



Continuity of Care

Allison Grant, Head of Employment



Continuity of Care

Relationship, trust and rapport

CQC inspection regime - a link
between lower turnover rates and
higher CQC ratings

Costly process for employers

800,000 extra workers by 2025

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- NMDS-SC trend briefing - Adult social care sector
- Front line care staff roles – care assistants and support workers
- 2013 estimated 770,000 care worker jobs
- 2014 NMDS-SC data from over 23,000 adult social care establishments and 450,000 care workers

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- Care worker turnover rates at 26.3% (2014)
- 1 in every 4 employees
- 40% of leavers remain in the sector – ‘churn’
- An issue for all?
- One-third < 10%
- Around half didn’t experience significant retention issues <20%

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- Skills for Care 2013
- Leadership and management
- Organisational culture
- Employer reputation and rewards

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- Diagnosis not straightforward
- Pay
- High turnover rate for people new to sector
- Recruitment of people with the right values and behaviours

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- Zero hour contracts
- No guarantee of work
- Increase since 2009, one-third on a zero hour contract (2014)
- 31% more likely to leave social care (2013)

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- Economy
- Competition from other sectors
- Funding
- Management styles
- Culture
- Rewards and career progression

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A legal solution?

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Allison Grant

Partner & Head of Employment

Direct Dial: 0207 822 4125

Mobile: 07701 297 622

Email: allison.grant@btinternet.com

Thank you for our discussion!

