

Report for Suffolk Health Scrutiny Committee, 20 July 2016 from Suffolk Association of Independent Care Providers

Questions raised:

1. Who is responsible for workforce planning nationally and locally?
 - Nobody
 - Social care appears to be outside everyone's remit, especially HEE.
 - There is a general duty on local authorities to ensure choice for users which is contained in the Care Act. As part of this the LA must "have regard to ... fostering a workforce whose members are able to deliver high quality services"
2. To what extent is the supply of trained nurses sufficient to fill vacant posts in the Suffolk Health and Care System?
 - It isn't
 - There is a lack of accurate data and figures which make it difficult to respond other than anecdotally.
 - The only data source for ASC is held by Skills for Care in their NMDS-SC database. The latest reports on nursing can be found at <http://www.skillsforcare.org.uk/Documents/NMDS-SC-and-intelligence/NMDS-SC/Analysis-pages/Registered-nurses-in-social-care.pdf>, data on geographic areas can be analysed using the dashboards available within the software.
3. What reasons have been identified for this?
 - There would be real merit in setting a system that is able to gather such data.
 - In terms of exit data, as well as tapping into other sources of data that might be available but are not currently collated. This would be something that the Brokerage could be commissioned to do.
 - In the early 2000's there were shortages of registered nurses which was addressed by significant numbers of Philippino nurses being available. There was then equilibrium until Mid-Staffs when the NHS stopped trying to meet financial targets and were told to staff services to safe levels. This reduced the availability of registered nurses for ACS and limits, and the complexity of recruiting from outside the EEA, has left some providers without a solution.
 - In areas where these shortages have been particularly acute, providers have deregistered their nursing services and become residential only. This only adds additional pressure on district nursing services.
4. Are the recruitment and retention issues for nursing consistent across all sectors of the Suffolk Health and Care system?
 - There are issues for commissioning across the sector, especially in rural areas where larger Homes cannot be sustained.
 - The LEP slide (attached) would be useful here.
5. How do these issues compare to the situation nationally?
 - AS above – but it is difficult to gather the data, either locally or nationally except using NMDS-SC.
6. What attracts people into nursing and why do they leave the profession?

- Anecdotally caring as in relationship caring, as opposed to episodic care in acute services
7. How is nurse education and training funded?
 - Historically it has been funded by HEE and predecessor bodies, but has a historical record, locally and nationally, of under commissioning nursing places.
 - From 2016, students can enter a nursing degree on a student loan basis, if individual universities choose to provide such places.
 - From 2017 all nursing students will be on a student loan basis which it is hoped will lead to more nursing students entering the profession.
 8. What is being done to address issues with recruitment and retention of nurses in Suffolk in the short term?
 - Each employer is left to find their own solutions to the recruitment problems they face.
 9. What will be done to address issues with recruitment and retention of nurses in Suffolk in the medium to long term?
 - LEP work programme in the medium and long term and short term to some extent.
 - Pilot the nurse associate within the county between now and January 2017; applications must be submitted by early August.
 - Be innovative in developing different services where skills balance is different to the traditional.
 10. What can be done to ensure that Suffolk is an attractive place for nursing staff to train and establish a career?
 - Make Suffolk attractive.
 - LEP recruitment and retention priority
 - LEP Pilot could be made into an ongoing project
 - Need a framework that everyone can work to
 - Need to get the right approach to growing our own

Need flexible nursing pathways, which nursing associate could provide – but the lack of funding does cause problems

Norfolk and Suffolk Recruitment and Retention Issues in Health and Social Care



12 Month Staff Turnover - Roles

- ❖ Norfolk – Direct Carers: 34.6%
- ❖ Suffolk – Direct Carers: 27.7%
- ❖ Norfolk – Managerial and Supervisory: 18.1%
- ❖ Suffolk – Managerial and Supervisory: 10.7%
- ❖ Norfolk – Registered Professionals: 27.7%
- ❖ Suffolk – Registered Professionals: 17.2%



12 Month Staff Turnover – Provider Types

- ❖ Norfolk – Home Care: 52.5%
- ❖ Suffolk – Home Care: 51.8%
- ❖ Norfolk – Residential Homes: 32.5%
- ❖ Suffolk – Residential Homes: 26.6%
- ❖ Norfolk – Nursing Homes: 43.4%
- ❖ Suffolk – Nursing Homes: 36.7%

Destinations after Leaving Social Care

- ❖ Adult care sector local authority 7%
- ❖ Adult care sector private or voluntary 29%
- ❖ Children’s sector local authority 1%
- ❖ Children’s sector private or voluntary 1%
- ❖ Health sector 18%
- ❖ Retail sector 3%
- ❖ Other sector 7%
- ❖ Elsewhere within the organisation 6%
- ❖ Abroad 2%
- ❖ Other Destinations 6%
- ❖ Not to another job immediately 19%



62% of leavers stay within Health and Social Care



Top 5 Reasons for Leaving

- ❖ Personal reasons – 21%
- ❖ Transferred to another employer – 19%
- ❖ Career development – 13%
- ❖ Resignation, other/undisclosed – 10%
- ❖ Other - 10%

Evaluation

- Significant number leave with no job to go to and for personal reasons
- Significant number remain within the Health and Social Care profession
- Significant turnover in all areas, especially home care with Norfolk worst
- Large number of transfers between providers – demonstrates desire to stay within the sector



Thought...

19% of paid carers leave social care with no job to go to (could be seen as an indicator of dissatisfaction with the profession).

Yet - because a high proportion of paid carers are female (82%) and over 45 (47.2%) many will leave to take up a caring role for a family member

Job Seekers Allowance Claimants Spring 2015:

- Norfolk 8,490 (down from 13,780 Feb '14)
- Suffolk 5,289 (down from 9,799 Jan '14)
- Suitability of applicants is a big issue with recruitment
- Size of the potential workforce is reducing

