

# Survey of NCF Membership – Impact of the Omicron variant

5-10 January 2022

# NCF survey background

- Conducted over 5 day period 5-10 January 2022
- Response from not-for-profit member organisations who:
  - Support over **130,000 people**
  - Operate approximately **5,250 services**
  - Employ approximately **98,000 staff**
- Our members provide a wide range of care and support services including:
  - dementia care and residential and nursing care for older people, specialist support and care for people with learning disabilities and complex needs, specialist mental health services, home care, housing with care, day care, intermediate care, outreach, and a wide range of specialist provision for adults in terms of care and support

# Key messages

- Increase in pressures facing the care sector
- Real impact on people
- Staff absence is compounded by existing vacancy rates
- Difficulties and delays with testing
- Difficulties accessing government support and funding

# Staff shortages are impacting people who need care and support

## If applicable, are staff shortages forcing you to:

Refuse new requests for homecare	66%
Close your care home to new admissions	43%
Hand back packages for home care	21%

# Staff absences due to Omicron are compounded by existing vacancy rates

- Average current staff vacancy rate across the organisations in our survey – 18%
- Average absence rates across all organisations – 14%
- Overall shortage of a third of all staff, on average, across our survey

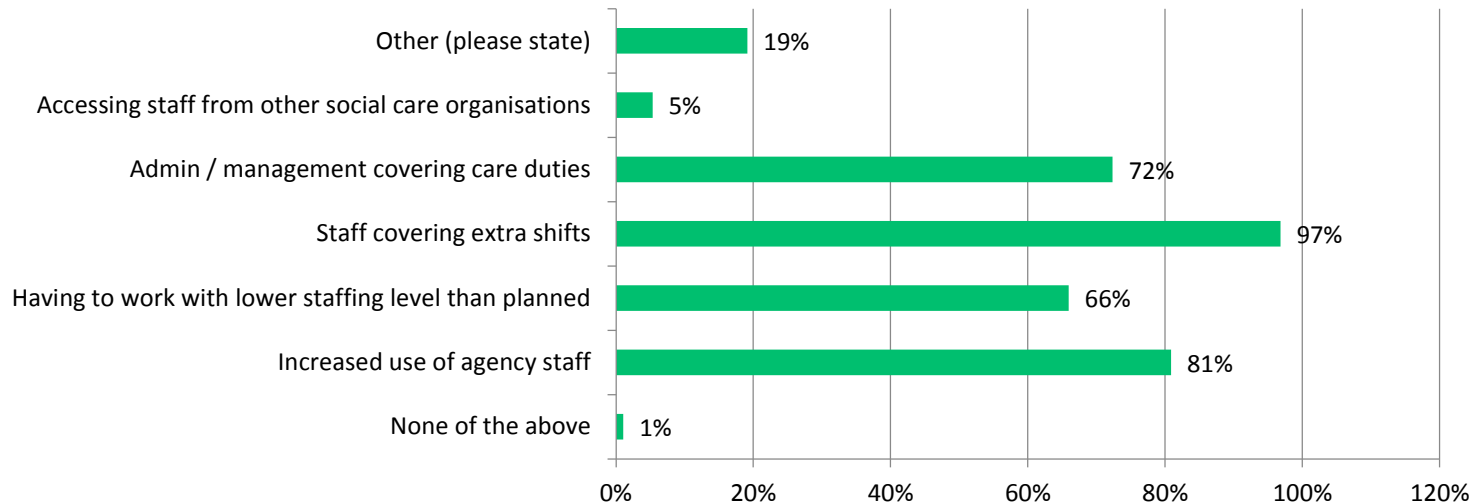
*'difficulty in recruiting plus staff absence is difficult to manage'*

*'Morale is low; staff are tired and it doesn't feel like there is light at the end of tunnel. We are concerned about the resilience of staff at this time. The staff pipeline through many recruitment initiatives is also of concern.'*

*'We currently have a national staff turnover of 39% with 44% in the South'*

# All providers have taken steps to cope with reduced staffing levels

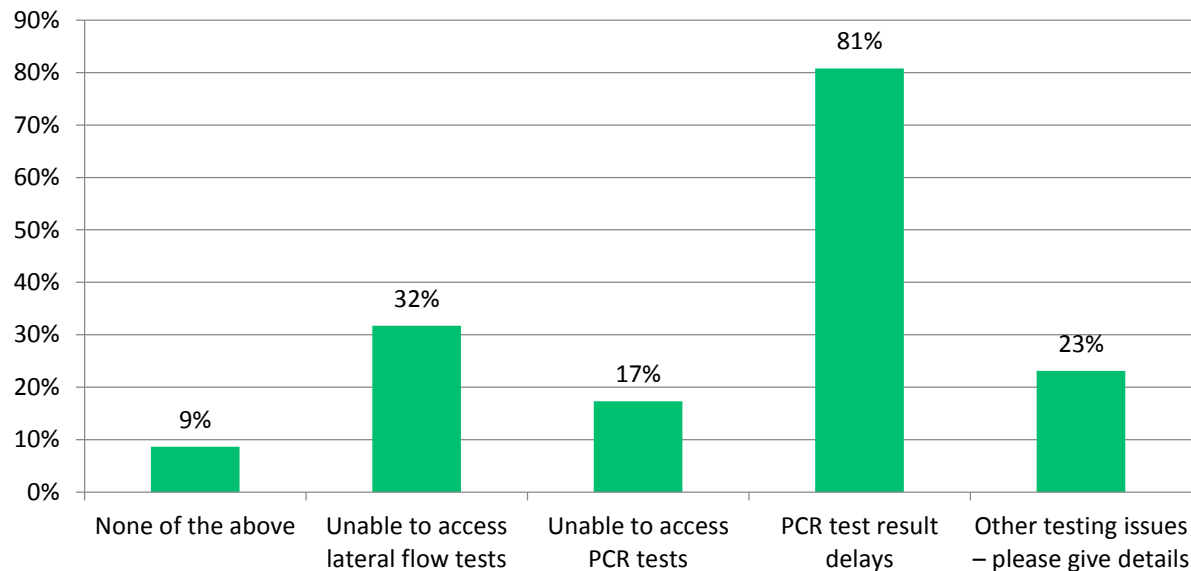
What steps are you having to take as a result of current staffing levels?  
(tick all that apply)



*'Our Teams have been incredibly generous and creative in finding ways to sustain people's support during outbreaks, often working longer hours to reduce staff turnover and transmission. We have had staff volunteer to move into services in order to again reduce transmission to other staff, and in those places where colleagues have been willing to live-in, this has had a really positive impact. We have seen colleagues from across the direct services offer support, with service Managers, Area Operations Managers and Regional Operations Managers making time to work in services to help out. Our teams have been fantastic in their diligence despite being exhausted'*

# Difficulties accessing tests and delays in receiving test results

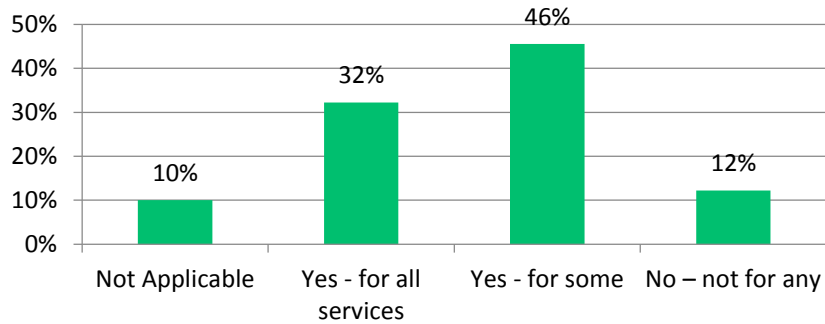
Which of the following challenges are you experiencing now regarding COVID-19 testing? (tick all that apply)



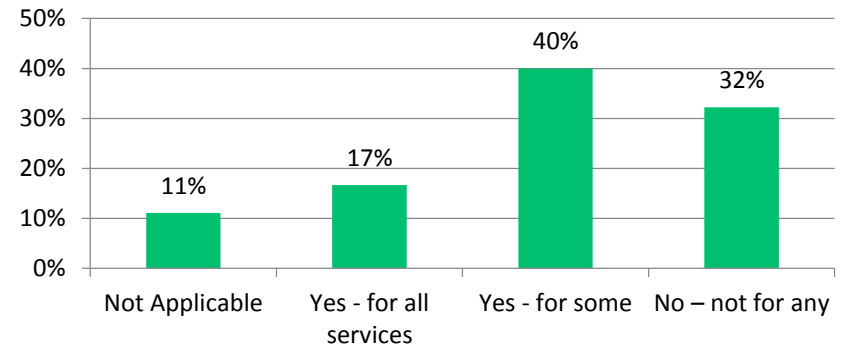
*'When the test results are delayed this means you can have someone who tests positive on a PCR around vulnerable people for 4 - 5 days, putting others at risk.'*

# Difficulties accessing government funding and support

Have you received funding from Workforce Recruitment and Retention Fund Round 1 (announced October 2021)?



Have you received funding from Workforce Recruitment and Retention Fund Round 2 (announced December 2021)?







# Keep in touch!

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