

Task1 : Guided Scenario Response

Domicillary Care Services

Report to Councilor Lorraine Francis Chair of the Adult Social Care Policy Committee, Bristol City council

Subject: Addressing pressures and shortages in domiciliary care services within Bristol.

Introduction:

Domiciliary care is important because it allows people who need Support to stay in their own home which is sometimes a better option than having to go to home care. This is beneficial for those who need support in familiar environments. The support can include things such as personal care, help, preparing meals, and helping people with medication to stay independent in their own home. This is an important service for so many people but unfortunately there are shortages and limits to the services that are available. Domiciliary care is so important to cater to the needs of service users who need to care at their own homes, which is why the shortage is such a pressing issue. The Care Act 2014 also gives local authorities responsibilities to promote people's wellbeing, prevent or delay care needs and make sure there is a suitable care market in the local area. The guidance also states that the people's needs, and wishes should be taken into account when arranging care. Bristol has a significant demand for adult social care in the community. During 2024 /25, 4,178 adults received community based social care, including 1,763 people aged 65 and over 2,415 adults ages 18-64 Bristol adult social care also received more than 41,000 contact referrals during this year.

Impact of the issue on the community one of the main problems with domiciliary care is having enough staff to meet demand Nationally, the CQC reported that vacancy rate in Homecare was just over 10% in March 2025, compared with just under 5% in care homes. This can make it more difficult for care providers to give visits at the times they actually need them. This is important because many people who receive Care domiciliary care have more complex needs than they did in the past. Bristol's Homecare market analysis found that people receiving services were becoming frailer and needing higher levels of support. The number of people receiving homecare and the number of care hours being provided had also increased. When there are problems with care provision, this can have a direct impact on people's daily lives. For example, if a care worker does not arrive on time, the service user might not be able to wash, get dressed, prepare food, or take medication. This can be especially difficult for older people or people with disabilities.

It can also put pressure on family members who already provide unpaid care.

However, it would not be completely accurate to say that Bristol simply does not have enough care providers; Bristol City Council currently says that it has enough

homecare providers on its Adult Social Care Framework. The bigger issue seems to be the capacity of providers, staff availability and whether they can provide the right care at the right time. This is particularly the same everywhere in the UK.

These shortages of domiciliary care staff affect the most vulnerable in the community. "In the UK there are 13,000 registered home care providers" if you compare that to the "nearly 639,000 people receiving home care services" it is clearly not enough. (HOMECARE.CO.UK). The lack of staff means that there are several vulnerable service users who are unable to receive the care they need from their homes. This can be essential to some service users who struggle with anxiety or feel discomfort when it comes to leaving their homes. In The Care Act 2014 it emphasizes the need to consider specific care needs to ensure they have dignity and that their wishes are being considered.

The issues of staff shortages, especially in Domiciliary care, can be solved. The main issues come down to the actual role itself.

The current pay of a domiciliary care worker

(improvement in pay will entice more people to join the job)

The job turnover rate due to wellbeing of staff

(by spending more time on discussing workers wellbeing and offering support it will decrease staff turnover due to feeling supported)

Advertisement of job

(make more people aware of the job and show this as an option)

Risky job due to accusations of neglect and service users when it comes to violence

(more support for the staff and training as well as safety procedures for staff safety)

In conclusion the staff shortages are one of the main problems that we are facing. It's imperative that we work to eliminate staff shortages to provide better service to those who need domiciliary care. By implementing raised pay as well as support for existing and new staff we can work to stop staff shortages and in turn provide high-quality care that abides by the care act of 2014. because the Act focuses on wellbeing, prevention and making sure people have access to appropriate care and support.

Reference List :

Care Act 2014. Care Act 2014, Part1: Care and Support. UK Government legislation.

Care Quality Commission (CQC) (2025). The state of Health care and adult social care in England 2024/25: Adult social care.

Bristol City Council (2025). Principal Social Worker Annual Report 2024/25.

Bristol City Council (2025). JSNA Health and Wellbeing Profile 2025/26: Adult Social Care.

Bristol City Council. Adult Social Care Single Framework.

Bristol City Council. Homecare Cost of Care Exercise.

Department of Health and Social Care (GOV.UK) Care and Support Statutory Guidance.