plan provides more details of how we will work with the market to ensure at least this level of occupancy. The higher the occupancy, the more efficiently a home is run from a cost perspective and 90% provides a good target to balance high occupancy and inevitable vacancies. This is calculated by adjusting each home that reported less than 90% occupancy by £8.40 / 1% occupancy. This figure comes from research from the consultancy company we worked with that showed this was the impact of under occupancy when looking across the 13 council regions they were working with.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Count of Observations** | **Lower Quartile** | **Median** | **Upper Quartile** |
| **Staff Total** | **3** | **£547.62** | **£643.70** | **£782.51** |
| Nursing Staff | 3 | £164.76 | £182.25 | £266.21 |
| Care Staff | 3 | £249.94 | £296.65 | £328.06 |
| Therapy Staff (Occupational & Physio) | 0 | £0.00 | £0.00 | £0.00 |
| Activity Co-ordinators | 3 | £7.46 | £9.75 | £12.16 |
| Service Management (Registered Manager/Deputy) | 3 | £38.19 | £57.79 | £59.46 |
| Reception & Admin staff at the home | 3 | £9.97 | £9.97 | £10.58 |
| Chefs / Cooks | 3 | £36.92 | £42.10 | £44.41 |
| Domestic staff (cleaning, laundry & kitchen) | 3 | £30.16 | £34.54 | £49.33 |
| Maintenance & Gardening | 3 | £10.21 | £10.63 | £10.67 |
| Other care home staffing (agency) | 2 | £0.01 | £0.02 | £1.63 |
| **Premise Total** | **3** | £27.24 | £55.08 | £55.29 |
| Fixtures and Fittings | 1 | £0.00 | £0.33 | £0.16 |
| Repairs and Maintenance | 3 | £21.41 | £27.49 | £27.87 |
| Furniture, Furnishings and Equipment | 2 | £0.17 | £0.88 | £0.88 |
| Other Care Home Premise Costs | 2 | £5.66 | £26.38 | £26.38 |
| **Supplies and Services Total** | **3** | **£73.63** | **£82.64** | **£105.53** |
| Food Supplies | 3 | £27.63 | £31.11 | £32.88 |
| Domestic and Cleaning Supplies | 3 | £4.97 | £5.17 | £9.35 |
| Medical Supplies (excluding PPE) | 3 | £1.82 | £2.17 | £3.45 |
| PPE | 2 | £1.17 | £2.34 | £2.34 |
| Office Supplies | 3 | £2.81 | £3.41 | £3.92 |
| Insurance | 3 | £4.57 | £5.26 | £5.30 |
| Registration Fees | 3 | £3.66 | £3.71 | £3.75 |
| Telephone and Internet | 3 | £0.93 | £0.95 | £2.23 |
| Council Tax / rates | 3 | £0.89 | £1.36 | £1.58 |
| Electricity, gas, water | 3 | £17.89 | £18.59 | £24.27 |
| Trade and Clinical Waste | 3 | £5.32 | £6.03 | £6.23 |
| Transport and Activities | 3 | £1.29 | £1.73 | £3.79 |
| Other care home supplies and services costs | 3 | £0.68 | £0.82 | £6.45 |
| **Head Office Total** | **3** | **£39.15** | **£54.43** | **£55.28** |
| Central / Regional Management | 1 | £0.00 | £7.17 | £3.58 |
| Support Services (finance / HR / legal / marketing etc.) | 3 | £37.89 | £45.91 | £45.98 |
| Recruitment, Training & Vetting (incl. DBS checks) | 3 | £1.25 | £1.35 | £5.72 |
| Other head office costs (please specify) | 0 | £0.00 | £0.00 | £0.00 |
| **Return on Operations** | **3** | **£34.38**  | **£41.79**  | **£49.93**  |
| **Return on Capital** | **3** | **£66.73**  | **£66.73**  | **£66.73**  |
| **TOTAL** | **3** | **£788.75**  | **£944.37**  | **£1,115.28**  |
| Number of location level responses received | **3** | **3** | **3** | **3** |
| Number of locations eligible to fill in the survey | **10** | **10** | **10** | **10** |
| Number of residents covered by the responses | **3** | 51 | 51 | 51 |
| Number of carer hours per resident per week | **3** | **23.08** | **25.09** | **26.31** |
| Number of nursing hours per resident per week | **3** | **9.88** | **11.23** | **14.78** |
| Average carer basic pay per hour | **3** | **9.98** | **10.13** | **10.36** |
| Average nurse basic pay per hour | **3** | **17.75** | **17.88** | **18.53** |
| Average occupancy as a percentage of active beds | **3** | **78.7%** | **85.3%** | **91.9%** |
| Freehold valuation per bed | **3** | **28947** | **28947** | **28947** |

**5.0 Median Values (£/resident/week)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Residential** | **Residential Dementia** | **Nursing** | **Nursing Dementia** |
| **Staff Total** | **£399.45**  | **£398.50**  | **£597.17** | **£643.70** |
| Nursing Staff | £0.00  | £0.00  | £144.63 | £182.25 |
| Care Staff | £267.55  | £267.55  | £322.81 | £296.65 |
| Therapy Staff (Occupational & Physio) | £0.00  | £0.00  | £0.00 | £0.00 |
| Activity Co-ordinators | £8.78  | £8.78  | £10.48 | £9.75 |
| Service Management (Registered Manager/Deputy) | £36.78  | £37.33  | £36.77 | £57.79 |
| Reception & Admin staff at the home | £9.75  | £9.12  | £9.95 | £9.97 |
| Chefs / Cooks | £31.69  | £31.87  | £31.79 | £42.10 |
| Domestic staff (cleaning, laundry & kitchen) | £34.49  | £34.87  | £31.01 | £34.54 |
| Maintenance & Gardening | £10.30  | £8.83  | £9.72 | £10.63 |
| Other care home staffing (agency) | £0.11  | £0.16  | £0.01 | £0.02 |
| **Premise Total** | **£69.71**  | **£71.00**  | **£65.69** | £55.08 |
| Fixtures and Fittings | £5.83  | £5.83  | £0.33 | £0.33 |
| Repairs and Maintenance | £23.59  | £25.01  | £24.93 | £27.49 |
| Furniture, Furnishings and Equipment | £0.07  | £0.12  | £0.12 | £0.88 |
| Other Care Home Premise Costs | £40.22  | £40.05  | £40.31 | £26.38 |
| **Supplies and Services Total** | **£87.01**  | **£86.80**  | **£87.23** | **£82.64** |
| Food Supplies | £32.94  | £33.36  | £33.54 | £31.11 |
| Domestic and Cleaning Supplies | £4.78  | £4.72  | £4.78 | £5.17 |
| Medical Supplies (excluding PPE) | £1.23  | £1.11  | £1.36 | £2.17 |
| PPE | £2.29  | £2.28  | £2.32 | £2.34 |
| Office Supplies | £4.25  | £4.53  | £4.16 | £3.41 |
| Insurance | £5.03  | £5.02  | £5.03 | £5.26 |
| Registration Fees | £3.54  | £3.54  | £3.63 | £3.71 |
| Telephone and Internet | £2.42  | £2.42  | £2.45 | £0.95 |
| Council Tax / rates | £1.31  | £1.22  | £1.34 | £1.36 |
| Electricity, gas, water | £19.57  | £19.12  | £19.88 | £18.59 |
| Trade and Clinical Waste | £5.46  | £5.44  | £5.34 | £6.03 |
| Transport and Activities | £3.16  | £3.12  | £2.61 | £1.73 |
| Other care home supplies and services costs | £1.03  | £0.93  | £0.80 | £0.82 |
| **Head Office Total** | **£59.02**  | **£59.01**  | **£58.29** | **£54.43** |
| Central / Regional Management | £7.16  | £7.24  | £7.16 | £7.17 |
| Support Services (finance / HR / legal / marketing etc.) | £44.58  | £44.41  | £45.32 | £45.91 |
| Recruitment, Training & Vetting (incl. DBS checks) | £1.39  | £1.47  | £5.81 | £1.35 |
| Other head office costs (please specify) | £5.89  | £5.89  | £0.00 | £0.00 |
| **Return on Operations** | **£30.76**  | **£30.77**  | **£40.42**  | **£41.79**  |
| **Return on Capital** | **£836.94**  | **£837.35**  | **£66.79**  | **£66.73**  |
| **TOTAL** | **£708.58**  | **£707.28**  | **£915.59**  | **£944.37**  |
| Number of location level responses received | **17** | **13** | **4** | **3** |
| Number of locations eligible to fill in the survey | 34 | 34 | 10 | 10 |
| Number of residents covered by the responses | 426 | 153 | 90 | 51 |
| Number of carer hours per resident per week | 20.46 | 22.81 | 23.14 | **25.09** |
| Number of nursing hours per resident per week | 0 | 0 | 6.78 | **11.23** |
| Average carer basic pay per hour | £9.89 | £9.81 | £9.96 | **£10.13** |
| Average nurse basic pay per hour | 0 | 0 | £17.88 | **£17.88** |
| Average occupancy as a percentage of active beds | 91% | **93.9%** | 92% | **85.3%** |
| Freehold valuation per bed | **£53,794.93** | **£53,794.93** | **£28,947** | **£28,947** |

**6.0** **Data Collection and Inflation**

The results were collected in July and August 2022 using a combination of CareCubed and an online survey. The questions in the survey mirrored CareCubed and provided an alternative method of data input to providers. Results from the survey were inputted into CareCubed to ensure a consistent approach to calculation.

The figures used are actual figures for 2021/22 with a 6.4% uplift. This is the median percentage uplift identified by providers in their submission. This has been applied across all lines equally.

**7.0** **Questions Asked**

1. What is the name of your care home?
2. Are you part of a wider group?
3. Name of the group?
4. Do you provide? (tick all that apply)
	1. +65 Residential Care
	2. +65 Residential Care, Enhanced Needs
	3. +65 Residential Care with Nursing
	4. +65 Residential Care with Nursing, Enhanced Needs
5. What is your total expenditure for the following areas for the year 2021-22, including staﬀ on-costs and agency staﬀ costs
	1. Registered Nursing Staﬀ
	2. Nursing assistants, associates, or equivalents (non RGN)
	3. Senior Carer (or equivalents)
	4. Carer
	5. Therapy staﬀ (Occupational and Physio)
	6. Activity Coordinators
	7. Registered Manager
	8. Deputy
	9. Reception & Admin staﬀ at the home
	10. Chefs/Cooks
	11. Domestic staﬀ (cleaning, laundry & kitchen/catering not included above)
	12. Maintenance & Gardener
	13. Other care home staﬀing (please specify)
6. What is the percentage increase in costs for each of these staﬀ roles you have seen since April 2022? (answer as a percentage)
	1. Registered Nursing Staﬀ
	2. Nursing assistants, associates, or equivalents (non RGN)
	3. Senior Carer (or equivalents)
	4. Carer
	5. Therapy staﬀ (Occupational and Physio)
	6. Activity Coordinators
	7. Registered Manager
	8. Deputy
	9. Reception & Admin staﬀ at the home
	10. Chefs/Cooks
	11. Domestic staﬀ (cleaning, laundry & kitchen/catering not included above)
	12. Maintenance & Gardener
	13. Other care home staﬀing (please specify)
7. Please provide the following annual cost information about your care home overheads for 2021/22
	1. Food Supplies
	2. Domestic and cleaning supplies
	3. Medical supplies excluding PPE
	4. PPE
	5. Oﬀice supplies (home speciﬁc)
	6. Insurance
	7. Registration fees
	8. Telephone and internet
	9. Council tax / rates
	10. Electricity
	11. Gas / Oil / LPG
	12. Water
	13. Trade and clinical waste
	14. Transport and activities
	15. Other care home supplies and services
8. What is the percentage increase in costs for each of these areas you have seen since April 2022? (answer as a percentage)
	1. Food Supplies
	2. Domestic and cleaning supplies
	3. Medical supplies excluding PPE
	4. PPE
	5. Oﬀice supplies (home speciﬁc)
	6. Insurance
	7. Registration fees
	8. Telephone and internet
	9. Council tax / rates
	10. Electricity
	11. Gas / Oil / LPG
	12. Water
	13. Trade and clinical waste
	14. Transport and activities
	15. Other care home supplies and services
9. Please provide information on the total expenditure on your premise for 2021/22
	1. Fixtures and Fittings
	2. Repairs and Maintenance (excluding any employee costs)
	3. Furniture, Furnishings and Equipment
	4. Other premises costs
10. What is the percentage increase in costs for each of these areas you have seen since April 2022? (answer as a percentage)
	1. Fixtures and Fittings
	2. Repairs and Maintenance (excluding any employee costs)
	3. Furniture, Furnishings and Equipment
	4. Other premises costs
11. What is your total expenditure for 2021/22 for the following Head Oﬀice costs? (For some smaller providers, the home manager may fulﬁl a number of these functions and therefore these costs are already included in management costs)
	1. Central / Regional Management (Directors’ costs and operational management above registered manager level)
	2. Support Services (ﬁnance / HR / legal / marketing etc.)
	3. Recruitment, Training & Vetting (incl. DBS checks)
	4. Other head oﬀice costs (please specify)
12. Please tell us the following ﬁnancial information for your care home for the latest full ﬁnancial year?
	1. Total Turnover
	2. Total Overhead
	3. Proﬁt / Surplus (before tax)
13. What is you approach to Return on Operations?
	1. % markup on operating costs
	2. total value for the home per annum Total salary cost
14. What is your percentage markup applied to operating costs (%)
15. What is your total Return on Operations (£) for the Care Home per annum
16. Is the property rented?
17. If YES, Rental amount p/a (£)
18. Do you wish to provide your Return on Capital ﬁgure as a per resident per week value for the care home OR as a % of property valuation?
	1. Per resident per week ROCE value
	2. % of property valuation
19. What is your Per resident per week ROCE value?
20. What is your Return on Capital %?
21. What is the freehold valuation of your Care Home?
22. What year was the valuation made?
23. Was the valuation an oﬀicial RICS red book evaluation?
24. Is the home purpose built?
25. What year was the home built (approx)
26. How many rooms are en-suites? (includes just a w/c and basin, through to a full wet room)
27. How many rooms are wet-rooms?
28. What is the average room size? (in m2)
29. How many active beds does your care home have in total?
30. How many active beds out of commission does your care home have? (Beds that are not de-registered that you cannot fulﬁl)
31. Please provide average resident occupancy for 2021-22 for the diﬀerent categories below:
	1. +65 Residential Care
	2. +65 Residential Care, Enhanced Needs
	3. +65 Residential Care with Nursing
	4. +65 Residential Care with Nursing, Enhanced Needs
32. Please provide average resident occupancy by funding source
	1. Number of Local authority funded (in area and out of area)
	2. Number of Joint funded residents (LA and Health /NHS)
	3. Number of self funders / privately funded
	4. Number of Continuing Health Care (CHC) funded beds (NHS)
	5. Other
33. Please can you tell us your weekly charge for self-funders for the following categories that you provide service to? (in £/week, use an average charge if it varies by room size)
	1. +65 Residential Care
	2. +65 Residential Care, Enhanced Needs
	3. +65 Residential Care with Nursing
	4. +65 Residential Care with Nursing, Enhanced Needs
34. What is the the average number of Registered Nursing staﬀ hours per week?
35. What is the average number of Nursing assistant staﬀ hours / week?
36. What is the average number of Senior Carer staﬀ hours per week?
37. What is the average number of Carer staﬀ hours / week?
38. Please tell us your average basic rates of pay for the following roles as of April 2022 (£/hour)
	1. Registered Nursing Staﬀ
	2. Nursing assistants, associates, or equivalents (non RGN)
	3. Senior Carer (or equivalents)
	4. Carer
39. What is your current employers NI contribution as a % on direct staﬀ payroll costs as of April 2022?
40. What is your current employers pension contribution as a % on direct staﬀ payroll costs as of April 2022?
41. What is your average apprenticeship levy contribution % as of April 2022
42. What is the average number of holiday days per year per FTE?
43. What is the average number of training/supervision days per year per FTE
44. What is the average number of sickness days per year per FTE?
45. What is the average number of maternity/paternity/adoption allowance days per year per FTE
46. What is the average number of suspension allowance – days per year per FTE.
47. Please tell us the average agency costs for the following roles as of April 2022 (£/hour)
	1. Registered Nursing Staﬀ
	2. Nursing assistants, associates, or equivalents (non RGN)
	3. Senior Carer (or equivalents)
	4. Carer
48. Please tell us the average weekly agency hours for the following roles as of April 202 (£/hour)
	1. Registered Nursing Staﬀ
	2. Nursing assistants, associates, or equivalents (non RGN)
	3. Senior Carer (or equivalents)
	4. Carer
49. Address