

<b>Reference:</b>	FOI.6249.21
<b>Subject:</b>	Prices paid for homecare services
<b>Date of Request:</b>	16 June 2021

**Requested:**

The information requested

We ask you to provide the information described below, including the prices paid to independent and voluntary sector Homecare Providers for the provision of regulated Homecare services delivered to people aged 65 years or above in their own home during the seven-day reference period which includes Monday, 19 April 2021.

Your attention is drawn to the interpretation and definitions described in sections 2 and 3.

1) The information requested is:

- a) The lowest rate per hour paid to any individual Homecare Provider during the reference period, expressed in pounds and pence per hour.
- b) The highest rate per hour paid to any individual Homecare Provider during the reference period, expressed in pounds and pence per hour.
- c) The average (“arithmetic mean”) price per hour paid to all Homecare Providers for all hours of homecare services purchased during the reference period, expressed in pounds and pence per hour.
- d) The total hours of Homecare purchased from all Homecare Providers during the reference period.
- e) The total hours of Homecare purchased from all homecare providers during a seven-day period which includes Monday, 20<sup>th</sup> April 2020 (i.e. the figure which provides a like-for-like comparison with item (d), above, for the previous year).
- f) Your organisation’s total spend on Homecare Services purchased from all Homecare Providers during the reference period.
- g) In relation to contracts held with independent and voluntary sector Homecare Providers:
  - i) Whether your organisation has imposed a contractual requirement that any Homecare Provider pay their workers an hourly rate above the prevailing rate of the statutory National Minimum Wage (including the statutory National Living Wage). Please answer “Yes” or “No”.
  - ii) The minimum pay rate specified, in pounds and pence per hour, if the answer to question (g)(i), above, was “Yes”.
- h) In relation to how you have calculated the price(s) you pay for Homecare:
  - i) Whether, in the financial years 2019-20, 2020-21 or 2021-22, you have undertaken a numerical calculation of the hourly cost of a homecare service to assure yourself that

the price(s) you pay to independent and voluntary sector Homecare Providers covers their costs and expectations of a profit or surplus. Please answer “yes” or “no”.

- ii) If your answer to question (h)(i) was “yes”, please supply a copy of the most recent numerical calculation referred to in your answer, including the financial year to which it relates. For the avoidance of doubt, this question asks you to supply a numerical calculation, rather than a narrative description of the factors which you have considered in setting the prices paid.

## 2) Definitions

Terms defined below in the singular include the plural, unless otherwise stated.

*Homecare* should be interpreted as referring to social care and support services delivered in people’s own homes. This service may also be known as ‘domiciliary care’ or ‘care at home’.

*Homecare Provider* refers to an independent and voluntary sector organisation providing Homecare registered by any of the following national statutory regulators:

- [The Care Quality Commission](#) (CQC)
- [Care Inspectorate Wales](#) (CIW)
- [The Care Inspectorate](#)
- [The Registration and Quality Improvement Authority](#) (RQIA)

*Reference period* means any period of seven consecutive days which includes Monday, 19 April 2021.

In relation to the *lowest*, *highest* and *average* prices paid to Homecare Providers in questions (a) to (h), you should note that our assumption is that your answers will include careworkers’ travel time and mileage costs, unless you advise us to the contrary. You may, at your discretion, provide any qualifying statements or clarification about the figures returned in your reply to these questions.

## 3) Selecting the data requested

The following guidance will help you select the correct data sample to complete this request in questions (a) to (h), above.

In case of doubt, you should apply a common sense interpretation to the request outlined in section 1, above.

The data sample used to provide this information should include:

- Homecare delivered by independent and voluntary sector Homecare Providers;
- Services delivered to adults aged 65 years and above;
- Services which are primarily designed to provide personal care and support, including prompting people to undertake such activities for themselves.
- The care element (only) of services delivered in ‘extra care housing’ or ‘supported living’ schemes (i.e. excluding any payment for providing housing or housing services).

You should exclude the following items from the data sample used:

- Services provided to adults under the age of 65 years.
- Services provided primarily to support people with a learning disability or a physical disability.
- Services which are charged by reference to a unit price, other than a price per hour (or part thereof).
- Any payments made directly to people in lieu of the provision of services by your organisation (e.g. a direct payment).
- Services provided by any 'in-house' homecare team, where the workforce is employed by your organisation.

**Clarified:**

Our intention is to exclude people who receive a service specifically because of a learning or physical disability, rather than the person's age.

We therefore expect respondents to include social care for older adults [including because they have a learning or physical disability, or indeed, a mental health issue(s)], but to exclude younger adults with a learning or physical disability.

**Response:**

Hywel Dda University Health Board (UHB) commissions domiciliary care from a small number of providers. Some packages of care are solely commissioned by the UHB, with others being jointly commissioned with the Local Authorities (LA). The UHB covers a wide geographical footprint and as such, hourly costs can vary depending on location, volume of care provided, and the type of care being provided i.e. nursing or personal care provision.

Therefore, the Local Authority (LA) may be better placed to provide the information requested for questions 1g and 1h, as they undertake the procurement process via the Domiciliary Care Framework.

We therefore recommend that you contact the Freedom of Information Teams within each LA in the UHB's footprint, who may be able to help you further with your enquiry. Contact details are set out below:

- Information & Data Protection Officer, Carmarthenshire County Council, County Hall, Carmarthen, SA31 1JP or by email [foia@carmarthenshire.gov.uk](mailto:foia@carmarthenshire.gov.uk)
- Complaints & Freedom of Information Team, Ceredigion County Council, Canolfan Rheidol, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, Ceredigion, SY23 3UE or by email [foi@ceredigion.gov.uk](mailto:foi@ceredigion.gov.uk)
- Information Governance Team, Pembrokeshire County Council, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP or by email [FOI@pembrokeshire.gov.uk](mailto:FOI@pembrokeshire.gov.uk)

However, whilst operating in accordance with Section 45 of the Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and therefore, provides the information for questions 1a to 1f below.

- 1a) The UHB confirms that the lowest commissioned rate per hour, paid to an individual Homecare Provider, was £15.00 per hour, during the period 19 to 25 April 2021.
- 1b) The UHB confirms that the highest commissioned rate per hour paid to an individual Homecare Provider, was £29.08 per hour, during the period 19 to 25 April 2021.
- 1c) The UHB confirms that the average commissioned rate per hour paid to an individual Homecare Provider, was £20.79 per hour, during the period 19 to 25 April 2021.
- 1d) The UHB confirms that the total number of Homecare commissioned hours, purchased from all Homecare Providers was five hundred and ninety seven (597), during the period 19 to 25 April 2021.
- 1e) The UHB confirms that the total number of Homecare commissioned hours, purchased from all Homecare Providers was four hundred and fifty eight (458), during the period 20 to 26 April 2020.
- 1f) The UHB confirms that the total spend on Homecare Services, purchased from all Homecare Providers, was £10,446.00, during the period 19 to 25 April 2021.