

## Covid 19 Provider Expenses Survey Results



In May 2020 a survey was sent to all Care Providers operating in Cheshire East to establish the cost of the response to the Covid 19 pandemic, the results of which are set out below. The results are corroborated by soft intelligence collected by Contracts and Quality Assurance (QA) Officers, both during the weekly Mutual Aid calls, and when QA Officers contact providers directly.

**Table 1. Response Rates**

Care type	Number of providers survey sent to	Number of responses	Response rate
Accommodation with Care	89	21	24%
Care at Home	60	37	62%
Complex Care	76	17	22%

Response rates are consistent with other surveys undertaken with Providers in Cheshire East, where Care at Home providers are more likely to engage. 24% is a relatively good response rate from Accommodation with Care providers.

**Table 2. Staffing Levels**

Care type	Providers with 250 employees or more	Providers with less than 250 employees	Number of employees in care home or working in Cheshire East (range)	Number of employees working in care home or in Cheshire East (average)
Accommodation with Care	9 (45%)	11 (55%)	14 - 950	111

Care at Home	5 (13.9%)	31 (86.1%)	10 - 110	32
Complex Care	9 (56.3%)	7 (43.8%)	0 - 236	85

N.B. 1 provider in each care area didn't respond to this question.

**Table 3. Residents/ Service Users**

<b>Care type</b>	<b>Number of CEC Commissioned residents/ service users - range</b>	<b>Number of CEC Commissioned residents/ service users - average</b>	<b>Number of private residents/ service users or Direct Payments - range</b>	<b>Number of private residents/ service users or Direct Payments - average</b>
Accommodation with Care	0 - 46	16	0 - 46	17
Care at Home	0 - 157	28	0 - 75	21
Complex Care	0 - 100	33	0 - 27	3

**Table 4. Accommodation with Care Costs**

<b>Expenditure item</b>	<b>Number of responses to question (out of 21 responses)</b>	<b>Number of providers incurring additional expense</b>	<b>Weekly cost – range of those with additional costs</b>	<b>Weekly cost – average of all those who responded to question</b>

Agency staff	20	9 (45%)	£1,500 - £6,000	£1,691
Overtime	20	12 (60%)	£400 - £37,880	£2,845
Cleaning	18	17 (89.5%)	£17 - £6,034	£661
PPE	18	18 (100%)	£80 - £26,044	£8,935

Other costs incurred for: Statutory Sick Pay, Food, Transport, temperature monitors, extra tables for social distancing, red laundry bags, reduced income from lower occupancy and inability to provide additional services e.g. day services.

**Table 5. Care at Home Costs**

<b>Expenditure item</b>	<b>Number responding to question</b>	<b>Number of providers incurring additional expense</b>	<b>Weekly cost – range of those with additional expense</b>	<b>Weekly cost – average of all responses</b>
Agency staff	36	2 (5.6%)	£1,100 - £3,500	£128
Overtime	37	8 (21.6%)	£200 - £1,000	£78
IT *	35	18 (51.4%)	£10 - £190	£56
PPE	34	32 (94.1%)	£97 - £3,000	£421

\* Some assumptions made about weekly costs.

Other costs incurred for: Increased mileage costs due to office closures and distribution of PPE for staff, additional recruitment and training costs to cover for self isolating staff, uniforms due to need for infection control, reduced income from private clients and referrals

**Table 6. Complex Care Costs**

<b>Expenditure item</b>	<b>Number of responses to question</b>	<b>Number of providers incurring additional expense</b>	<b>Weekly cost – range of those with additional expense</b>	<b>Weekly cost – average of all responses</b>
Agency staff	16	8 (50%)	£466 - £7,500	£1,077
Overtime	16	7 (43.8%)	£67 - £5,256	£1,105
Cleaning	17	14 (82.4%)	£50 - £1,500	£281
PPE	12	12 (100%)	£157 – £12,000	£2,376

Other costs incurred for: Clinical supervision for anxiety due to Covid 19, equipment for indoor activities, isolation unit, online training, decontamination costs, void costs.

**Table 7. Staff Sickness Directly Due to Covid 19**

<b>Care type</b>	<b>Number of providers who have paid Statutory Sick Pay (SSP) to staff on sick leave directly to Covid-19</b>	<b>Number of sick days lost due to C19 – range of those who have lost sick days</b>	<b>Number of sick days lost due to C19 – average of all responses</b>
<b>Accommodation with Care</b>	17 (81%)	9 – 1,000	201
<b>Care at Home</b>	30 (81.1%)	0 - 156	48
<b>Complex Care</b>	12 (70.6%)	0 - 441	126

**Table 8. Preferred Method of Payment**

<b>Care type</b>	<b>Reclaim additional costs via invoice to CEC</b>	<b>Monthly lump sum (Advanced payment for AWC)</b>	<b>One off lump sum</b>
<b>Accommodation with Care</b>	9 (45%)	0 (0%)	11 (55%)
<b>Care at Home</b>	5 (16.1%)	11 (35.5%)	15 (48.4%)
<b>Supported Living</b>	2 (18.2%)	4 (36.4%)	5 (45.5%)

N.B. Not all providers responded to this question in the survey.