

## Domiciliary Care Services for Adults in Northern Ireland (2008)

This bulletin summarises information collected from Health & Social Care (HSC) Trusts on domiciliary care services provided during the survey week 21<sup>st</sup> – 27<sup>th</sup> September 2008. It details information on domiciliary care contact hours, client visits and number of clients receiving domiciliary care during the survey week.

### Summary

During the survey week in September 2008:

- An estimated 222,393 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland.
- An average of 9.4 contact hours was provided per client receiving domiciliary care<sup>1</sup>.
- The independent sector provided the majority (70%) of domiciliary care services out of normal working hours; 64% of 'Out of Hours' and almost all (97%) of 'Overnight, live in & 24 hour services'.
- HSC Trusts provided domiciliary care for 23,553 clients<sup>2</sup>.
- 7,124 clients received intensive domiciliary care services, accounting for 30% of all clients receiving domiciliary care.
- Higher numbers of clients were receiving intensive domiciliary care services provided by the independent sector than by the statutory sector in all HSC Trusts<sup>2</sup>.
- Two thirds of all clients received 6 or more visits and 58% received more than 5 hours of domiciliary care.

<sup>1</sup> Information returned by the Northern HSC Trust on the number of domiciliary care contact hours provided by the independent sector was incomplete.

<sup>2</sup> The Northern HSC Trust could not provide a breakdown of clients receiving intensive domiciliary care services from the statutory and independent sectors.

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### Further Information:

Office Information Manager  
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### Internet

[http://www.dhsspsni.gov.uk/index/stats\\_research/stats\\_cib.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats_cib.htm)

## Introduction

People First, the DHSSPS's vision for community care was published in 1993 with six core objectives, including the development of domiciliary care services to enable more people to continue to live in their own homes. When introduced, it focused solely on 'care management' cases; although, over time it has become completely integrated into wider community care. As the data collection process focused exclusively on 'care managed' cases, a substantial number of people receiving less complex domiciliary care packages were not being counted. As a consequence, the DHSSPS discontinued the collection of information on domiciliary care from 30 September 2007.

In 2008, the DHSSPS introduced a new statistical return (CC7b) that would provide a comprehensive picture of all domiciliary care services provided in the community, regardless of their complexity. Information provided in the statistical survey refers to the survey week 21<sup>st</sup> – 27<sup>th</sup> September 2008, and includes details on the number of contact hours of domiciliary care provided and the number of clients receiving these services. Data is broken down by sector providing the service and Health & Social Care Trust.

Completed CC7b surveys were received from all HSC Trusts; although, the Northern HSC Trust was unable to identify the entirety of their independent sector provision. As a consequence, readers are asked to note the appropriate caveats and footnotes.

Domiciliary care is defined as the range of services put in place to support an individual in their own home. Services may involve routine household tasks within or outside the home, personal care of the client, and shopping. It excludes services such as day care, meals services, transport and equipment.

The DHSSPS would like to sincerely thank all HSC Trust staff who assisted in the provision of this information and hope that it will receive the same commitment for the 2009 survey.

## Contact Hours <sup>1</sup>

Table 1 and Figure 1 below show the estimated number of domiciliary care contact hours provided by sector and HSC Trust.

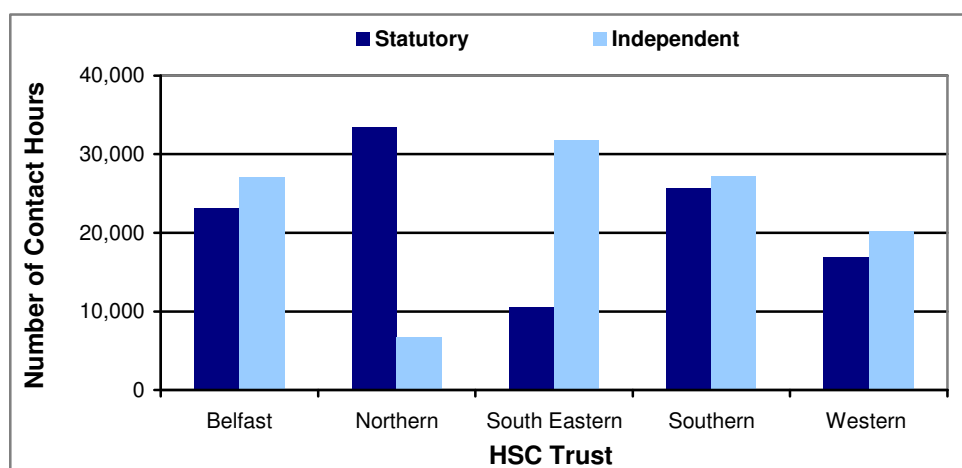
During the survey week, an estimated 222,393 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland.

**Table 1: Estimated Number of Domiciliary Care Contact Hours Provided, by Sector and HSC Trust**

HSC Trust	Statutory		Independent		All Sectors
	No.	%	No.	%	
Belfast HSC Trust	23,119	46%	27,039	54%	50,158
Northern HSC Trust <sup>2</sup>	33,342	83%	6,638	17%	39,980
South Eastern HSC Trust	10,561	25%	31,787	75%	42,348
Southern HSC Trust	25,686	49%	27,159	51%	52,845
Western HSC Trust	16,914	46%	20,148	54%	37,062
<b>Northern Ireland</b>	<b>109,622</b>	<b>49%</b>	<b>112,771</b>	<b>51%</b>	<b>222,393</b>

Higher proportions of domiciliary care contact hours were provided by the independent sector in all but one HSC Trust (Northern HSC Trust <sup>2</sup>). Excluding the Northern HSC Trust, this ranged from 51% of all domiciliary care contact hours in the Southern HSC Trust to three quarters (75%) in the South Eastern HSC Trust.

**Figure 1: Estimated Number of Domiciliary Care Contact Hours Provided by Sector and HSC Trust**



<sup>1</sup> Refer to technical notes – point 6.

<sup>2</sup> Information returned by the Northern HSC Trust on the number of domiciliary care contact hours provided by the independent sector was incomplete.

## Average Number of Contact Hours Provided <sup>1</sup>

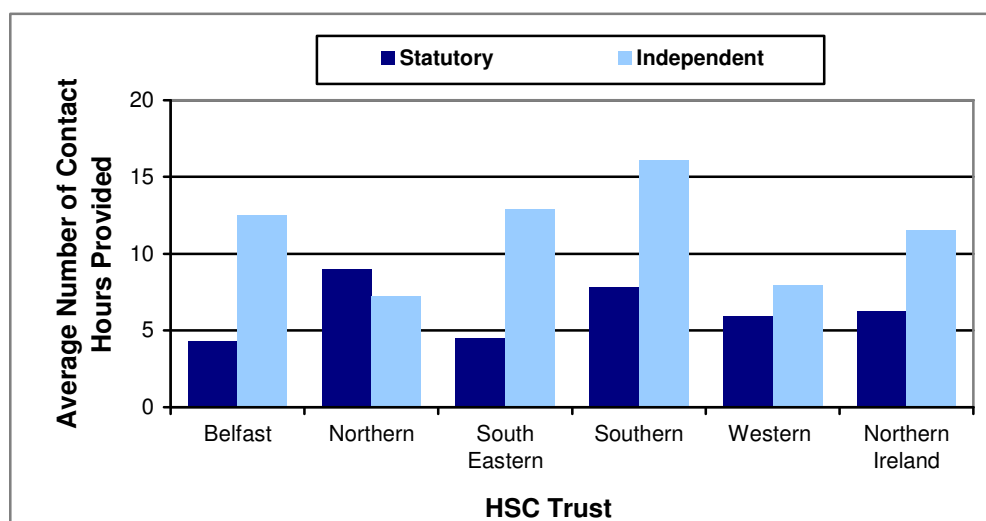
Table 2 shows the average number of domiciliary care contact hours provided to clients by both the statutory and independent sectors.

**Table 2: Average Number of Domiciliary Care Contact Hours Provided per Client, by Sector and HSC Trust <sup>2</sup>**

HSC Trust	Statutory	Independent	All Sectors
Belfast HSC Trust	4.3	12.5	8.0
Northern HSC Trust	9.0	7.2	8.6
South Eastern HSC Trust	4.5	12.9	9.9
Southern HSC Trust	7.8	16.1	11.3
Western HSC Trust	5.9	7.9	10.1
<b>Northern Ireland<sup>1</sup></b>	<b>6.2</b>	<b>11.5</b>	<b>9.4</b>

During the survey week, an average of 9.4 domiciliary care contact hours were provided per client per week in Northern Ireland <sup>2</sup>. The average number of domiciliary care hours provided by the independent sector is almost double the average number of hours provided by the statutory sector (11.5 <sup>2</sup> compared to 6.2). This difference may be due to more intensive domiciliary care packages being contracted out to independent providers by the statutory sector (see Table 3).

**Figure 2: Average Number of Domiciliary Care Contact Hours per Client during Survey Week <sup>2</sup>**



<sup>1</sup> Refer to technical notes – point 6.

<sup>2</sup> Information returned by the Northern HSC Trust on the number of domiciliary care contact hours provided by the independent sector was incomplete.

## Times when Domiciliary Care is Provided <sup>1</sup>

Table 3 and Figure 3 below show the periods when domiciliary care is provided by both the independent and statutory sectors across all HSC Trusts <sup>2</sup>.

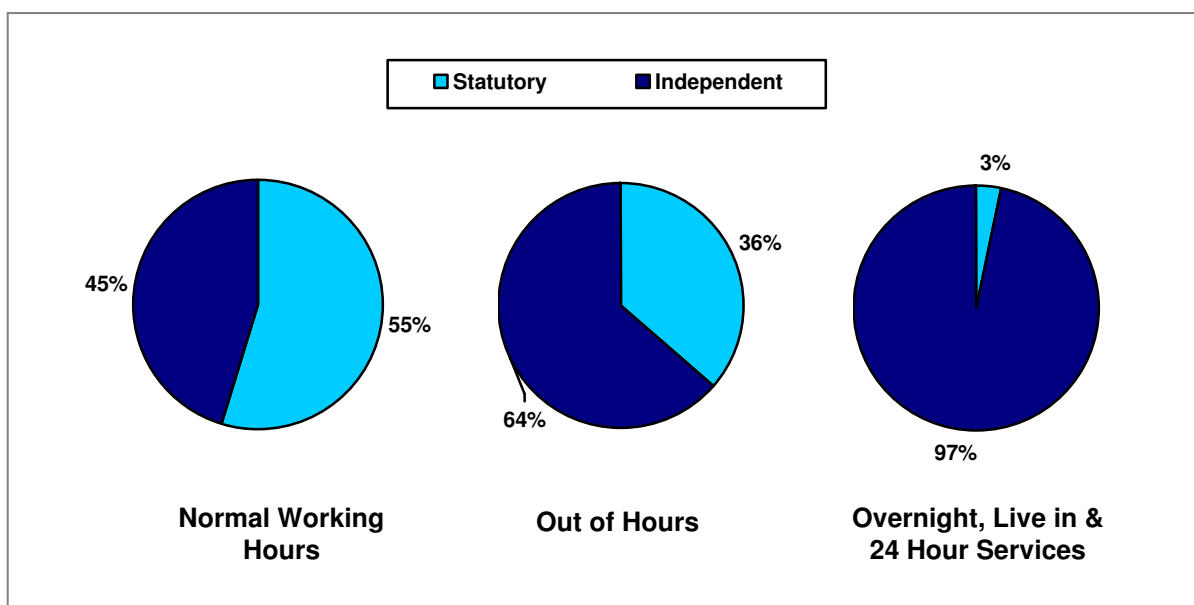
**Table 3: Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided**

Times when Care Provided	Statutory		Independent		All Sectors	
	No. of Hours	%	No. of Hours	%	No. of Hours	%
Normal Working Hours	94,907	55%	78,221	45%	173,128	100%
Out of Hours	14,401	36%	25,130	64%	39,531	100%
Overnight, live in & 24 hour services	314	3%	9,420	97%	9,734	100%
<b>Total</b>	<b>109,622</b>	<b>49%</b>	<b>112,771</b>	<b>51%</b>	<b>222,393</b>	<b>100%</b>

During the survey week, the independent sector provided the majority (70%) of domiciliary care services out of normal working hours<sup>1</sup>; 64% of 'Out of Hours' and almost all (97%) of 'Overnight, live in & 24 hour services'.

A higher proportion of domiciliary care services provided during 'Normal Working Hours' were provided by the statutory sector (55%) than the independent (45%).

**Figure 3: Provision of Domiciliary Care Contact Hours by Sector**



<sup>1</sup> For definitions refer to technical notes – points 8 - 12.

<sup>2</sup> Information returned by the Northern HSC Trust on the number of domiciliary care contact hours provided by the independent sector was incomplete.

## Clients Receiving Domiciliary Care <sup>1</sup>

Table 4 below shows the number of clients receiving domiciliary care services from the statutory sector, the independent sector, and those receiving domiciliary care from both sectors. The total number of clients receiving domiciliary care excludes the double counting of clients receiving services from both sectors.

During the survey week, HSC Trusts provided domiciliary care for 23,553 <sup>1</sup> clients in Northern Ireland. Of the 23,533 clients receiving domiciliary care services, 17,606 received services from the statutory sector and 9,803 <sup>1</sup> from the independent sector.

At the time of the survey, HSC Trusts reported that 3,856 <sup>1</sup> clients received domiciliary care from both the statutory and independent sectors.

**Table 4: Number of Clients Receiving Domiciliary Care Services by Sector and HSC Trust <sup>1</sup>**

HSC Trust	Statutory	Independent	Clients Receiving Domiciliary Care from both Sectors	Total Clients Receiving Domiciliary Care (excludes double counting)
Belfast HSC Trust	5,393	2,166	1,262	6,297
Northern HSC Trust	3,709	927	-	4,636
South Eastern HSC Trust	2,344	2,459	525	4,278
Southern HSC Trust	3,299	1,686	300	4,685
Western HSC Trust	2,861	2,565	1,769	3,657
<b>Northern Ireland</b>	<b>17,606</b>	<b>9,803</b>	<b>3,856</b>	<b>23,553</b>

<sup>1</sup> The Northern HSC Trust could not provide information on the number of clients receiving domiciliary care services from both the statutory and independent sectors.

## Intensity of Domiciliary Care <sup>1,2</sup>

Table 5 below shows the number of clients receiving intensive domiciliary care services during the survey week.

The number of clients receiving intensive domiciliary care from the statutory and independent sectors may not sum to the total for Northern Ireland, because clients may be receiving services from both sectors. Similarly, a number of clients may become an intensive case if the number of domiciliary care hours and visits from both sectors are totalled.

During the survey week, 7,124 clients received intensive domiciliary care services, accounting for 30% of all clients receiving domiciliary care. Across HSC Trusts, this ranged from 1,217 in the Northern HSC Trust <sup>3</sup> to 1,755 in the Belfast HSC Trust.

Higher numbers of clients were receiving intensive domiciliary care services provided by the independent sector than by the statutory sector in all HSC Trusts <sup>3</sup>.

**Table 5: Number of Clients Receiving Intensive Domiciliary Care Services by Sector and HSC Trust <sup>2,3</sup>**

HSC Trust	Statutory	Independent	Total Number of Clients Receiving Intensive Domiciliary Care
Belfast HSC Trust	820	1,081	1,755
Northern HSC Trust	-	-	1,217
South Eastern HSC Trust	292	990	1,239
Southern HSC Trust	766	842	1,603
Western HSC Trust	371	572	1,310
<b>Northern Ireland</b>	<b>2,249</b>	<b>3,485</b>	<b>7,124</b>

<sup>1</sup> Refer to technical notes – point 7.

<sup>2</sup> Intensive domiciliary care services in the Northern HSC Trust refer to clients receiving 10 hours or more during the survey week regardless of the number of visits.

<sup>3</sup> The Northern HSC Trust could not provide a breakdown of clients receiving intensive domiciliary care services from the statutory and independent sectors.

## Client Group

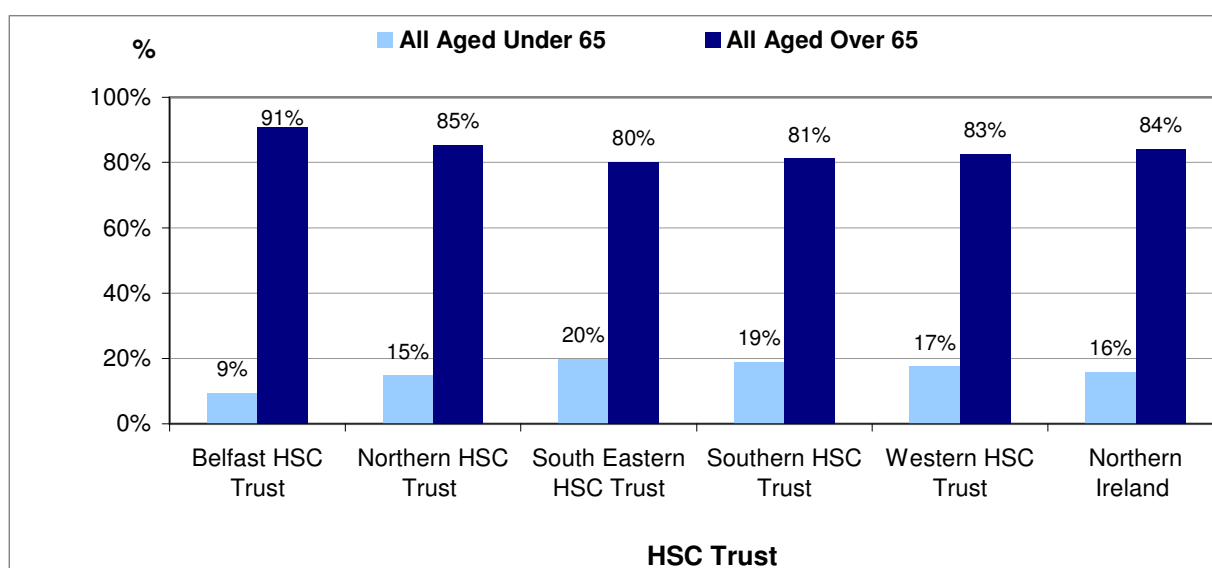
Table 6 below indicates the majority (84%) of clients receiving intensive domiciliary care services were aged 65 & over, with 16% of clients aged 18-64 (11% had a physical disability, 3% a learning disability, and 1% had mental health needs). A further 23 clients with no material handicap aged 18-64 were receiving intensive domiciliary care services at the time of the survey.

**Table 6: Clients Receiving Intensive Domiciliary Care Services by Client Group** <sup>1,2</sup>

Client Group	Number	% of Total Clients
<b>Aged 18 - 64</b>	<b>1,120</b>	<b>16%</b>
Clients with a Physical Disability	815	11%
Clients with a Learning Disability	233	3%
Clients with Mental Health Needs	49	1%
Clients with No Material Handicap	23	0%
<b>Aged 65 &amp; over</b>	<b>6,004</b>	<b>84%</b>
<b>Total Clients</b>	<b>7,124</b>	<b>100%</b>

Across HSC Trusts, the proportion of clients aged 65 & over receiving intensive domiciliary care services ranged from 80% in the South Eastern HSC Trust to 91% in the Belfast HSC Trust.

**Figure 4: Clients Receiving Intensive Domiciliary Care Services by Client Group and HSC Trust** <sup>1</sup>



<sup>1</sup> Intensive domiciliary care services in the Northern HSC Trust refer to clients receiving 10 hours or more during the survey week.

<sup>2</sup> 0 values represent a percentage less than 0.5.

## Service Intensity <sup>1, 2, 3</sup>

Table 7 below shows the percentage of clients receiving domiciliary care broken down by number of visits and hours provided.

During the survey week, two thirds (66%) of all clients receiving domiciliary care received 6 or more visits, and 58% received more than 5 hours of domiciliary care.

**Table 7: Clients Receiving Domiciliary Care Services During the Survey Week by Number of Visits and Contact Hours**

Total Number of Contact Hours	Number of Visits			
	1 or more	1	2 to 5	6 or more
Less than 5 hours	43%	8%	19%	16%
Over 5 hours, up to and including 10 hours	30%	0%	5%	24%
Over 10 hours, up to and including 20 hours	17%	0%	2%	15%
More than 20 hours	11%	0%	0%	10%
<b>Total</b>	<b>100%</b>	<b>8%</b>	<b>26%</b>	<b>66%</b>

<sup>1</sup> Figures exclude the Northern HSC Trust as it could not provide information on the number of visits clients received during the survey week.

<sup>2</sup> Components may not add to totals due to rounding.

<sup>3</sup> 0 values represent a percentage less than 0.5.

## Technical Notes

1. The survey week for the CC7b return relates to the period 21<sup>st</sup> to 27<sup>th</sup> September 2008.
2. Domiciliary Care is defined as the range of services put in place to support an individual in their own home. In essence, the provision of personal care and associated domestic services necessary to maintain an individual person in a mutually agreed measure of health, hygiene, dignity, safety, and ease in their own home.
3. This includes:
  - Traditional home help services, including home help services provided by the voluntary sector which were commissioned by HSC Trusts;
  - Overnight, Live-in, and 24-hour services;
  - Services which assist the client to function as independently as possible, and / or continue to live in their own homes. For example;
    - Routine household tasks within or outside the home;
    - Personal care of the client; and,
    - Shopping;
  - Domiciliary care services must include three key elements:
    - Provision must be in or centred on the client's own home;
    - Some definite manual activity and / or social emotional support is involved; and,
    - Service must be funded wholly or partly by the Social Services Department.
  - Home care provided in sheltered / supported housing; although, this should not include care provided as part of the sheltered housing package, e.g. services provided by the warden or sheltered housing staff.
4. Social / emotional support in most cases is delivered on a regular schedule, as part of the Trusts domiciliary care ordering service, i.e. home care specifically for older people with dementia, or some mental health cases to ensure that e.g. they take tablets / eat / don't walk out of the house.
5. In some Trusts this has always been regarded as "traditional" home care but this is not consistently applied across the region. Social / emotional support does not include a "Casual Drop-in" type service where a care manager may "drop" in to see how a client is getting on.
6. 'Contact hours' refers to the number of hour's staff are in contact with or directly serving the client, excluding travel time during the survey week.
7. For the purposes of this survey, an intensive domiciliary care service is defined as 6 or more visits and more than 10 contact hours during the survey week.
8. 'Normal Hours' refers to domiciliary care services provided during the office hours or the normal working day. The normal working day should be counted as 8am - 6pm.
9. 'Out of Hours' refers to services which are provided outside of the normal working day.
10. 'Overnight, Live-in, 24 Hour Services' refer to night sitting services which are carried out on a regular or adhoc basis.
11. 'Live-In Services' refer to where the care worker lives, either permanently or temporarily, in the home of the client, working for the HSC Trust directly or under contract. Exclude informal care arrangements with relatives or friends.
12. '24 Hour Services' refer to round the clock domiciliary care services provided by several workers on a shift basis.

DOMICILIARY CARE SERVICES FOR ADULTS PROVIDED DURING  
THE SURVEY WEEK (21st - 27th SEPTEMBER 2008 INCLUSIVE)

CC7B

Provider Name:	<input type="text"/>	Provider Code:	<input type="text" value="Enter Provider Name"/>
Week Ending:	<input type="text"/>	Validation Errors	<input type="text" value="-"/>

### Contact Details Regarding this Form

Contact Name:	<input type="text"/>	Contact Email:	<input type="text"/>
Telephone Number:	<input type="text"/>	Job Title:	<input type="text"/>

### Purpose of this Collection

The purpose of this collection is to provide a more comprehensive picture of people being supported to live at home, and to quantify the level of support they receive. This form is intended to capture all persons receiving domiciliary care, both directly by HSC Trusts and by the independent sector.

This information will be used to inform key ministerial targets.

Please return this form by **Friday 31<sup>st</sup> October 2008** via the Community Information Branch's Internet Data Capture System:

<http://extranet.dhsspsni.gov.uk/edcwebsecurity/default.asp>

For help or assistance using this system, please contact the System Administrator : Tel  
028 90 522493

All queries regarding this form should be made to:

**Kieran Taggart**

Tel: 02890522493

Fax: 02890523288

Email: [kieran.taggart@dhsspsni.gov.uk](mailto:kieran.taggart@dhsspsni.gov.uk)

**Table 1 Domiciliary Care Contact Hours (excluding travelling time) during the Survey Week (21st - 27th September 2008 Inclusive)**

Please provide whole numbers only

If Services are provided but data are not available, please enter "N/A".

Information on the number of contact hours provided during the survey week for each client should be rounded to the nearest hour, i.e. round-down for cases of less than 30 minutes and round-up for cases of 30 minutes or more.

Type of Service		Total number of domiciliary care contact hours provided	
		Statutory	Independent
1	Normal Hours		
2	Out of Hours		
3	Overnight, Live-in & 24hour Services		
4	<b>TOTAL</b>	<b>0</b>	<b>0</b>

A                      B  
→                      →

**Table 2A Number of Clients who Received Domiciliary Care Services Provided Directly by HSC Trusts During the Survey Week (21st - 27th September 2008)**

Each box should contain the number of clients

Enter services provided directly by HSC Trusts (Independent provision should be included in Table 2B)

Provide actual values rather than planned.

Services Provided by Statutory Sector				
Total Hours Provided during the Week	Total visits during the week			Total Clients Visited
	one visit	two - five Visits	six or more visits	
1	Less than 5 hours			0
2	5 to 10 hours			0
3	10 to 20 hours			0
4	20 hours or more			0
5	<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

A                      B                      C                      D  
→                      →                      →                      →

**CHECK:** The SUM of the rows equals the SUM of the columns (Row 5, Column D)

**Table 2B Number of Clients who Received Domiciliary Care Services Provided by the Independent Sector During the Survey Week (21st - 27th September 2008)**

Each box should contain the number of clients  
 Enter services provided under contract using the voluntary or private sector.  
 Provide actual values rather than planned.

Services Provided by Independent Sector				
Total Hours Provided during the Week	Total visits during the Survey week			Total Clients Visited
	one visit	two - five visits	six or more visits	
1 Less than 5 hours				0
2 5 to 10 hours				0
3 10 to 20 hours				0
4 20 hours or more				0
5 <b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	A	B	C	D
	*	*	*	*

**CHECK:** The SUM of the rows equals the SUM of the columns (Row 5, Column D)

**Table 3A Number of Clients Receiving Domiciliary Care Services from both the Statutory and Independent Sectors during the Survey Week (21st - 27th September 2008)**

1	Number of Clients Receiving Domiciliary Care Services from both Statutory & Independent Sectors	0
		A

**Table 3B Total Number of Client's who Received Domiciliary Care Services during the Survey Week (21st - 27th September 2008)**

1	Total Number of Clients receiving Domiciliary Care	0
		A

**Table 3C Number of Clients Receiving an Intensive Domiciliary Care Service (More than 10 hours and 6 or more visits) during the Survey Week (21st - 27th September 2008)**

1	Number of Clients receiving Intensive Domiciliary Care	0
		A

This Cell may differ to the number of clients receiving intensive domiciliary care services from Tables 2A & 2B (Cells 3C + 3D), because some clients will receive services from both sectors.

**Table 3D Number of Clients Receiving an Intensive Domiciliary Care Service (Cell 1A, Table 3C), split by Age and POC**

	<b>Client Group</b>	<b>Number of Clients</b>
1	Elderly Aged 65 & Over	
2	Physical Disability Aged 18 - 64	
3	Physical Disability Aged 65 & Over	
4	Learning Disability Aged 18 - 64	
5	Learning Disability Aged 65 & Over	
6	Mental Health Aged 18 - 64	
7	Mental Health Aged 65 & Over	
8	No Material Handicap Aged 18 - 64	
9	Total Aged 18 - 64	
10	Total Aged 65 & Over	

### Worked Example of HSC Trust Domiciliary Care Provision

	Name of Client				
	Client A	Client B	Client C	Client D	Client E
Monday	3 hours		4 hours	2 hours	3 x 8hr shift
Tuesday				2 hours	3 x 8hr shift
Wednesday		24 hour service	3 hours	2 hours	3 x 8hr shift
Thursday				1 hour	3 x 8hr shift
Friday			4 hours	2 hours	3 x 8hr shift
Saturday		24 hour service		2 hours	3 x 8hr shift
Sunday					3 x 8hr shift
Total Contact Hours	3 hours	More than 20 hours including overnight / live-in / 24hr services	11 hours	11 hours	More than 20 hours, including overnight / live-in / 24hr services
Number of Visits	1 visit	2 visits	3 visits	6 visits	7 visits

<p>In this case the client has received 1 visit for a total of 3 hours during the survey week. Therefore the client should be recorded in Cell 1A.</p>	<p>In this case the client has received 2 visits for more than 20 hours during the survey week. Therefore the client should be recorded in Cell 4B.</p>	<p>In this case the client has received 3 visits for a total of 11 hours during the survey week. Therefore the client should be recorded in Cell 3E.</p>	<p>In this case the client has received 6 visits for a total of 11 hours during the survey week. Therefore the client should be recorded in Cell 3C.</p>	<p>In this case the client has received 7 visits for more than 20 hours during the survey week. Therefore the client should be recorded in Cell 4C.</p>
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		Total visits during the week			TOTAL CLIENTS VISITED
		one visit	two - five Visits	six or more visits	
1	Less than 5 hours	1			1
2	5 to 10 hours				0
3	10 to 20 hours		1	1	2
4	20 hours or more		1	1	2
5	<b>TOTAL</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>
		<b>A</b>	<b>B</b>	<b>C</b>	

## Additional Information

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**Further information** on adults receiving domiciliary care services in Northern Ireland, is available from:

**Office Information Manager**

Community Information Branch

Department of Health, Social Services and Public Safety

Annexe 2

Castle Buildings

Stormont

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028 9052 2804

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Email: [cib@dhsspsni.gov.uk](mailto:cib@dhsspsni.gov.uk)

**Alternatively, this statistical bulletin and other statistical bulletins published by Community Information Branch (CIB) are available to download from the internet at:**

Internet address: [http://www.dhsspsni.gov.uk/index/stats\\_research/stats-cib/stats-cib\\_pubs.htm](http://www.dhsspsni.gov.uk/index/stats_research/stats-cib/stats-cib_pubs.htm)