

Cheshire East Council Local Cost of Care report

65+ Care Homes

Introduction

This document has been produced in response to DHSC requirements for local authorities to ascertain the cost of care in their local area. It draws on information supplied by providers of care homes for older people in the local area originally in November 2021 and updated in June 2022. No changes have been made to the data from that supplied by providers e.g. to adjust for assumed occupancy levels, return on capital or operations or funding paid to providers during and after the Covid pandemic.

Cheshire East Council makes no assurances as to the accuracy of the data since not all care home providers responded to the cost of care exercise. It should also be borne in mind that the exercise was completed following a worldwide pandemic and may not be reflective of how the market is currently operating.

While the Council acknowledges that the cost of care is impacted by inflationary pressures since June 2022, this is mitigated by the fact that the Council has not made adjustments to the data which would have the effect of reducing the cost of care.

The cost of care exercise did not take into account all care settings and, therefore, does not give a complete portrayal of costs across all sectors.

The Council also acknowledges its duties under the Care Act 2014. However, these cannot be viewed in isolation from other pressures on local authority resources, the duty on all Councils to deliver a balanced budget and the duty to obtain value for money as referenced in sections 4.27, 4.60 and 4.61 of the Care and support statutory guidance.

The information obtained by the cost of care exercise will be used to inform but not replace future fee setting exercises and commissioning activity. Any decisions around fees will need to take into account the wide range of services, complexity of service provision, geographical locations of service, availability of resources and the statutory responsibility of the Council to deliver a balanced budget.

1.0 Response Rate

There were 28 completed surveys and a further 11 that were part completed. This represents a **completed response rate of 34%** and a participation rate of 48% of those invited to complete the survey

2.0 Return on Capital

The Return on Capital is £47.97 per resident per week.

The Local Housing Allowance (LHA) rate for a category A one-bedroom dwelling where the tenant has exclusive use of only one bedroom with shared use of other facilities in South Cheshire (the Broad Rental Market Area (BRMA) for Cheshire East) is £64.90/week. The average cost of fixtures/fittings/maintenance is £16.93 per week. Therefore, the return on capital is £48.20 per resident per week.

3.0 Count of Observations

3.1 65 plus Care Homes Places without Nursing (£/resident/week)

	Count of Observations	Lower Quartile	Median	Upper Quartile
Care Home Staffing				
Nursing Staff	24		0	
Care Staff	24	297.07	328.91	362.21
Therapy Staff (Occupational & Physio)	24	22.92	24.45	28.78
Activity Co-ordinators	24	19.18	21.45	24.85
Service Management (Registered Manager/Deputy)	24	29.92	31.74	36.46
Reception & Admin staff at the home	24	22.11	26.17	28.94
Chefs / Cooks	24	32.32	36.89	40.12
Domestic staff (cleaning, laundry & kitchen)	24	40.74	43.84	48.10
Maintenance & Gardening	24	12.14	15.42	16.32
Other care home staffing (agency)	24	57.43	65.72	74.01
Staff TOTAL		533.83	594.59	643.48
Care Home Premises				
Fixtures and Fittings	24	2.65	2.80	3.91
Repairs and Maintenance	24	9.18	10.02	14.04
Furniture, Furnishings and Equipment	24	3.22	3.88	6.22
Other Care Home Premise Costs	24	0	0	0
Premise Total		15.05	16.70	24.17
Care Home Supplies and Services				
Food Supplies	24	16.84	18.62	22.80
Domestic and Cleaning Supplies	24	5.95	6.28	8.92

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Medical Supplies (excluding PPE)	24	3.92	4.42	6.04
PPE	24	4.02	4.31	5.65
Office Supplies	24	1.25	1.36	2.12
Insurance	24	3.32	3.42	4.15
Registration Fees	24	2.15	2.44	2.79
Telephone and Internet	24	1.19	1.90	2.99
Council Tax / rates	24	34.78	41.19	48.14
Electricity, gas, water	24	54.62	65.24	76.91
Trade and Clinical Waste	24	1.02	1.47	3.79
Transport and Activities	24	1.96	2.15	4.99
Other care home supplies and services costs	24	2.24	2.87	4.45
Supplies and Services Total		133.26	155.67	193.74
Head Office				
Central / Regional Management	24	7.50	8.30	9.84
Support Services (finance / HR / legal / marketing etc.)	24	0.61	0.91	1.79
Recruitment, Training & Vetting (incl. DBS checks)	24	0.95	1.12	1.64
Other head office costs (please specify)	24	0	0	0
Return on Operations	24	34.78	38.61	47.19
Return on Capital	24		48.20	
Head Office Total		92.04	97.14	108.66
TOTAL		774.18	864.1	970.05
Number of location level responses received	24			
Number of locations eligible to fill in the survey	24			
Number of residents covered by the responses	494			
Number of carer hours per resident per week	16.41			
Number of nursing hours per resident per week	0			
Average carer basic pay per hour		9.60	10.20	10.50
Average nurse basic pay per hour	n/a			
Average occupancy as a percentage of active beds	86%			
Freehold valuation per bed				

3.2 65 + Care Homes Places without Nursing, Enhanced Needs (£/resident/week)

	Count of Observations	Lower Quartile	Median	Upper Quartile
Care Home Staffing				

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Nursing Staff	12		0	
Care Staff	12	334.03	368.14	396.11
Therapy Staff (Occupational & Physio)	12	21.82	24.30	28.18
Activity Co-ordinators	12	16.92	18.74	22.11
Service Management (Registered Manager/Deputy)	12	31.03	34.13	39.13
Reception & Admin staff at the home	12	22.45	26.78	28.99
Chefs / Cooks	12	32.18	36.02	39.64
Domestic staff (cleaning, laundry & kitchen)	12	42.19	47.12	53.14
Maintenance & Gardening	12	12.10	15.51	16.82
Other care home staffing (please specify)	12	65.61	68.17	78.19
Staff TOTAL		578.33	638.91	702.31
Care Home Premises				
Fixtures and Fittings	12	2.67	2.88	4.22
Repairs and Maintenance	12	9.16	10.12	14.32
Furniture, Furnishings and Equipment	12	3.12	4.32	6.14
Other Care Home Premise Costs	12	0	0	0
Premise Total		14.95	17.32	24.68
Care Home Supplies and Services				
Food Supplies	12	16.91	18.13	22.87
Domestic and Cleaning Supplies	12	6.14	6.47	9.13
Medical Supplies (excluding PPE)	12	3.93	4.49	6.31
PPE	12	4.02	4.14	5.52
Office Supplies	12	1.24	1.36	2.11
Insurance	12	3.38	3.49	4.16
Registration Fees	12	2.19	2.44	2.75
Telephone and Internet	12	1.20	1.96	2.92
Council Tax / rates	12	34.65	41.16	47.15
Electricity, gas, water	12	52.64	65.15	76.14
Trade and Clinical Waste	12	1.09	1.42	3.84
Transport and Activities	12	1.79	1.91	4.94
Other care home supplies and services costs	12	2.33	2.84	4.61
Supplies and Services Total		131.51	154.96	192.45
Head Office				
Central / Regional Management	12	7.54	8.20	9.85
Support Services (finance / HR / legal / marketing etc.)	12	0.69	1.04	1.82
Recruitment, Training & Vetting (incl. DBS checks)	12	0.99	1.11	1.69

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Other head office costs (please specify)	12	0	0	0
Return on Operations	12	34.24	36.89	47.10
Return on Capital			47.48	
Head Office Total		90.94	94.72	107.94
TOTAL		815.73	905.91	1,027.38
Number of location level responses received	12			
Number of locations eligible to fill in the survey	12			
Number of residents covered by the responses	185			
Number of carer hours per resident per week	19.12			
Number of nursing hours per resident per week	0			
Average carer basic pay per hour		9.60	10.20	10.50
Average nurse basic pay per hour	n/a			
Average occupancy as a percentage of active beds	88%			
Freehold valuation per bed				

3.3 65+ Care Home Places with Nursing (£/resident/week)

	Count of Observations	Lower Quartile	Median	Upper Quartile
Care Home Staffing				
Nursing Staff	9	156.14	172.45	202.62
Care Staff	9	318.71	337.82	351.49
Therapy Staff (Occupational & Physio)	9	21.14	25.17	29.28
Activity Co-ordinators	9	19.19	21.56	24.89
Service Management (Registered Manager/Deputy)	9	31.91	33.77	37.42
Reception & Admin staff at the home	9	22.16	26.18	28.21
Chefs / Cooks	9	32.11	36.41	39.62
Domestic staff (cleaning, laundry & kitchen)	9	42.17	47.03	52.18
Maintenance & Gardening	9	11.63	15.71	16.74
Other care home staffing (please specify)	9	51.41	62.94	69.18
Staff TOTAL		706.57	779.04	913.01
Care Home Premises				
Fixtures and Fittings	9	2.68	2.99	4.04
Repairs and Maintenance	9	9.22	10.12	14.19
Furniture, Furnishings and Equipment	9	3.09	4.23	6.17

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Other Care Home Premise Costs	9	0	0	0
Premise Total		14.99	17.34	24.40
Care Home Supplies and Services				
Food Supplies	9	17.24	18.81	22.62
Domestic and Cleaning Supplies	9	5.91	6.37	8.92
Medical Supplies (excluding PPE)	9	3.83	4.32	6.07
PPE	9	4.16	4.44	5.72
Office Supplies	9	1.29	1.38	2.17
Insurance	9	3.39	3.48	4.08
Registration Fees	9	2.19	2.49	2.73
Telephone and Internet	9	1.15	1.98	3.18
Council Tax / rates	9	34.88	41.11	48.13
Electricity, gas, water	9	57.19	65.82	75.91
Trade and Clinical Waste	9	1.34	1.61	3.83
Transport and Activities	9	2.01	2.29	4.06
Other care home supplies and services costs	9	2.15	2.88	4.07
Supplies and Services Total		136.73	156.98	191.49
Head Office				
Central / Regional Management	9	7.13	8.39	10.99
Support Services (finance / HR / legal / marketing etc.)	9	0.71	1.14	2.11
Recruitment, Training & Vetting (incl. DBS checks)	9	1.12	1.42	2.98
Other head office costs (please specify)	9	0	0	0
Return on Operations	9	36.50	40.11	49.52
Return on Capital	9		47.56	
Head Office Total		93.76	98.62	113.90
TOTAL		952.05	1,051.98	1,242.80
Number of location level responses received	9			
Number of locations eligible to fill in the survey	9			
Number of residents covered by the responses	261			
Number of carer hours per resident per week	14.65			
Number of nursing hours per resident per week	7.65			
Average carer basic pay per hour		9.60	10.20	10.50
Average nurse basic pay per hour		17.00	17.74	18.80
Average occupancy as a percentage of active beds	91%			

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Freehold valuation per bed				
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3.4 65+ Care Home Places with Nursing, Enhanced Needs (£/resident/week)

	Count of Observations	Lower Quartile	Median	Upper Quartile
Care Home Staffing				
Nursing Staff	8	166.92	184.35	208.36
Care Staff	8	374.08	401.24	446.31
Therapy Staff (Occupational & Physio)	8	22.24	28.63	30.17
Activity Co-ordinators	8	19.61	21.93	26.21
Service Management (Registered Manager/Deputy)	8	36.75	42.34	47.35
Reception & Admin staff at the home	8	21.51	25.82	28.62
Chefs / Cooks	8	32.83	36.04	38.41
Domestic staff (cleaning, laundry & kitchen)	8	42.56	47.26	52.14
Maintenance & Gardening	8	12.15	14.19	16.72
Other care home staffing (please specify)	8	64.36	74.18	82.83
Staff TOTAL		793.01	875.98	977.12
Care Home Premises				
Fixtures and Fittings	8	2.58	3.02	4.75
Repairs and Maintenance	8	9.34	10.42	14.89
Furniture, Furnishings and Equipment	8	3.13	4.04	6.62
Other Care Home Premise Costs	8	0	0	0
Premise Total		15.05	17.48	26.26
Care Home Supplies and Services				
Food Supplies	8	18.54	22.34	26.72
Domestic and Cleaning Supplies	8	6.32	6.72	9.38
Medical Supplies (excluding PPE)	8	4.03	4.90	6.92
PPE	8	4.11	4.25	5.52
Office Supplies	8	1.21	1.32	2.13
Insurance	8	3.47	3.92	4.67
Registration Fees	8	2.17	2.46	2.77
Telephone and Internet	8	1.21	1.93	2.88
Council Tax / rates	8	34.59	41.11	47.14
Electricity, gas, water	8	54.73	65.27	76.42
Trade and Clinical Waste	8	1.11	1.44	3.86
Transport and Activities	8	1.82	1.94	4.91
Other care home supplies and services costs	8	2.39	2.68	4.69
Supplies and Services Total		135.70	160.28	198.01
Head Office				

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Central / Regional Management	8	7.55	8.29	9.94
Support Services (finance / HR / legal / marketing etc.)	8	0.78	1.23	1.89
Recruitment, Training & Vetting (incl. DBS checks)	8	1.04	1.21	1.86
Other head office costs (please specify)	8	0	0	0
Return on Operations	8	32.47	36.45	46.06
Return on Capital			47.42	
Head Office Total		89.26	94.60	107.17
TOTAL		1,033.02	1,148.34	1,308.56
Number of location level responses received	8			
Number of locations eligible to fill in the survey	8			
Number of residents covered by the responses	201			
Number of carer hours per resident per week	17.69			
Number of nursing hours per resident per week	8.24			
Average carer basic pay per hour		9.60	10.20	10.50
Average nurse basic pay per hour		17.00	17.74	18.80
Average occupancy as a percentage of active beds	89%			
Freehold valuation per bed				

4.0 Median Values (£/resident/week)

	+65	+65 Enhanced Needs	+65 Nursing	+65 Nursing, Enhanced Needs
Nursing Staff	0	0	172.45	184.35
Care Staff	328.91	368.14	337.82	401.24
Therapy Staff (Occupational & Physio)	24.45	24.30	25.17	28.63
Activity Co-ordinators	21.45	18.74	21.56	21.93
Service Management (Registered Manager/Deputy)	31.74	34.13	33.77	42.34
Reception & Admin staff at the home	26.17	26.78	26.18	25.82
Chefs / Cooks	36.89	36.02	36.41	36.04
Domestic staff (cleaning, laundry & kitchen)	43.84	47.12	47.03	47.26
Maintenance & Gardening	15.42	15.51	15.71	14.19
Other care home staffing (please specify)	65.72	68.17	62.94	74.18

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Staff TOTAL	586.27	628.69	766.19	867.22
Fixtures and Fittings	2.80	2.88	2.99	3.02
Repairs and Maintenance	10.02	10.12	10.12	10.42
Furniture, Furnishings and Equipment	3.88	4.32	4.23	4.04
Other Care Home Premise Costs	0	0	0	0
Premise Total	16.32	16.96	16.96	17.13
Food Supplies	18.62	18.13	18.81	22.34
Domestic and Cleaning Supplies	6.28	6.47	6.37	6.72
Medical Supplies (excluding PPE)	4.42	4.49	4.32	4.90
PPE	4.31	4.14	4.44	4.25
Office Supplies	1.36	1.36	1.38	1.32
Insurance	3.42	3.49	3.48	3.92
Registration Fees	2.44	2.44	2.49	2.46
Telephone and Internet	1.90	1.96	1.98	1.93
Council Tax / rates	41.19	41.16	41.11	41.11
Electricity, gas, water	65.24	65.15	65.82	65.27
Trade and Clinical Waste	1.47	1.42	1.61	1.44
Transport and Activities	2.15	1.91	2.29	1.94
Other care home supplies and services costs	2.87	2.84	2.88	2.68
Supplies and Services Total	153.49	151.86	154.47	156.9
Central / Regional Management	8.30	8.20	8.39	8.29
Support Services (finance / HR / legal / marketing etc.)	0.91	1.04	1.14	1.23
Recruitment, Training & Vetting (incl. DBS checks)	1.12	1.11	1.42	1.21
Other head office costs (please specify)	0	0	0	0
Return on Operations	38.61	36.89	40.11	36.45
Return on Capital	48.20	47.48	47.56	47.42
Head Office Total	96.07	93.58	97.14	93.56
TOTAL	852.15	891.09	1,034.76	1,134.81
Number of location level responses received	24	12	9	8
Number of locations eligible to fill in the survey	24	12	9	8
Number of residents covered by the responses	494	185	261	201
Number of carer hours per resident per week	16.41	19.12	14.65	17.69
Number of nursing hours per resident per week			7.65	8.24
Average carer basic pay per hour	10.20	10.20	10.20	10.20

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Average nurse basic pay per hour			17.74	17.74
Average occupancy as a percentage of active beds	86%	88%	91%	89%
Freehold valuation per bed				

5.0 Data Collection and Inflation

The results were collected in November and December 2021 and refreshed in June 2022 to account for price increases since the first survey in November 2021.

6.0 Questions Asked

- 1.) Business Name
- 2.) Are you part of a wider group?
- 3.) Name of the group?
- 4.) Do you provide? (tick all that apply)
 - a. +65 Residential Care
 - b. +65 Residential Care, Enhanced Needs
 - c. +65 Residential Care with Nursing
 - d. +65 Residential Care with Nursing, Enhanced Needs
- 5.) Which area in Cheshire East is your home located? - see the map below to help you answer the question
 - a. Knutsford, Wilmslow and Poynton
 - b. Macclesfield
 - c. Congleton, Holmes Chapel
 - d. Sandbach, Middlewich and Alsager
 - e. Crewe
 - f. Nantwich and rural
- 6.) Please tell us the number of beds in your home for each of the following categories:
 - a. +65 Residential Care
 - b. +65 Residential Care, Enhanced Needs
 - c. +65 Residential Care with Nursing
 - d. +65 Residential Care with Nursing, Enhanced Needs
- 7.) What are your current occupancy rates for the beds in each of the following categories?
 - a. +65 Residential Care
 - b. +65 Residential Care, Enhanced Needs
 - c. +65 Residential Care with Nursing
 - d. +65 Residential Care with Nursing, Enhanced Needs
- 8.) How many Full Time Equivalent Staff (FTEs) do you have for the following categories of care?
 - a. +65 Residential Care
 - b. +65 Residential Care, Enhanced Needs
 - c. +65 Residential Care with Nursing
 - d. +65 Residential Care with Nursing, Enhanced Needs
- 9.) Looking across your workforce please let us know how many staff (FTEs) you have working in each of the following roles
 - a. Nursing
 - b. Care
 - c. Senior Care Staff / Registered Managers

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- d. Management
 - e. Administration / Reception
 - f. Therapy Staff
 - g. Activity Co-ordinators
 - h. Chefs / Cooks
 - i. Domestic Staff / Cleaners
 - j. Maintenance / Gardeners
- 10.) Let us know the basic rate of pay for the following roles:
- a. Carers
 - b. Nurses
- 11.) How much do you pay agency staff for the same roles?
- a. Carers
 - b. Nurses
- 12.) Please provide the following information about the total staff costs for delivering a service in Cheshire East – please base on your last full year accounts
- a. Total salary cost
 - b. National Insurance
 - c. Pension contributions
- 13.) What is the average leave entitlement for a full time member of staff (in days)
- 14.) What is the average number of days training undertaken by a full time member of staff in a year?
- 15.) How do you cover staff when they are on leave or training?
- 16.) What does it cost you per day to cover leave and training?
- 17.) What is the average number of sick days for a FTE in a normal year?
- 18.) Please provide the following annual cost information about your business overheads based on your last full years accounts (£ spent in the last full years accounts) - work in Cheshire East
- a. Staff recruitment and retention
 - b. Training and supervision (not including cover)
 - c. Apprenticeship levy
 - d. CQC registration fees
 - e. Rent,
 - f. Rates
 - g. Utilities
 - h. IT
 - i. Telephony (including broadband)
 - j. PPE
 - k. Consumables
 - l. Transport and activities
 - m. Stationary and postage
 - n. Cost of finance (loan repayments inc. mortgage)
 - o. Insurance
 - p. Professional fees (legal and accountancy)
 - q. Marketing
 - r. Equipment and Assistive Technology
 - s. Medical supplies
 - t. Agency costs
 - u. Central / head office recharges

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- v. Trade and clinical waste
 - w. Other
- 19.) Please provide the following financial information for your Cheshire East business for the last three full financial year:
- a. Total Turnover
 - b. Total Overhead
 - c. Profit / Surplus
- 20.) How has covid affected your insurance?
- a. Pre covid insurance premium (£/annum)
 - b. Current insurance premium (£/annum)
- 21.) Please indicate which date bracket your building was originally built in:
- a. After 2015
 - b. 2000 – 2014
 - c. 1980-2000
 - d. 1950 – 1980
 - e. 1900 – 1950
 - f. Pre 1900
- 22.) Please indicate how long ago the building last had a major refurbishment:
- a. Within the last three years
 - b. Between 3 and 10 years ago
 - c. Between 10 and 10 years ago
 - d. More than 20 years ago
- 23.) How has Covid-19 impacted on your care home business?
- 24.) What do you see as the main trends and challenges facing providers over the next three years?