

INFORMATION  
ANALYSIS  
DIRECTORATE



# Domiciliary Care Services for Adults in Northern Ireland (2017)



Department of  
**Health**

An Roinn Sláinte  
Máinnstríe O Poustíe  
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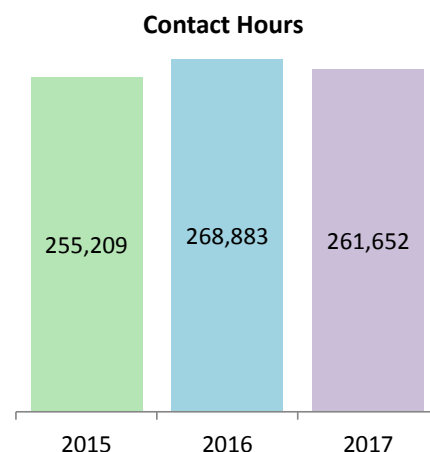
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# Key Findings

During the survey week in September 2017:

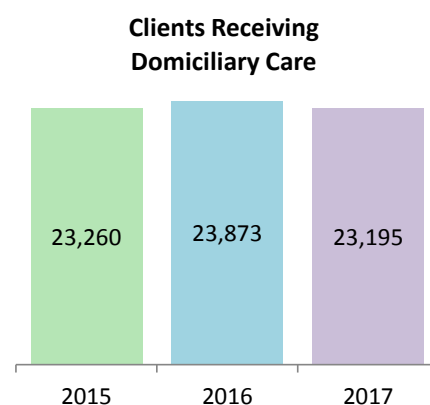
## Contact Hours

- An estimated 261,652 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland, a decrease of 3% (7,231) from the survey week in 2016 (268,883).
- The statutory sector provided 31% of domiciliary care contact hours, with 69% provided by the independent sector.
- An average of 11.3 domiciliary care contact hours were provided per client, the same when compared to 2016 (11.3).



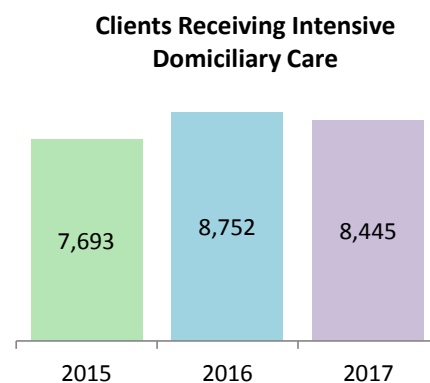
## Clients Receiving Domiciliary Care

- HSC Trusts provided domiciliary care services for 23,195 clients, 3% less than the number during the survey week in 2016 (23,873).



## Domiciliary Care Visits

- 493,700 domiciliary care visits were provided to clients, 28% from the statutory sector and 72% from the independent sector.
- Over half (51%) of all domiciliary care visits provided to clients were between 16 and 30 minutes long. Over three in ten (31%) visits were 15 minutes or less and under one in five (18%) were more than 30 minutes long.
- 10,176 clients received a domiciliary care visit lasting 15 minutes or less, over two-fifths (44%) of all clients receiving domiciliary care.



## Service Intensity

- Nearly nine-tenths (86%) of all clients receiving domiciliary care services received 6 or more visits. The proportion of clients receiving 6 or more visits has increased by 2% (327) since 2013.

## Clients Receiving Intensive Domiciliary Care

- 8,445 clients received intensive domiciliary care services, 4% (307) less than during the survey week in 2016 (8,752).

# About Us



<https://www.health-ni.gov.uk/topics/doh-statistics-and-research>

Statistics and research for the **Department of Health** is provided by the Information and Analysis Directorate (IAD). IAD is responsible for compiling, processing, analysing, interpreting and disseminating a wide range of statistics covering health and social care.

The statisticians within IAD are outposted from the Northern Ireland Statistics & Research Agency (NISRA) and the statistics are produced in accordance with the principles and protocols set out in the [Code of Practice for Official Statistics](#).

IAD comprises four statistical sections: Hospital Information, Community Information, Public Health Information & Research and Project Support Analysis.

This publication is produced by Community Information Branch.

## ***Our Vision and Values***

- *Provide up-to-date, quality information on children and adult social services and community health;*
- *to disseminate findings widely with a view to stimulating debate, promoting effective decision-making and improvement in service provision; and*
- *be an expert voice on social care information.*

## **About Community Information Branch**

The purpose of Community Information Branch (CIB) is to promote effective decision making in children and adult social services by providing quality information and analysis.

We collect, analyse, and publish a wide range of community information that is used to help monitor the delivery of personal social services policy. Information collected by CIB is used to assess HSC Trust performance, for corporate monitoring, policy evaluation, and to respond to parliamentary/assembly questions.

Information is widely disseminated through a number of regular key statistical publications and ad hoc reports, details of which are available online.

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## Introduction

Domiciliary care is defined as the range of services put in place to support an individual in their own home. Services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.

'People First', the Department of Health's (DoH) vision for community care was published in 1993 with six core objectives, including the development of domiciliary care services to enable more people to continue to live in their own homes. When introduced, it focused solely on 'care management' cases; although, over time the interpretation of the term 'care management' deviated, with a wide variance established across the legacy HSS Trusts. These differing interpretations were highlighted further during the Review of Public Administration (RPA) when HSS Trusts were merged into the current Health and Social Care (HSC) Trust areas. In addition, as the data collection process at that time focused only on 'care managed' cases, a substantial number of people receiving less complex domiciliary care packages were not being counted.

To rectify inconsistencies with information on domiciliary care, the DoH discontinued the collection of domiciliary care via the CC7 statistical return from 30 September 2007, and introduced a new statistical return, CC7b, in 2008 that would provide a comprehensive picture of all domiciliary care services provided in the community, regardless of their complexity.

For 2017, information collected on the CC7b return related to the survey week 10<sup>th</sup> – 16<sup>th</sup> September 2017. The survey gathered information on the number of contact hours of domiciliary care provided, the number of clients receiving these services, the number of domiciliary care visits provided and the length of these visits during the survey week, broken down by sector providing the service and HSC Trust.

The DoH would like to sincerely thank all HSC Trust staff who assisted in the provision of this information.

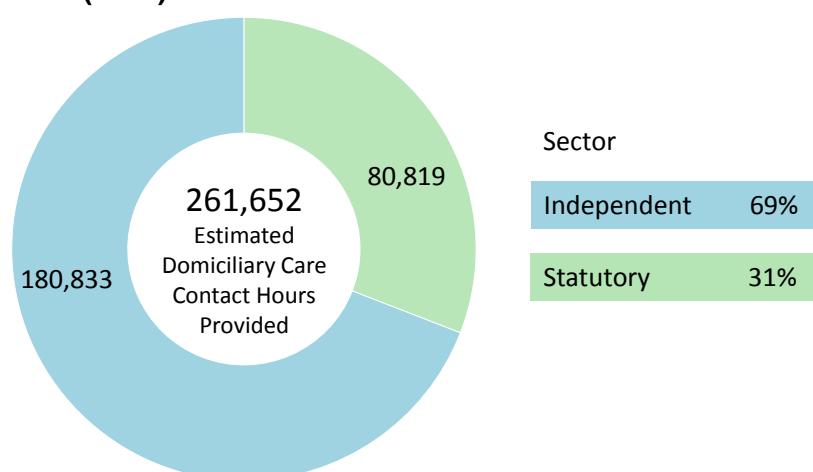


# Contact Hours <sup>1</sup>

During the survey week in 2017, an estimated 261,652 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland, a decrease of 3% (7,231) from the survey week in 2016 (268,883).

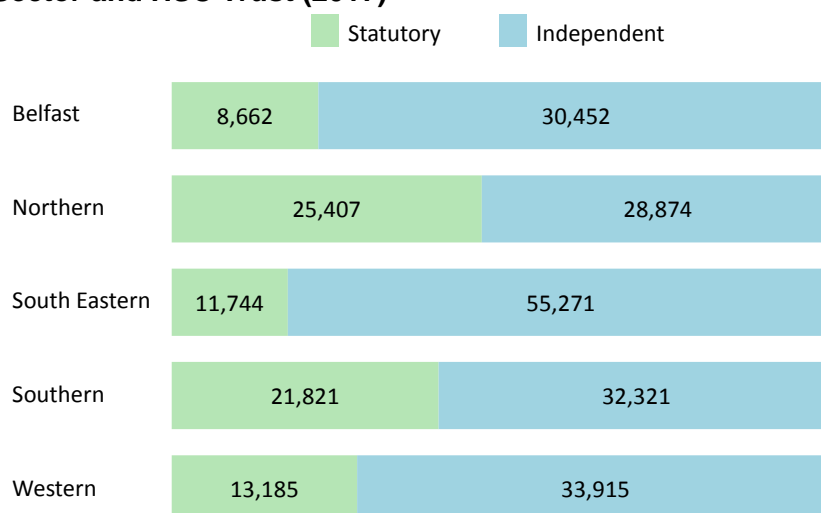
Figure 1 below shows that just over 3 out of 10 (31%) domiciliary care contact hours were provided by the statutory sector with the independent sector providing just under 7 out of 10 (69%).

**Figure 1: Estimated Number of Domiciliary Care Contact Hours Provided, by Sector (2017)**



Higher proportions of domiciliary care contact hours were provided by the independent sector than the statutory sector in all five HSC Trusts. This ranged from over four-fifths (82%) in the South Eastern HSC Trust, to just over half (53%) in the Northern HSC Trust, as shown in Figure 2 below.

**Figure 2: Estimated Number of Domiciliary Care Contact Hours Provided, by Sector and HSC Trust (2017)**



For a breakdown of estimated domiciliary care contact hours provided by sector and HSC Trust, see Table 1 in Appendix C.

<sup>1</sup> For definition refer to Appendix B (point 6).

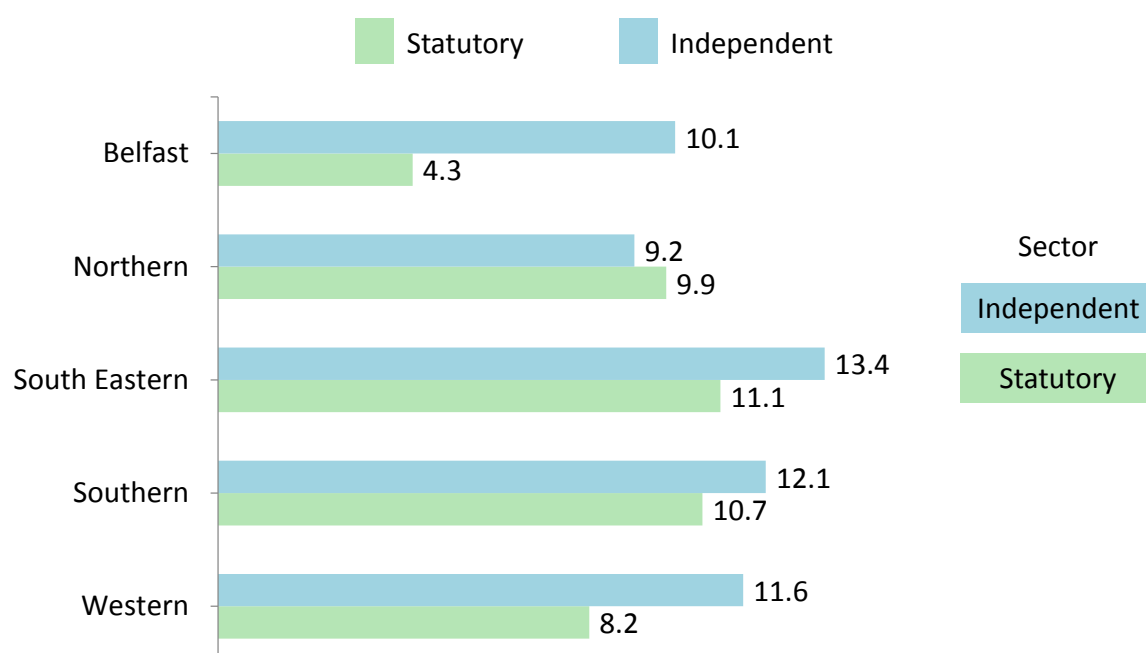
## Average Number of Contact Hours Provided

During the survey week in 2017, an average of 11.3 domiciliary care contact hours were provided per client, the same when compared to 2016 (11.3).

The average number of domiciliary care contact hours provided per client during the survey week in 2017 was considerably higher for the independent sector (11.4) than for the statutory sector (8.7). This difference may be due to more intensive domiciliary care packages being contracted out to independent providers by the statutory sector.

Four out of five HSC Trusts had a higher average number of domiciliary care contact hours per client provided by the independent sector than the statutory sector during the survey week. The Northern HSC Trust had more contact hours per client provided by the statutory sector, as shown in Figure 3 below, however the gap between the two sectors in the Northern HSC Trusts has decreased when compared to 2016.

**Figure 3: Average Number of Domiciliary Care Contact Hours Provided per Client, by Sector and HSC Trust (2017)**

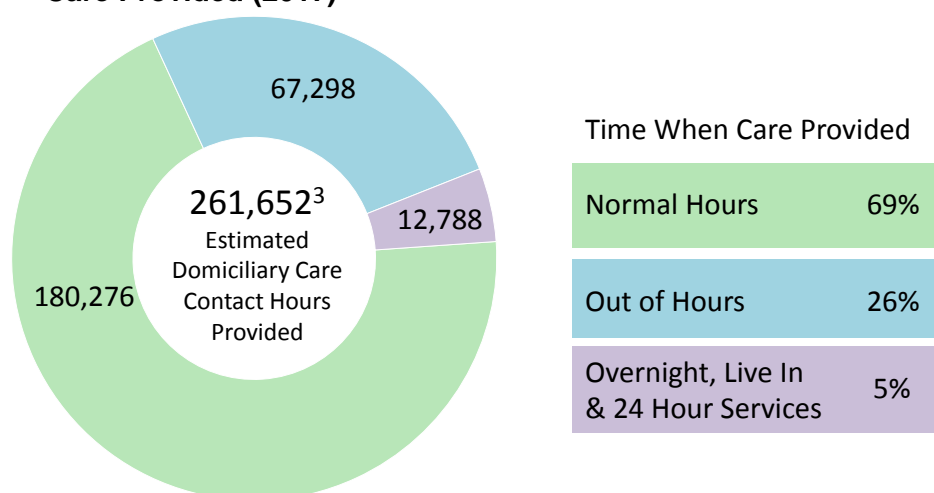


For a breakdown of average domiciliary care contact hours provided per client by sector and HSC Trust, see Table 2 in Appendix C.

## Times when Domiciliary Care is Provided <sup>2</sup>

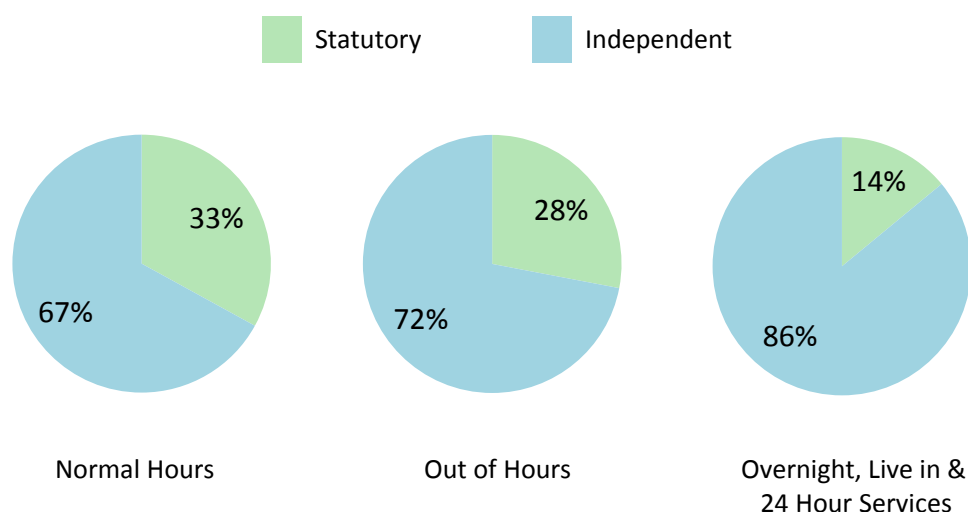
Of the 261,652<sup>3</sup> domiciliary care contact hours provided during the survey week in 2017, almost seven-tenths (69%) were provided during 'Normal Hours', over a quarter (26%) were provided during 'Out of Hours' and a small proportion (5%) were provided during 'Overnight, Live in & 24 Hour Services' as shown in Figure 4 below. These proportions are similar to those reported in the 2015 and 2016 surveys.

**Figure 4: Number of Domiciliary Care Contact Hours Provided, by Time When Care Provided (2017)<sup>3</sup>**



The statutory sector provided just over three-tenths (31%) of domiciliary care hours while the independent sector provided just under seven-tenths (69%). Figure 5 below shows the proportion of domiciliary care services provided by the statutory and independent sectors at times when care was provided.

**Figure 5: Number of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2017)<sup>3</sup>**



<sup>2</sup> For definitions refer to Appendix B (points 8 – 12).

<sup>3</sup> There were 1,290 contact hours for independent clients in the learning disability service of the Belfast HSC Trust where the time when care provided was not known. As a result, the sum of figures for time when care provided will not equal the total.

Of the 80,819 domiciliary care hours provided by the statutory sector, over three-quarters (74%) were provided during 'Normal Hours', almost a quarter (24%) were provided 'Out of Hours' and a small proportion (2%) were provided during 'Overnight, Live In & 24 Hour Services'.

### Statutory

|                                       |     |
|---------------------------------------|-----|
| Normal Hours                          | 74% |
| Out of Hours                          | 24% |
| Overnight, Live In & 24 Hour Services | 2%  |

### Independent

|                                       |     |
|---------------------------------------|-----|
| Normal Hours                          | 67% |
| Out of Hours                          | 27% |
| Overnight, Live In & 24 Hour Services | 6%  |

Of the 180,833 domiciliary care hours provided by the independent sector, two-thirds (67%) were provided during 'Normal Hours', over a quarter (27%) were provided 'Out of Hours' and almost one in seventeen (6%) were provided during 'Overnight, Live In & 24 Hour Services'.

For a breakdown of domiciliary care contact hours provided by sector and times when care was provided, see Tables 3 and 4 in Appendix C.

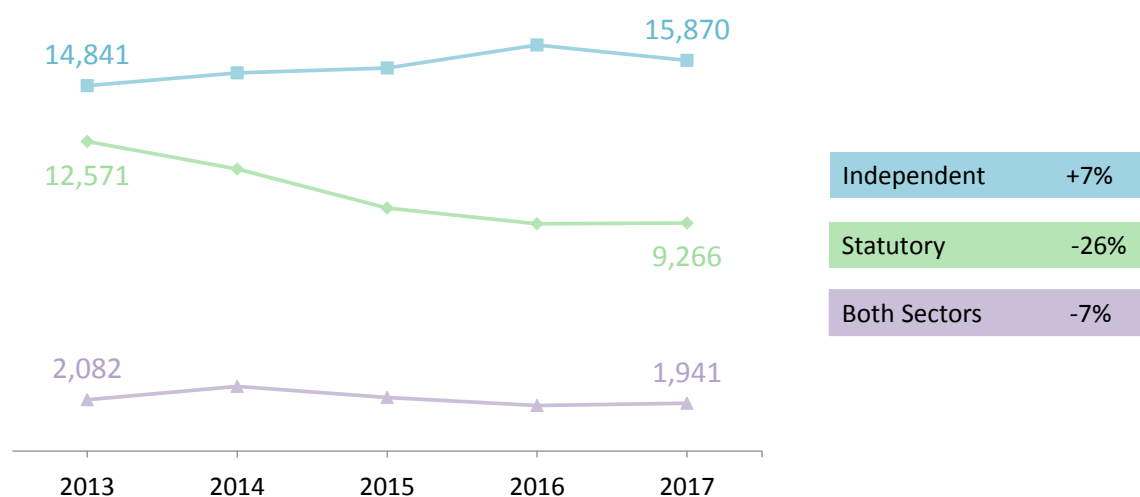
## Clients Receiving Domiciliary Care

During the survey week in 2017, HSC Trusts provided domiciliary care services for 23,195<sup>4</sup> clients, 3% less than the number during the survey week in 2016 (23,873). 9,266 clients received domiciliary care services from the statutory sector and 15,870 from the independent sector.

Since the survey week in 2013, the number of clients receiving domiciliary care from the statutory sector has decreased by 26% (3,305) while the number of clients receiving domiciliary care from the independent sector has increased by 7% (1,029).

In the 2017 survey, HSC Trusts reported that 1,941 clients received domiciliary care services from both the statutory and independent sectors, a decrease of 7% (141) since the 2013 survey, as shown in Figure 6 below.

**Figure 6: Number of Clients Receiving Domiciliary Care Services, by Sector (2013 – 2017)**



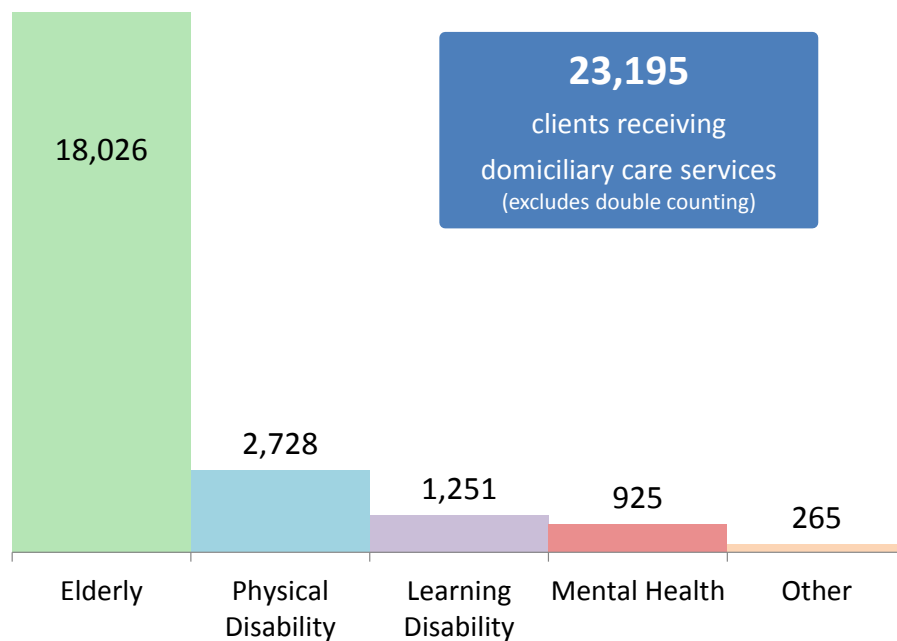
For a trend breakdown (2015 - 2017) of clients receiving domiciliary care by sector and HSC Trust, see Table 5 in Appendix C.

### Client Group

During the survey week in 2017, almost four-fifths (78%) of clients receiving domiciliary care services were in the elderly client group, more than one tenth (12%) had a physical disability, one in twenty (5%) had a learning disability and one in twenty five (4%) had mental health needs. A small proportion (1%) of other clients received domiciliary care services (see Figure 7 overleaf).

<sup>4</sup> The total number of clients receiving domiciliary care excludes the double counting of clients receiving services from both sectors.

**Figure 7: Number of Clients Receiving Domiciliary Care Services, by Client Group (2017)**

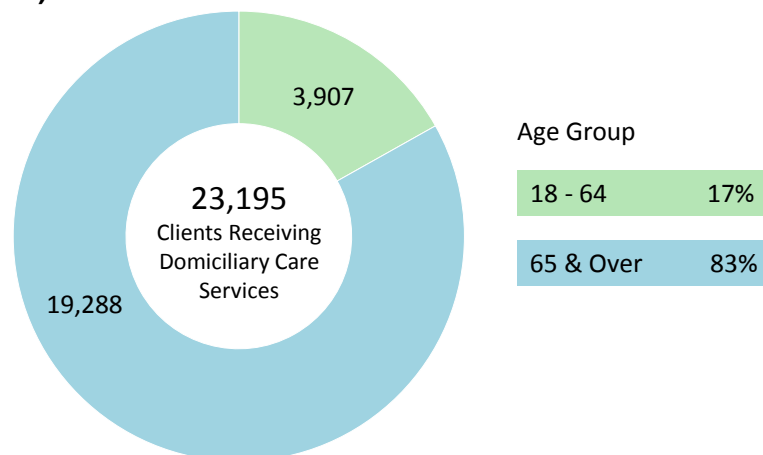


For a breakdown of clients receiving domiciliary care by client group and HSC Trust, see Table 6 in Appendix C.

### Age Group

During the survey week in 2017, over four-fifths (83%) of clients receiving domiciliary care services were aged 65 & over, with less than one-fifth (17%) of clients aged 18-64, as shown in Figure 8 below.

**Figure 8: Number of Clients Receiving Domiciliary Care Services, by Age Group (2017)**



Across HSC Trusts, similar proportions of clients receiving domiciliary care services were aged 65 and over. This ranged from almost 9 in 10 (86%) in the Northern HSC Trust to just over four-fifths (81%) in the South Eastern HSC Trust.

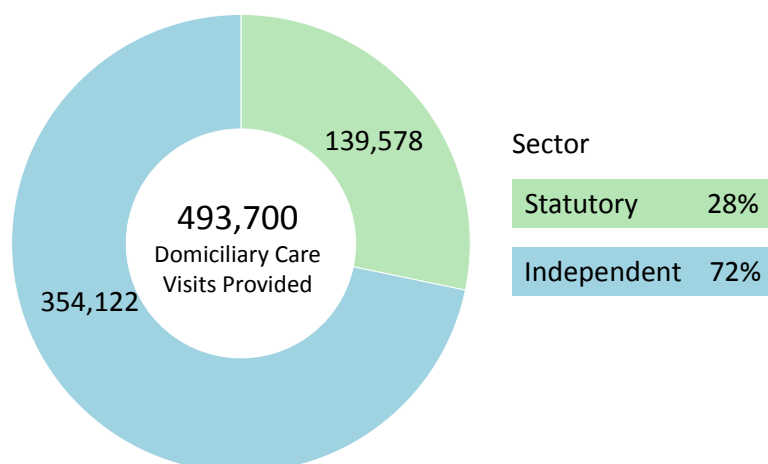
For a breakdown of clients receiving domiciliary care by age group and HSC Trust, see Tables 7 and 8 in Appendix C.

## Domiciliary Care Visits <sup>5</sup>

During the survey week in 2017, 493,700 domiciliary care visits were provided to clients.

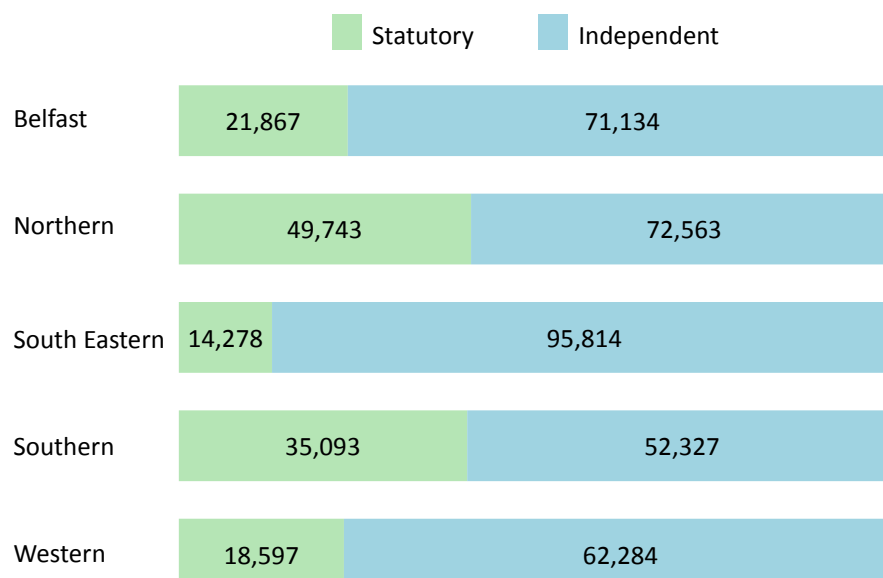
Figure 9 below shows that under three-tenths (28%) of domiciliary care visits were provided by the statutory sector and over 7 in 10 (72%) were provided by the independent sector.

**Figure 9: Number of Domiciliary Care Visits Provided, by Sector (2017)**



Higher proportions of domiciliary care visits were provided by the independent sector in all HSC Trusts. This ranged from almost 9 in 10 (87%) in the South Eastern HSC Trust to under three-fifths (59%) in the Northern HSC Trust, as shown in Figure 10 below.

**Figure 10: Number of Domiciliary Care Visits Provided, by Sector and HSC Trust (2017)**



For a breakdown of domiciliary care visits by sector and HSC Trust, see Table 10 in Appendix C.

<sup>5</sup> Information contained in this Domiciliary Care Visits chapter are experimental statistics.

## Length of Visit

Of the 493,700 domiciliary care visits made to clients during the survey week in 2017, half (51%) were between 16 and 30 minutes long. Just over three in ten (31%) visits were 15 minutes or less and under one in five (18%) were more than 30 minutes long, as shown in Figure 11 below.

**Figure 11: Number of Domiciliary Care Visits Provided, by Length of Visit (2017)**

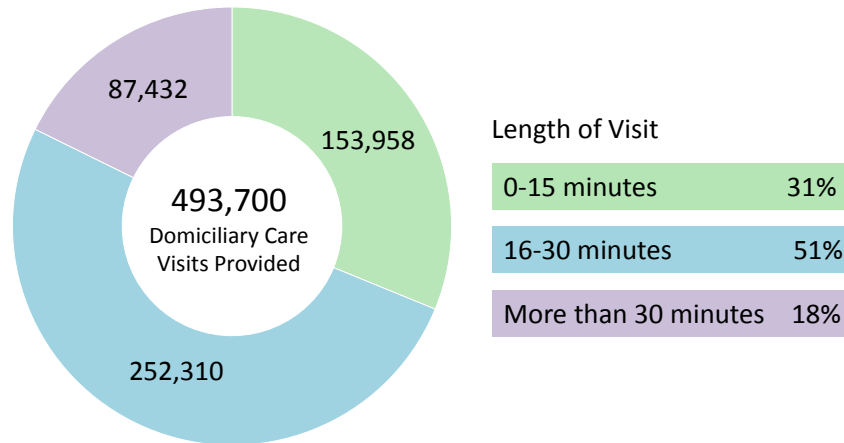
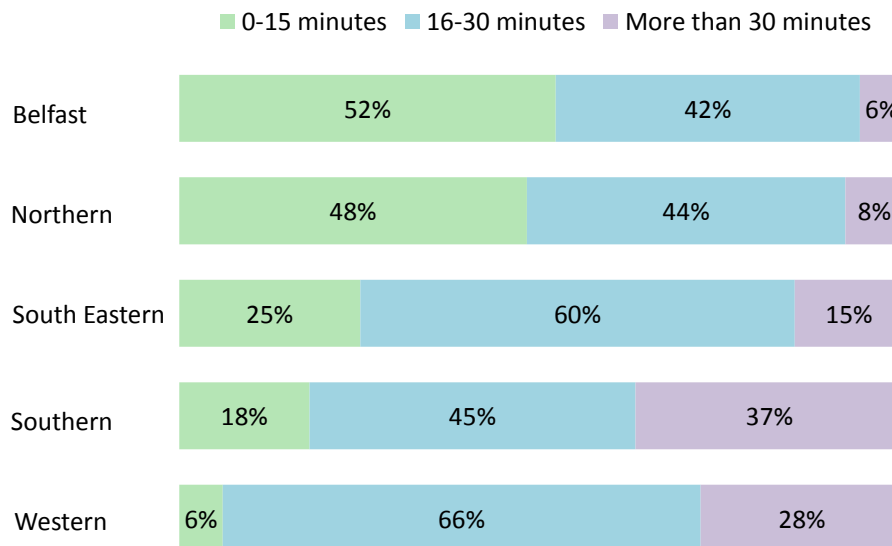


Figure 12 below shows that the proportion of visits lasting 15 minutes or less varied between HSC Trusts. This ranged from 52% in the Belfast HSC Trust to 6% in the Western HSC Trust.

**Figure 12: Proportion of Domiciliary Care Visits Provided, by Length of Visit and HSC Trust (2017)**



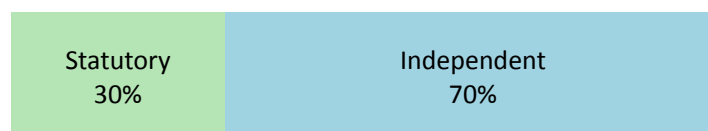
For a breakdown of domiciliary care visits by sector, length of visit and HSC Trust, see Tables 11 and 12 in Appendix C.



## Less Than 15 Minute Visits

Of the 153,958 domiciliary care visits provided lasting less than 15 minutes during the survey week in 2017, three-tenths (30%) were by the statutory sector and seven-tenths (70%) were by the independent sector, as shown in Figure 13 below.

**Figure 13: Percentage of Domiciliary Care Visits Provided Lasting Less Than 15 Minutes, by Sector (2017)**



During the survey week in 2017, 10,176<sup>6,7</sup> clients received domiciliary care visits lasting less than 15 minutes, over two-fifths (44%) of all clients who received domiciliary care. Of these 10,176<sup>6,7</sup> clients, 4,199 received a visit from the statutory sector and 6,932 received a visit from the independent sector.

**Figure 14: Breakdown, by Sector, of the Proportion of Clients Receiving Domiciliary Care Visits Lasting Less Than 15 Minutes, by Number of Visits (2017)**

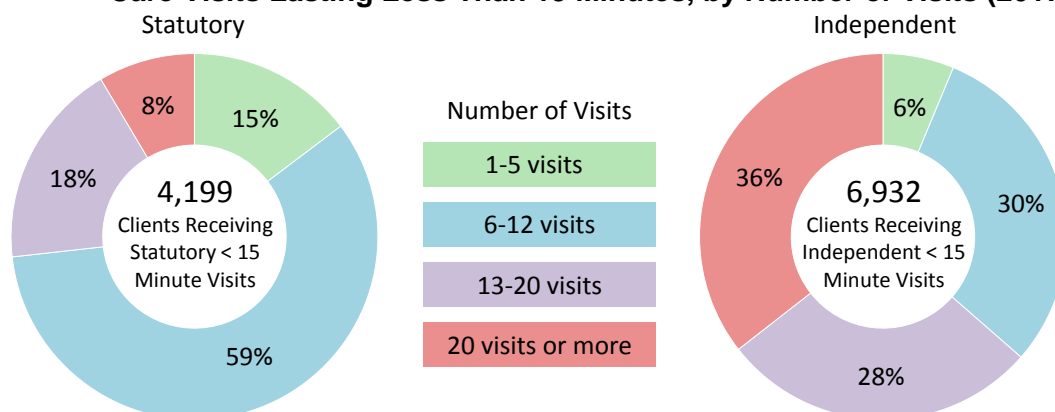


Figure 14 above shows that of the 4,199 clients who received domiciliary care visits lasting less than 15 minutes from the statutory sector, almost six-tenths (59%) received between 6 and 12 visits lasting less than 15 minutes. Almost two-tenths (18%) received between 13 to 20 visits lasting less than 15 minutes, under one in ten (8%) received between 1 and 5 visits lasting less than 15 minutes and under one in seven (15%) received 20 visits or more lasting less than 15 minutes.

Figure 14 above shows that of the 6,932 clients who received domiciliary care visits lasting less than 15 minutes from the independent sector, over one-third (36%) received 20 visits or more lasting less than 15 minutes. Three in ten (30%) received between 6 and 12 visits lasting less than 15 minutes, less than three-tenths (28%) received between 13 and 20 visits lasting less than 15 minutes and just over one in twenty (6%) received between 1 and 5 visits lasting less than 15 minutes.

For a breakdown of clients who received domiciliary care visits by sector, length of visit, number of visits and HSC Trust, see Tables 13, 14 and 15 in Appendix C.

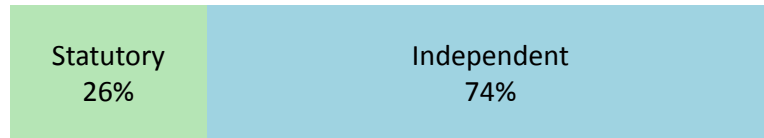
<sup>6</sup> The total number of clients receiving domiciliary care visits lasting less than 15 minutes may not equal the sum of clients receiving domiciliary care visits lasting less than 15 minutes from statutory and independent sectors, as some clients may have received care from both sectors.

<sup>7</sup> Some clients may also have received domiciliary care visits lasting more than 15 minutes.

## 16-30 Minute Visits

Of the 252,310 domiciliary care visits made lasting 16-30 minutes during the survey week in 2017, just over a quarter (26%) were by the statutory sector and almost three quarters (74%) were by the independent sector, as shown in Figure 15 below.

**Figure 15: Percentage of Domiciliary Care Visits Provided Lasting 16-30 Minutes, by Sector (2017)**



During the survey week in 2017, 17,176<sup>8,9</sup> clients received domiciliary care visits lasting 16-30 minutes, almost three-quarters (74%) of all clients who received domiciliary care. Of these 17,176<sup>8,9</sup> clients, 6,102 received a visit from the statutory sector and 11,731 received a visit from the independent sector.

**Figure 16: Breakdown, by Sector, of the Proportion of Clients Receiving Domiciliary Care Visits Lasting 16-30 Minutes, by Number of Visits (2017)**

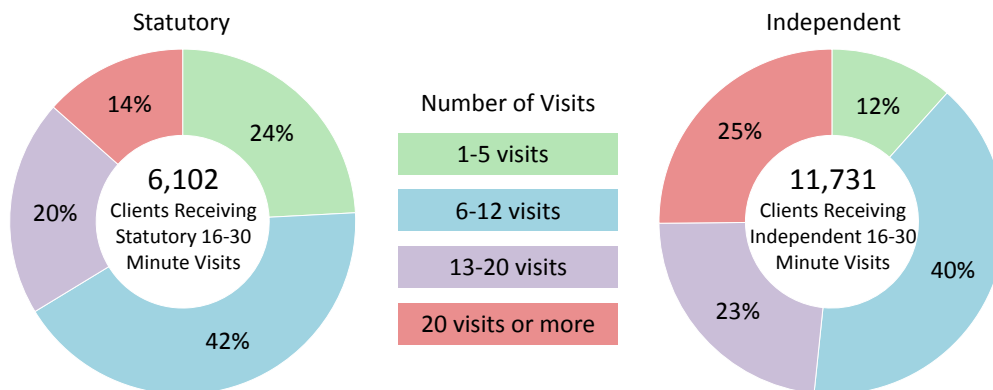


Figure 16 above shows that of the 6,102 clients who received 16-30 minute domiciliary care visits from the statutory sector, over two-fifths (42%) received between 6 and 12 16-30 minute visits. One-fifth (20%) received between 13 and 20 16-30 minute visits, almost a quarter (24%) received between 1 to 5 16-30 minute visits and one in seven (14%) received 20 or more 16-30 minute visits.

Figure 16 above shows that of the 11,731 clients who received 16-30 minute domiciliary care visits from the independent sector, two-fifths (40%) received between 6 and 12 16-30 minute visits. A quarter (25%) received 20 or more 16-30 minute visits, under one-quarter (23%) received between 13 to 20 16-30 minute visits and one in eight (12%) received between 1 and 5 16-30 minute visits.

For a breakdown of clients who received domiciliary care visits by sector, length of visit, number of visits and HSC Trust, see Tables 13, 14 and 15 in Appendix C.

<sup>8</sup> The total number of clients receiving 16-30 minute domiciliary care visits may not equal the sum of clients receiving 16-30 minute domiciliary care visits from statutory and independent sectors, as some clients may have received domiciliary care from both sectors.

<sup>9</sup> Some clients may also have received domiciliary care visits lasting less than 16 minutes or more than 30 minutes.

### More than 30 Minute Visits

Of the 87,432 domiciliary care visits made lasting more than 30 minutes during the survey week in 2017, just under one third (32%) were provided by the statutory sector and just over two thirds (68%) were provided by the independent sector, as shown in Figure 17 below.

**Figure 17: Percentage of Domiciliary Care Visits Provided Lasting More Than 30 Minutes, by Sector (2017)**



For a breakdown of domiciliary care visits by sector, length of visit and HSC Trust, see Table 11 in Appendix C.

## Service Intensity

During the survey week in 2017, of all clients receiving domiciliary care services, nearly nine-tenths (86%) received 6 or more visits. One-tenth (10%) of clients received 2 to 5 visits while a small proportion (4%) received one visit.

Figure 18 below shows that since the survey in 2013, the number of clients receiving 6 or more visits during the survey week has increased while the number of clients receiving two to five visits and one visit has decreased.

**Figure 18: Number of Clients Receiving Domiciliary Care Services, by Number of Visits (2013 - 2017)**

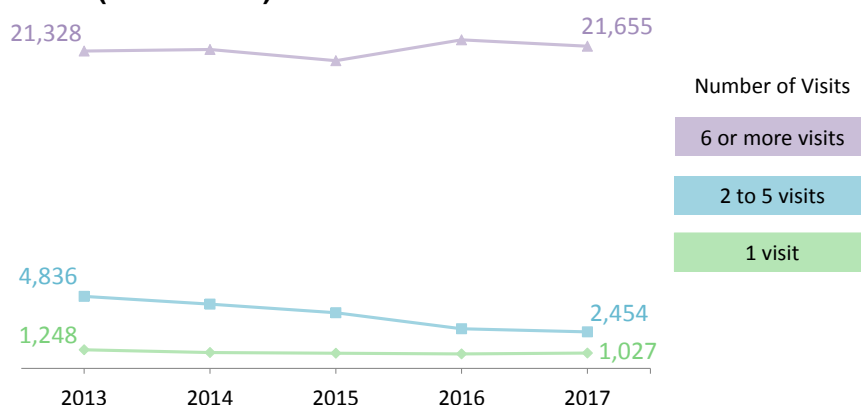
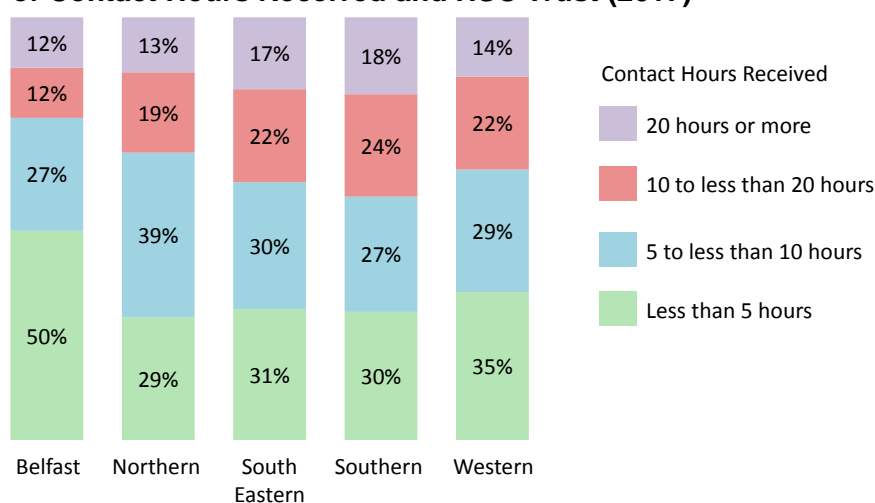


Figure 19 below shows that almost 1 in 5 (18%) of all clients receiving domiciliary care services in the Southern HSC Trust received 20 hours or more, compared with 1 in 8 (12%) of all clients in the Belfast HSC Trust.

Half (50%) of all clients in the Belfast HSC Trust received less than 5 hours of domiciliary care during the survey week compared with less three-tenths (29%) of all clients in the Northern HSC Trust.

**Figure 19: Percentage of Clients Receiving Domiciliary Care Services, by Number of Contact Hours Received and HSC Trust (2017)<sup>10</sup>**



For a breakdown of clients receiving domiciliary care by number of visits, contact hours, sector and HSC Trust; see Tables 16, 17 and 18 in Appendix C.

<sup>10</sup> Components may not add to totals due to rounding.

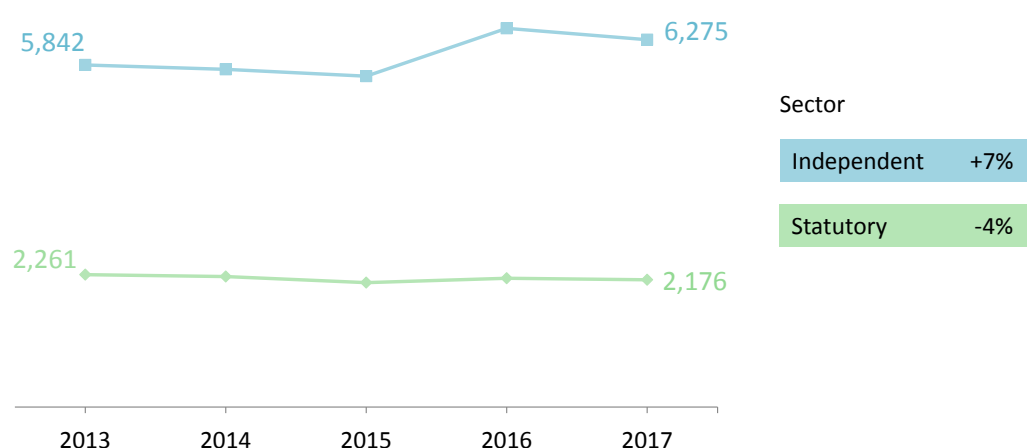
# Clients Receiving Intensive Domiciliary Care <sup>11</sup>

For the purposes of this survey, an **intensive domiciliary care** service is defined as 6 or more visits and more than 10 contact hours during the survey week.

During the survey week in 2017, 8,445 clients received intensive domiciliary care services, 4% (307) less than during the survey week in 2016 (8,752). Clients receiving intensive domiciliary care services accounted for over a third (36%) of all 23,195 clients receiving domiciliary care, similar to the proportion in the 2016 survey (37%).

Between the survey weeks in 2013 and 2017, the number of clients receiving intensive domiciliary care services from the statutory sector decreased by 4% (85) while those receiving intensive domiciliary care services from the independent sector increased by 7% (433), as shown in Figure 20 below.

**Figure 20: Number of Clients Receiving Intensive Domiciliary Care Services, by Sector (2013 - 2017)**



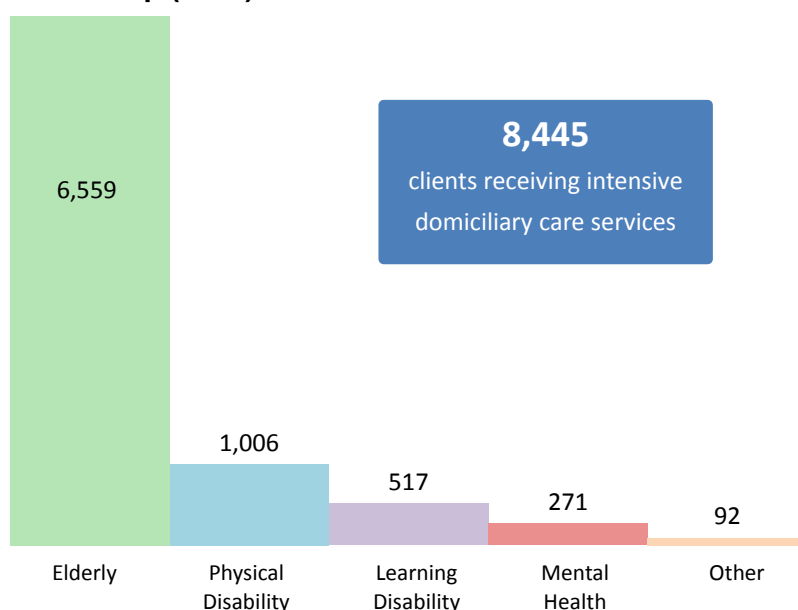
For a trend breakdown (2015 - 2017) of clients receiving intensive domiciliary care by sector and HSC Trust, see Table 19 in Appendix C.

## Client Group

During the survey week in 2017, almost four-fifths (78%) of clients receiving intensive domiciliary care services were in the elderly client group, one in eight (12%) had a physical disability, one in sixteen (6%) had a learning disability, and a small proportion (3%) had mental health needs. A small proportion (1%) of other clients received intensive domiciliary care services (see Figure 21 overleaf). These proportions are similar to those reported in the 2015 and 2016 surveys.

<sup>11</sup> The number of clients receiving intensive domiciliary care services from the statutory and independent sectors may not sum to the total for Northern Ireland, because clients may be receiving services from both sectors. Similarly, a number of clients may become an intensive case if the number of domiciliary care contact hours and visits from both sectors are totalled.

**Figure 21: Number of Clients Receiving Intensive Domiciliary Care Services, by Client Group (2017)**

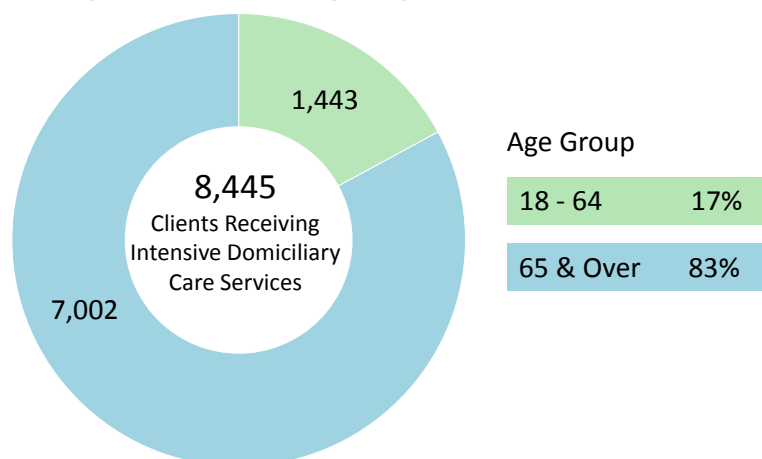


For a breakdown of clients receiving intensive domiciliary care by client group and HSC Trust, see Table 20 in Appendix C.

### Age Group

During the survey week in 2017, over four fifths (83%) of clients receiving intensive domiciliary care services were aged 65 & over, with less than one-fifth (17%) of clients aged 18-64, as shown in Figure 22 below. These proportions are similar to those reported in the 2015 and 2016 surveys.

**Figure 22: Percentage of Clients Receiving Intensive Domiciliary Care Services, by Age Group and HSC Trust (2017)**



Across HSC Trusts, the proportion of clients aged 65 & over receiving intensive domiciliary care services ranged from almost 9 in 10 (87%) in the Western HSC Trust to under four-fifths (78%) in the Belfast HSC Trust.

For a breakdown of clients receiving intensive domiciliary care by age group and HSC Trust, see Tables 21 and 22 in Appendix C.

# Appendix A: Technical Notes

## Data Collection

The information presented in this publication derives from the CC7b survey on domiciliary care services provided for adults in Northern Ireland. Completed surveys were provided by each of the five HSC Trusts in Northern Ireland to Community Information Branch (CIB) in the Department of Health, Social Services & Public Safety.

In 2017, the CC7b survey covered the period 10<sup>th</sup> - 16<sup>th</sup> September 2017 inclusive. It gathered information on the number of domiciliary care contact hours provided, the number of clients receiving domiciliary care, the number of domiciliary care visits provided and the number of clients receiving 15 minute domiciliary care visits during the survey week.

The CC7b information return is included in Appendix D of this publication, together with the associated guidance notes.

## Data Quality

On receipt of CC7b information returns from each HSC Trust, statisticians in CIB conduct internal consistency checks. They also use historical data to monitor annual variations and/or emerging trends, both regionally and across HSC Trusts. Queries arising from validation checks are presented to HSC Trusts for clarification and if required returns may be amended and re-submitted. The HSC Trusts are also asked to provide appropriate explanations for any inconsistent or missing information. Only data deemed to be of sufficient quality have been published.

For 2016, the Northern HSC Trust were unable to verify in time for publication, the total number of visits made to clients from the statutory sector in 2016. Consequently an estimate of 4,000 for the number of statutory visits greater than 30 minutes in length, in line with the 2015 survey, has been used in the regional total visits figure calculation.

A detailed quality report for this publication is available on the DoH [website](#).

## Data Changes

Since the CC7b information return was introduced in 2008, a breakdown of information by client group and age group was requested from the HSC Trusts only for clients receiving intensive domiciliary care services. From 2014, HSC Trusts are also required to provide a breakdown of client group and age group for all clients receiving domiciliary care (see Table 3D in Appendix D).

Due to an increased information need, a number of questions were added to the 2015 CC7b information return to capture information on the provision of 15 minute domiciliary care visits (see Tables 4 to 7B in Appendix D).

## Amendments

The cut-off point for amendments to data was 13<sup>th</sup> December 2017. Any amendments notified by HSC Trusts after this date will not have been included.

### **Disclosure Conventions**

Our policy statement on disclosure and confidentiality can be found in the DoH Statistics Charter on our [website](#).

### **Rounding Conventions**

Percentages have been rounded to whole numbers and as a consequence some percentages may not sum to 100. 0% may reflect rounding down of values under 0.

### **Revisions Policy**

These data are revised by exception. If revisions are required, background circumstances are reported and revision dates are noted in subsequent publications of these series of statistics. The general revisions policy for Official Statistics produced by the DoH can be found in the DoH Statistics Charter on our [website](#).

### **Data Format/ Availability**

In order to aid secondary analysis, data is available in spreadsheet format (Microsoft Excel) at:

<https://www.health-ni.gov.uk/articles/domiciliary-care>

### **Statement of Administrative Sources**

A detailed 'Statement of Administrative Sources' is available on our [website](#).

This statement describes the administrative/ management sources which the DOH currently uses to produce official statistics, or which have the potential to be so used.

### **Future Publications**

The next release of these statistics, for a survey week in September 2018, is scheduled for December 2018.

### **User Feedback**

Any comments you have regarding this or any other publication produced by CIB are welcome. Your views help us to improve the service we provide to users of this information and to the wider public.

Please send any comments you have to [cib@health-ni.gov.uk](mailto:cib@health-ni.gov.uk).



## Appendix B: Definition of Terms

1. The survey week for the CC7b 2017 return relates to the period 10<sup>th</sup> to 16<sup>th</sup> September 2017.
2. Domiciliary Care is defined as the range of services put in place to support an individual in their own home. In essence, the provision of personal care and associated domestic services necessary to maintain an individual person in a mutually agreed measure of health, hygiene, dignity, safety, and ease in their own home.
3. This includes:
  - Traditional home help services, including home help services provided by the voluntary sector which were commissioned by HSC Trusts;
  - Overnight , Live-in, and 24-hour services;
  - Services which assist the client to function as independently as possible, and / or continue to live in their own homes. For example;
    - Routine household tasks within or outside the home;
    - Personal care of the client; and,
    - Shopping;
  - Domiciliary care services must include three key elements:
    - Provision must be in or centred on the client's own home;
    - Some definite manual activity and / or social emotional support is involved; and,
    - Service must be funded wholly or partly by the Social Services Department;
  - Home care provided in sheltered / supported housing; although, this should not include care provided as part of the sheltered housing package, e.g. services provided by the warden or sheltered housing staff.
4. Social / emotional support in most cases is delivered on a regular schedule, as part of the Trust's domiciliary care ordering service, i.e. home care specifically for older people with dementia, or some mental health clients to ensure that e.g. they take tablets / eat / don't walk out of the house.
5. In some Trusts this has always been regarded as "traditional" home care but this is not consistently applied across the region. Social / emotional support does not include a "Casual Drop-in" type service where a care manager may "drop" in to see how a client is getting on.
6. 'Contact hours' refers to the number of hours staff are in contact with or directly serving the client, excluding travel time, during the survey week.
7. For the purposes of this survey, an intensive domiciliary care service is defined as 6 or more visits and more than 10 contact hours during the survey week.
8. 'Normal Hours' refers to domiciliary care services provided during office hours or the normal working day. The normal working day should be counted as 8am - 6pm.
9. 'Out of Hours' refers to services which are provided outside of the normal working day.
10. 'Overnight Services' refer to night sitting services which are carried out on a regular or adhoc basis.
11. 'Live-In Services' refer to where the care worker lives, either permanently or temporarily, in the home of the client, working for the HSC Trust directly or under contract. Exclude informal care arrangements with relatives or friends.
12. '24 Hour Services' refer to round the clock domiciliary care services provided by several workers on a shift basis.

## Appendix C: Additional Tables

**Table 1: Estimated Number of Domiciliary Care Contact Hours Provided, by Sector and HSC Trust (2015 - 2017)**

| Year | HSC Trust               | Statutory     |            | Independent    |            | All Sectors    |             |
|------|-------------------------|---------------|------------|----------------|------------|----------------|-------------|
|      |                         | No.           | %          | No.            | %          | No.            | %           |
| 2017 | Belfast                 | 8,662         | 22%        | 30,452         | 78%        | 39,114         | 100%        |
|      | Northern                | 25,407        | 47%        | 28,874         | 53%        | 54,281         | 100%        |
|      | South Eastern           | 11,744        | 18%        | 55,271         | 82%        | 67,015         | 100%        |
|      | Southern                | 21,821        | 40%        | 32,321         | 60%        | 54,142         | 100%        |
|      | Western                 | 13,185        | 28%        | 33,915         | 72%        | 47,100         | 100%        |
|      | <b>Northern Ireland</b> | <b>80,819</b> | <b>31%</b> | <b>180,833</b> | <b>69%</b> | <b>261,652</b> | <b>100%</b> |
| 2016 | Belfast                 | 9,723         | 22%        | 34,353         | 78%        | 44,076         | 100%        |
|      | Northern                | 24,780        | 49%        | 26,176         | 51%        | 50,956         | 100%        |
|      | South Eastern           | 12,933        | 19%        | 56,657         | 81%        | 69,590         | 100%        |
|      | Southern                | 21,027        | 39%        | 32,245         | 61%        | 53,272         | 100%        |
|      | Western                 | 11,947        | 23%        | 39,042         | 77%        | 50,989         | 100%        |
|      | <b>Northern Ireland</b> | <b>80,410</b> | <b>30%</b> | <b>188,473</b> | <b>70%</b> | <b>268,883</b> | <b>100%</b> |
| 2015 | Belfast                 | 11,282        | 28%        | 29,224         | 72%        | 40,506         | 100%        |
|      | Northern                | 25,696        | 49%        | 26,884         | 51%        | 52,580         | 100%        |
|      | South Eastern           | 12,667        | 20%        | 50,453         | 80%        | 63,120         | 100%        |
|      | Southern                | 19,173        | 40%        | 29,272         | 60%        | 48,445         | 100%        |
|      | Western                 | 12,531        | 25%        | 38,027         | 75%        | 50,558         | 100%        |
|      | <b>Northern Ireland</b> | <b>81,349</b> | <b>32%</b> | <b>173,860</b> | <b>68%</b> | <b>255,209</b> | <b>100%</b> |

Components may not add to totals due to rounding.

**Table 2: Average Number of Domiciliary Care Contact Hours Provided per Client, by Sector and HSC Trust (2015 - 2017)**

| HSC Trust               | Statutory  |            |            | Independent |             |             | All Sectors |             |             |
|-------------------------|------------|------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                         | 2015       | 2016       | 2017       | 2015        | 2016        | 2017        | 2015        | 2016        | 2017        |
| Belfast                 | 4.4        | 4.2        | 4.3        | 9.8         | 10.7        | 10.1        | 8.3         | 9.0         | 8.8         |
| Northern                | 9.8        | 9.8        | 9.9        | 9.7         | 8.2         | 9.2         | 10.8        | 9.9         | 10.5        |
| South Eastern           | 10.1       | 11.3       | 11.1       | 12.8        | 14.0        | 13.4        | 13.0        | 14.2        | 13.6        |
| Southern                | 9.4        | 10.5       | 10.7       | 12.2        | 12.3        | 12.1        | 11.3        | 11.9        | 11.9        |
| Western                 | 8.8        | 9.6        | 8.2        | 10.9        | 11.4        | 11.6        | 11.5        | 11.4        | 11.5        |
| <b>Northern Ireland</b> | <b>8.2</b> | <b>8.7</b> | <b>8.7</b> | <b>11.2</b> | <b>11.4</b> | <b>11.4</b> | <b>11.0</b> | <b>11.3</b> | <b>11.3</b> |

**Table 3: Number of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2015 - 2017)**

| Year        | Times when Care Provided              | Statutory     |            | Independent                 |            | All Sectors    |             |
|-------------|---------------------------------------|---------------|------------|-----------------------------|------------|----------------|-------------|
|             |                                       | No. of Hours  | %          | No. of Hours                | %          | No. of Hours   | %           |
| <b>2017</b> | Normal Hours                          | 59,991        | 33%        | 120,285                     | 67%        | 180,276        | 100%        |
|             | Out of Hours                          | 19,018        | 28%        | 48,280                      | 72%        | 67,298         | 100%        |
|             | Overnight, Live in & 24 Hour Services | 1,810         | 14%        | 10,978                      | 86%        | 12,788         | 100%        |
|             | <b>Total</b>                          | <b>80,819</b> | <b>31%</b> | <b>180,833<sup>12</sup></b> | <b>69%</b> | <b>261,652</b> | <b>100%</b> |
| <b>2016</b> | Normal Hours                          | 60,746        | 32%        | 130,102                     | 68%        | 190,848        | 100%        |
|             | Out of Hours                          | 18,086        | 27%        | 47,727                      | 73%        | 65,813         | 100%        |
|             | Overnight, Live in & 24 Hour Services | 1,578         | 13%        | 10,644                      | 87%        | 12,222         | 100%        |
|             | <b>Total</b>                          | <b>80,410</b> | <b>30%</b> | <b>188,473</b>              | <b>70%</b> | <b>268,883</b> | <b>100%</b> |
| <b>2015</b> | Normal Hours                          | 64,014        | 33%        | 128,969                     | 67%        | 192,983        | 100%        |
|             | Out of Hours                          | 15,801        | 31%        | 34,924                      | 69%        | 50,725         | 100%        |
|             | Overnight, Live in & 24 Hour Services | 1,534         | 13%        | 9,967                       | 87%        | 11,501         | 100%        |
|             | <b>Total</b>                          | <b>81,349</b> | <b>32%</b> | <b>173,860</b>              | <b>68%</b> | <b>255,209</b> | <b>100%</b> |

Components may not add to totals due to rounding.

<sup>12</sup> There were 1,290 contact hours for independent clients in the learning disability service of the Belfast HSC Trust where the time when care provided was not known. As a result, the sum of figures for time when care provided will not equal the total.

**Table 4: Percentage of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2015 - 2017)**

| Times when Care Provided              | Statutory   |             |             | Independent |             |             | All Sectors |             |             |
|---------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                                       | 2015        | 2016        | 2017        | 2015        | 2016        | 2017        | 2015        | 2016        | 2017        |
| Normal Hours                          | 79%         | 76%         | 74%         | 74%         | 69%         | 67%         | 76%         | 71%         | 69%         |
| Out of Hours                          | 19%         | 22%         | 24%         | 20%         | 25%         | 27%         | 20%         | 24%         | 26%         |
| Overnight, Live in & 24 Hour Services | 2%          | 2%          | 2%          | 6%          | 6%          | 6%          | 5%          | 5%          | 5%          |
| <b>Total</b>                          | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

Components may not add to totals due to rounding.

**Table 5: Number of Clients Receiving Domiciliary Care Services, by Sector and HSC Trust (2015 - 2017)**

| HSC Trust               | Statutory    |              |              | Independent   |               |               | Clients Receiving Domiciliary Care from both Sectors |              |              | Total Clients Receiving Domiciliary Care (excludes double counting) |               |               |
|-------------------------|--------------|--------------|--------------|---------------|---------------|---------------|--|--------------|--------------|---|---------------|---------------|
|                         | 2015         | 2016         | 2017         | 2015          | 2016          | 2017          | 2015   | 2016         | 2017         | 2015  | 2016          | 2017          |
| Belfast                 | 2,547        | 2,299        | 2,002        | 2,992         | 3,196         | 3,016         | 653  | 604          | 570          | 4,886   | 4,891         | 4,448         |
| Northern                | 2,625        | 2,531        | 2,558        | 2,770         | 3,192         | 3,131         | 539  | 598          | 523          | 4,856   | 5,125         | 5,166         |
| South Eastern           | 1,248        | 1,145        | 1,058        | 3,939         | 4,051         | 4,118         | 337  | 287          | 252          | 4,850   | 4,909         | 4,924         |
| Southern                | 2,029        | 2,009        | 2,032        | 2,390         | 2,630         | 2,677         | 130  | 150          | 151          | 4,289   | 4,489         | 4,558         |
| Western                 | 1,421        | 1,245        | 1,616        | 3,473         | 3,426         | 2,928         | 515  | 212          | 445          | 4,379   | 4,459         | 4,099         |
| <b>Northern Ireland</b> | <b>9,870</b> | <b>9,229</b> | <b>9,266</b> | <b>15,564</b> | <b>16,495</b> | <b>15,870</b> | <b>2,174</b>   | <b>1,851</b> | <b>1,941</b> | <b>23,260</b>   | <b>23,873</b> | <b>23,195</b> |

**Table 6: Number of Clients Receiving Domiciliary Care Services, by Client Group and HSC Trust (2017)**

| HSC Trust               | 2017          |                   |                  |                            |                           |                        |                       |                |                |               |               |
|-------------------------|---------------|-------------------|------------------|----------------------------|---------------------------|------------------------|-----------------------|----------------|----------------|---------------|---------------|
|                         | Elderly       | Physical Under 65 | Physical Over 65 | Learning Disabled Under 65 | Learning Disabled Over 65 | Mental Health Under 65 | Mental Health Over 65 | Other Under 65 | Total Under 65 | Total Over 65 | Total         |
| Belfast                 | 3,528         | 592               | 10               | 103                        | 33                        | 129                    | 49                    | 4              | 828            | 3,620         | 4,448         |
| Northern                | 3,932         | 326               | 274              | 116                        | 32                        | 27                     | 216                   | 243            | 712            | 4,454         | 5,166         |
| South Eastern           | 3,834         | 528               | 50               | 375                        | 86                        | 38                     | 13                    | 0              | 941            | 3,983         | 4,924         |
| Southern                | 3,577         | 456               | 22               | 211                        | 51                        | 98                     | 143                   | 0              | 765            | 3,793         | 4,558         |
| Western                 | 3,155         | 416               | 54               | 201                        | 43                        | 26                     | 186                   | 18             | 661            | 3,438         | 4,099         |
| <b>Northern Ireland</b> | <b>18,026</b> | <b>2,318</b>      | <b>410</b>       | <b>1,006</b>               | <b>245</b>                | <b>318</b>             | <b>607</b>            | <b>265</b>     | <b>3,907</b>   | <b>19,288</b> | <b>23,195</b> |

**Table 7: Number of Clients Receiving Domiciliary Care Services, by Age Group and Client Group (2017)**

| Client Group                       | 2017              |                    |
|------------------------------------|-------------------|--------------------|
|                                    | Number of Clients | % of Total Clients |
| <b>Aged 18 - 64</b>                | <b>3,907</b>      | <b>17%</b>         |
| Clients with a Physical Disability | 2,318             | 10%                |
| Clients with a Learning Disability | 1,006             | 4%                 |
| Clients with Mental Health Needs   | 318               | 1%                 |
| Other                              | 265               | 1%                 |
| <b>Aged 65 &amp; over</b>          | <b>19,288</b>     | <b>83%</b>         |
| <b>Total</b>                       | <b>23,195</b>     | <b>100%</b>        |

Components may not add to totals due to rounding.

0 values represent a percentage less than 0.5.



**Table 8: Number of Clients Receiving Domiciliary Care Services, by Age Group and HSC Trust (2017)**

| HSC Trust               | 2017         |                |
|-------------------------|--------------|----------------|
|                         | Aged 18 - 64 | Aged 65 & Over |
| Belfast                 | 828          | 3,620          |
| Northern                | 712          | 4,454          |
| South Eastern           | 941          | 3,983          |
| Southern                | 765          | 3,793          |
| Western                 | 661          | 3,438          |
| <b>Northern Ireland</b> | <b>3,907</b> | <b>19,288</b>  |

**Table 9: Number of Clients Receiving Domiciliary Care Services per 10,000 Population Aged 18 & Over, by Sector and HSC Trust (2015 - 2017)**

| HSC Trust               | Statutory Sector |             |             |                       | Independent Sector |              |              |                       | All Sectors  |              |              |                       |
|-------------------------|------------------|-------------|-------------|-----------------------|--------------------|--------------|--------------|-----------------------|--------------|--------------|--------------|-----------------------|
|                         | 2015             | 2016        | 2017        | % Change 2016 to 2017 | 2015               | 2016         | 2017         | % Change 2016 to 2017 | 2015         | 2016         | 2017         | % Change 2016 to 2017 |
| Belfast                 | 129.4            | 82.5        | 71.9        | <b>-13%</b>           | 114.9              | 114.7        | 108.3        | <b>-6%</b>            | 244.3        | 197.3        | 180.2        | <b>-9%</b>            |
| Northern                | 76.1             | 69.5        | 70.2        | <b>1%</b>             | 70.2               | 87.6         | 85.9         | <b>-2%</b>            | 146.3        | 157.1        | 156.1        | <b>-1%</b>            |
| South Eastern           | 46.6             | 41.5        | 38.4        | <b>-8%</b>            | 143.2              | 147.0        | 149.4        | <b>2%</b>             | 189.8        | 188.5        | 187.8        | <b>0%</b>             |
| Southern                | 78.4             | 71.5        | 72.3        | <b>1%</b>             | 82.2               | 93.6         | 95.3         | <b>2%</b>             | 160.6        | 165.1        | 167.6        | <b>2%</b>             |
| Western                 | 73.0             | 54.8        | 71.2        | <b>30%</b>            | 151.6              | 150.9        | 129.0        | <b>-15%</b>           | 224.6        | 205.7        | 200.1        | <b>-3%</b>            |
| <b>Northern Ireland</b> | <b>80.8</b>      | <b>64.7</b> | <b>65.0</b> | <b>0%</b>             | <b>108.4</b>       | <b>115.6</b> | <b>111.2</b> | <b>-4%</b>            | <b>189.2</b> | <b>180.3</b> | <b>176.2</b> | <b>-2%</b>            |

**Rates per 10,000-population aged 18 & over**

Information is based on the population aged 18 & over within each HSC Trust (Source: Mid-Year Population Estimates, NISRA). Note that information for 2015 uses 2015 mid-year population estimate; 2016 and 2017 use 2016 mid-year population estimate.

Figures presented for 'All Sectors' are derived from the sum of those clients receiving domiciliary care from the statutory sector (Table 2A of the CC7b return) and those clients receiving domiciliary care from the independent sector (Table 2B of the CC7b return). They therefore include double counting of clients and differ from the total number of clients receiving domiciliary care presented in Table 5.

**Table 10: Number of Domiciliary Care Visits Provided, by Sector and HSC Trust (2017)**

| HSC Trust               | 2017           |            |                |            |                |
|-------------------------|----------------|------------|----------------|------------|----------------|
|                         | Statutory      |            | Independent    |            | Total          |
|                         | No.            | %          | No.            | %          |                |
| Belfast                 | 21,867         | 24%        | 71,134         | 76%        | 93,001         |
| Northern                | 49,743         | 41%        | 72,563         | 59%        | 122,306        |
| South Eastern           | 14,278         | 13%        | 95,814         | 87%        | 110,092        |
| Southern                | 35,093         | 40%        | 52,327         | 60%        | 87,420         |
| Western                 | 18,597         | 23%        | 62,284         | 77%        | 80,881         |
| <b>Northern Ireland</b> | <b>139,578</b> | <b>28%</b> | <b>354,122</b> | <b>72%</b> | <b>493,700</b> |

**Table 11: Number of Domiciliary Care Visits Provided, by Sector, Length of Visit and HSC Trust (2017)**

| Length of Visit    | HSC Trust               | 2017          |            |                |            |                |
|--------------------|-------------------------|---------------|------------|----------------|------------|----------------|
|                    |                         | Statutory     |            | Independent    |            | Total          |
|                    |                         | No.           | %          | No.            | %          |                |
| 15 minutes or less | Belfast                 | 11,339        | 24%        | 36,624         | 76%        | 47,963         |
|                    | Northern                | 25,231        | 43%        | 32,887         | 57%        | 58,118         |
|                    | South Eastern           | 4,283         | 15%        | 23,435         | 85%        | 27,718         |
|                    | Southern                | 3,135         | 20%        | 12,379         | 80%        | 15,514         |
|                    | Western                 | 2,414         | 52%        | 2,231          | 48%        | 4,645          |
|                    | <b>Northern Ireland</b> | <b>46,402</b> | <b>30%</b> | <b>107,556</b> | <b>70%</b> | <b>153,958</b> |
| 16 to 30 minutes   | Belfast                 | 8,913         | 23%        | 30,373         | 77%        | 39,286         |
|                    | Northern                | 20,907        | 39%        | 33,289         | 61%        | 54,196         |
|                    | South Eastern           | 7,582         | 11%        | 58,349         | 89%        | 65,931         |
|                    | Southern                | 15,538        | 39%        | 24,119         | 61%        | 39,657         |
|                    | Western                 | 11,827        | 22%        | 41,413         | 78%        | 53,240         |
|                    | <b>Northern Ireland</b> | <b>64,767</b> | <b>26%</b> | <b>187,543</b> | <b>74%</b> | <b>252,310</b> |
| > 30 minutes       | Belfast                 | 1,615         | 28%        | 4,137          | 72%        | 5,752          |
|                    | Northern                | 3,605         | 36%        | 6,387          | 64%        | 9,992          |
|                    | South Eastern           | 2,413         | 15%        | 14,030         | 85%        | 16,443         |
|                    | Southern                | 16,420        | 51%        | 15,829         | 49%        | 32,249         |
|                    | Western                 | 4,356         | 19%        | 18,640         | 81%        | 22,996         |
|                    | <b>Northern Ireland</b> | <b>28,409</b> | <b>32%</b> | <b>59,023</b>  | <b>68%</b> | <b>87,432</b>  |

**Table 12: Number of Domiciliary Care Visits Provided, by Length of Visit and HSC Trust (2017)**

| HSC Trust               | 2017               |            |                 |            |               |            | All Visits     |
|-------------------------|--------------------|------------|-----------------|------------|---------------|------------|----------------|
|                         | 15 minutes or less |            | 16 - 30 minutes |            | > 30 minutes  |            |                |
|                         | No.                | %          | No.             | %          | No.           | %          |                |
| Belfast                 | 47,963             | 52%        | 39,286          | 42%        | 5,752         | 6%         | 93,001         |
| Northern                | 58,118             | 48%        | 54,196          | 44%        | 9,992         | 8%         | 122,306        |
| South Eastern           | 27,718             | 25%        | 65,931          | 60%        | 16,443        | 15%        | 110,092        |
| Southern                | 15,514             | 18%        | 39,657          | 45%        | 32,249        | 37%        | 87,420         |
| Western                 | 4,645              | 6%         | 53,240          | 66%        | 22,996        | 28%        | 80,881         |
| <b>Northern Ireland</b> | <b>153,958</b>     | <b>31%</b> | <b>252,310</b>  | <b>51%</b> | <b>87,432</b> | <b>18%</b> | <b>493,700</b> |

**Table 13: Number of Clients who Received Domiciliary Care Visits, by Sector, Length of Visit and HSC Trust (2017)**

| Length of Visit    | HSC Trust               | 2017         |               |                                   |
|--------------------|-------------------------|--------------|---------------|-----------------------------------|
|                    |                         | Statutory    | Independent   | Total (excluding double counting) |
| 15 minutes or less | Belfast                 | 1,070        | 2,063         | 2,870                             |
|                    | Northern                | 2,151        | 1,951         | 3,491                             |
|                    | South Eastern           | 409          | 1,520         | 1,848                             |
|                    | Southern                | 332          | 871           | 1,203                             |
|                    | Western                 | 237          | 527           | 764                               |
|                    | <b>Northern Ireland</b> | <b>4,199</b> | <b>6,932</b>  | <b>10,176</b>                     |
| 16 to 30 minutes   | Belfast                 | 1,190        | 1,911         | 2,960                             |
|                    | Northern                | 1,802        | 2,647         | 4,026                             |
|                    | South Eastern           | 716          | 3,131         | 3,754                             |
|                    | Southern                | 1,320        | 1,811         | 3,131                             |
|                    | Western                 | 1,074        | 2,231         | 3,305                             |
|                    | <b>Northern Ireland</b> | <b>6,102</b> | <b>11,731</b> | <b>17,176</b>                     |

**Table 14: Number of Clients who Received Domiciliary Care Visits Lasting Less Than 15 Minutes, by Sector, Number of Visits and HSC Trust (2017)**

| HSC Trust               | 2017             |               |                |                   |                    |               |                |                   |
|-------------------------|------------------|---------------|----------------|-------------------|--------------------|---------------|----------------|-------------------|
|                         | Statutory Sector |               |                |                   | Independent Sector |               |                |                   |
|                         | 1 - 5 visits     | 6 - 12 visits | 13 - 20 visits | 20 visits or more | 1 - 5 visits       | 6 - 12 visits | 13 - 20 visits | 20 visits or more |
| Belfast                 | 160              | 524           | 259            | 127               | 108                | 586           | 611            | 758               |
| Northern                | 240              | 1,530         | 270            | 111               | 135                | 733           | 548            | 535               |
| South Eastern           | 31               | 197           | 116            | 65                | 90                 | 462           | 529            | 439               |
| Southern                | 90               | 134           | 77             | 31                | *                  | *             | 248            | 217               |
| Western                 | 96               | 73            | 44             | 24                | *                  | *             | 5              | 516               |
| <b>Northern Ireland</b> | <b>617</b>       | <b>2,458</b>  | <b>766</b>     | <b>358</b>        | <b>435</b>         | <b>2,091</b>  | <b>1,941</b>   | <b>2,465</b>      |

Some cells have been suppressed in order to prevent the disclosure of personal data.

**Table 15: Number of Clients who Received Domiciliary Care Visits Lasting 16-30 Minutes, by Sector, Number of Visits and HSC Trust (2017)**

| HSC Trust               | 2017             |               |                |                   |                    |               |                |                   |
|-------------------------|------------------|---------------|----------------|-------------------|--------------------|---------------|----------------|-------------------|
|                         | Statutory Sector |               |                |                   | Independent Sector |               |                |                   |
|                         | 1 - 5 visits     | 6 - 12 visits | 13 - 20 visits | 20 visits or more | 1 - 5 visits       | 6 - 12 visits | 13 - 20 visits | 20 visits or more |
| Belfast                 | 567              | 445           | 103            | 75                | 211                | 713           | 465            | 522               |
| Northern                | 145              | 927           | 466            | 264               | 227                | 1,742         | 436            | 242               |
| South Eastern           | 93               | 363           | 151            | 109               | 297                | 961           | 697            | 1,176             |
| Southern                | 267              | 462           | 328            | 263               | 242                | 560           | 585            | 424               |
| Western                 | 403              | 373           | 189            | 109               | 384                | 722           | 540            | 585               |
| <b>Northern Ireland</b> | <b>1,475</b>     | <b>2,570</b>  | <b>1,237</b>   | <b>820</b>        | <b>1,361</b>       | <b>4,698</b>  | <b>2,723</b>   | <b>2,949</b>      |



**Table 16: Number of Clients Receiving Domiciliary Care Services, by Number of Visits and Contact Hours (2015 - 2017)**

| Year        | Total Number of Contact Hours  | Number of Visits |              |              |               |
|-------------|--------------------------------|------------------|--------------|--------------|---------------|
|             |                                | 1 or more        | 1            | 2 to 5       | 6 or more     |
| <b>2017</b> | <b>Total</b>                   | <b>25,136</b>    | <b>1,027</b> | <b>2,454</b> | <b>21,655</b> |
|             | Less than 5 hours              | 8,736            | 936          | 2,005        | 5,795         |
|             | 5 hours to less than 10 hours  | 7,718            | 51           | 258          | 7,409         |
|             | 10 hours to less than 20 hours | 4,944            | 27           | 135          | 4,782         |
|             | 20 hours or more               | 3,738            | 13           | 56           | 3,669         |
| <b>2016</b> | <b>Total</b>                   | <b>25,724</b>    | <b>972</b>   | <b>2,663</b> | <b>22,089</b> |
|             | Less than 5 hours              | 9,171            | 891          | 2,164        | 6,116         |
|             | 5 hours to less than 10 hours  | 7,663            | 53           | 309          | 7,301         |
|             | 10 hours to less than 20 hours | 5,002            | 11           | 114          | 4,877         |
|             | 20 hours or more               | 3,888            | 17           | 76           | 3,795         |
| <b>2015</b> | <b>Total</b>                   | <b>25,434</b>    | <b>1,010</b> | <b>3,728</b> | <b>20,689</b> |
|             | Less than 5 hours              | 9,988            | 958          | 3,092        | 5,938         |
|             | 5 hours to less than 10 hours  | 7,424            | 49           | 394          | 6,974         |
|             | 10 hours to less than 20 hours | 4,582            | *            | *            | 4,429         |
|             | 20 hours or more               | 3,440            | *            | *            | 3,348         |

Components may not add to totals due to rounding.

Some cells have been suppressed in order to prevent the disclosure of personal data.

**Table 17: Number of Clients Receiving Domiciliary Care Services, by Contact Hours Provided and HSC Trust (2017)**

| HSC Trust               | Less than 5 hours |            | More than 5 hours, up to and including 10 hours |            | More than 10 hours, up to and including 20 hours |            | More than 20 hours |            | Total         |
|-------------------------|-------------------|------------|---|------------|--|------------|--------------------|------------|---------------|
|                         | No.               | %          | No.   | %          | No.  | %          | No.                | %          |               |
| Belfast                 | 2,487             | 50%        | 1,349   | 27%        | 596  | 12%        | 586                | 12%        | <b>5,018</b>  |
| Northern                | 1,652             | 29%        | 2,210   | 39%        | 1,062  | 19%        | 765                | 13%        | <b>5,689</b>  |
| South Eastern           | 1,588             | 31%        | 1,556   | 30%        | 1,131  | 22%        | 901                | 17%        | <b>5,176</b>  |
| Southern                | 1,416             | 30%        | 1,280   | 27%        | 1,148  | 24%        | 865                | 18%        | <b>4,709</b>  |
| Western                 | 1,593             | 35%        | 1,323   | 29%        | 1,007  | 22%        | 621                | 14%        | <b>4,544</b>  |
| <b>Northern Ireland</b> | <b>8,736</b>      | <b>35%</b> | <b>7,718</b>                                    | <b>31%</b> | <b>4,944</b>                                     | <b>20%</b> | <b>3,738</b>       | <b>15%</b> | <b>25,136</b> |

Components may not add to totals due to rounding.

The total figures in this table will differ to those in Tables 5 & 6 as the double counting of clients receiving domiciliary care from both statutory and independent services have not been excluded.

**Table 18: Number of Clients Receiving Domiciliary Care Services, by Sector, Contact Hours Provided and HSC Trust (2015 - 2017)**

| Year | HSC Trust               | Statutory Sector  |                               |                                |                  | Independent Sector |                               |                                |                  | All Sectors       |                               |                                |                  |
|------|-------------------------|-------------------|-------------------------------|--------------------------------|------------------|--------------------|-------------------------------|--------------------------------|------------------|-------------------|-------------------------------|--------------------------------|------------------|
|      |                         | Less than 5 hours | 5 hours to less than 10 hours | 10 hours to less than 20 hours | 20 hours or more | Less than 5 hours  | 5 hours to less than 10 hours | 10 hours to less than 20 hours | 20 hours or more | Less than 5 hours | 5 hours to less than 10 hours | 10 hours to less than 20 hours | 20 hours or more |
| 2017 | Belfast                 | 1,395             | 453                           | 96                             | 58               | 1,092              | 896                           | 500                            | 528              | 2,487             | 1,349                         | 596                            | 586              |
|      | Northern                | 877               | 995                           | 417                            | 269              | 775                | 1,215                         | 645                            | 496              | 1,652             | 2,210                         | 1,062                          | 765              |
|      | South Eastern           | 495               | 339                           | 153                            | 71               | 1,093              | 1,217                         | 978                            | 830              | 1,588             | 1,556                         | 1,131                          | 901              |
|      | Southern                | 693               | 528                           | 490                            | 321              | 723                | 752                           | 658                            | 544              | 1,416             | 1,280                         | 1,148                          | 865              |
|      | Western                 | 749               | 540                           | 244                            | 83               | 844                | 783                           | 763                            | 538              | 1,593             | 1,323                         | 1,007                          | 621              |
|      | <b>Northern Ireland</b> | <b>4,209</b>      | <b>2,855</b>                  | <b>1,400</b>                   | <b>802</b>       | <b>4,527</b>       | <b>4,863</b>                  | <b>3,544</b>                   | <b>2,936</b>     | <b>8,736</b>      | <b>7,718</b>                  | <b>4,944</b>                   | <b>3,738</b>     |
| 2016 | Belfast                 | 1,644             | 491                           | 106                            | 58               | 1,130              | 975                           | 527                            | 564              | 2,774             | 1,466                         | 633                            | 622              |
|      | Northern                | 943               | 904                           | 416                            | 268              | 886                | 1,175                         | 634                            | 497              | 1,829             | 2,079                         | 1,050                          | 765              |
|      | South Eastern           | 549               | 365                           | 153                            | 78               | 1,110              | 1,195                         | 940                            | 806              | 1,659             | 1,560                         | 1,093                          | 884              |
|      | Southern                | 693               | 566                           | 450                            | 300              | 733                | 714                           | 626                            | 557              | 1,426             | 1,280                         | 1,076                          | 857              |
|      | Western                 | 462               | 383                           | 295                            | 105              | 1,021              | 895                           | 855                            | 655              | 1,483             | 1,278                         | 1,150                          | 760              |
|      | <b>Northern Ireland</b> | <b>4,291</b>      | <b>2,709</b>                  | <b>1,420</b>                   | <b>809</b>       | <b>4,880</b>       | <b>4,954</b>                  | <b>3,582</b>                   | <b>3,079</b>     | <b>9,171</b>      | <b>7,663</b>                  | <b>5,002</b>                   | <b>3,888</b>     |
| 2015 | Belfast                 | 1,711             | 569                           | 193                            | 74               | 1,200              | 881                           | 460                            | 451              | 2,911             | 1,450                         | 653                            | 525              |
|      | Northern                | 1,152             | 893                           | 373                            | 207              | 1,024              | 897                           | 452                            | 397              | 2,176             | 1,790                         | 825                            | 604              |
|      | South Eastern           | 609               | 401                           | 156                            | 82               | 1,184              | 1,151                         | 854                            | 750              | 1,793             | 1,552                         | 1,010                          | 832              |
|      | Southern                | 778               | 579                           | 407                            | 265              | 692                | 635                           | 556                            | 507              | 1,470             | 1,214                         | 963                            | 772              |
|      | Western                 | 567               | 462                           | 299                            | 93               | 1,071              | 956                           | 832                            | 614              | 1,638             | 1,418                         | 1,131                          | 707              |
|      | <b>Northern Ireland</b> | <b>4,817</b>      | <b>2,904</b>                  | <b>1,428</b>                   | <b>721</b>       | <b>5,171</b>       | <b>4,520</b>                  | <b>3,154</b>                   | <b>2,719</b>     | <b>9,988</b>      | <b>7,424</b>                  | <b>4,582</b>                   | <b>3,440</b>     |

Figures presented for 'All Sectors' are derived from the sum of those clients receiving domiciliary care from the statutory sector (Table 2A of the CC7b return) and those clients receiving domiciliary care from the independent sector (Table 2B of the CC7b return). They therefore include double counting of clients and differ from the total number of clients receiving domiciliary care presented in Table 5 of this publication.

**Table 19: Number of Clients Receiving Intensive Domiciliary Care Services, by Sector and HSC Trust (2015 - 2017)**

| HSC Trust               | Statutory    |              |              | Independent  |              |              | Total Clients Receiving Intensive Domiciliary Care |              |              |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--|--------------|--------------|
|                         | 2015         | 2016         | 2017         | 2015         | 2016         | 2017         | 2015   | 2016         | 2017         |
| Belfast                 | 267          | 164          | 154          | 897          | 1,065        | 1,003        | 1,164  | 1,222        | 1,248        |
| Northern                | 577          | 671          | 679          | 825          | 1,063        | 1,084        | 1,427  | 1,727        | 1,561        |
| South Eastern           | 226          | 224          | 209          | 1,573        | 1,709        | 1,763        | 1,874  | 2,014        | 2,027        |
| Southern                | 670          | 749          | 807          | 1,004        | 1,129        | 1,130        | 1,477  | 1,926        | 1,964        |
| Western                 | 387          | 394          | 327          | 1,351        | 1,504        | 1,295        | 1,751  | 1,863        | 1,645        |
| <b>Northern Ireland</b> | <b>2,127</b> | <b>2,202</b> | <b>2,176</b> | <b>5,650</b> | <b>6,470</b> | <b>6,275</b> | <b>7,693</b>                                       | <b>8,752</b> | <b>8,445</b> |

**Table 20: Number of Clients Receiving Intensive Domiciliary Care Services, by Client Group and HSC Trust (2017)**

| HSC Trust               | 2017         |                   |                  |                            |                           |                        |                       |                |                |               |              |
|-------------------------|--------------|-------------------|------------------|----------------------------|---------------------------|------------------------|-----------------------|----------------|----------------|---------------|--------------|
|                         | Elderly      | Physical Under 65 | Physical Over 65 | Learning Disabled Under 65 | Learning Disabled Over 65 | Mental Health Under 65 | Mental Health Over 65 | Other Under 65 | Total Under 65 | Total Over 65 | Total        |
| Belfast                 | 952          | 226               | *                | 33                         | 6                         | *                      | *                     | *              | 278            | 970           | <b>1,248</b> |
| Northern                | 1,163        | 119               | 93               | 39                         | 6                         | *                      | 52                    | *              | 247            | 1,314         | <b>1,561</b> |
| South Eastern           | 1,506        | 208               | *                | 227                        | 60                        | *                      | *                     | *              | 441            | 1,586         | <b>2,027</b> |
| Southern                | 1,625        | 170               | 4                | 65                         | 14                        | *                      | 58                    | *              | 263            | 1,701         | <b>1,964</b> |
| Western                 | 1,313        | 144               | 22               | 55                         | 12                        | 10                     | 84                    | 5              | 214            | 1,431         | <b>1,645</b> |
| <b>Northern Ireland</b> | <b>6,559</b> | <b>867</b>        | <b>139</b>       | <b>419</b>                 | <b>98</b>                 | <b>65</b>              | <b>206</b>            | <b>92</b>      | <b>1,443</b>   | <b>7,002</b>  | <b>8,445</b> |

Some cells have been suppressed in order to prevent the disclosure of personal data.

**Table 21: Number of Clients Receiving Intensive Domiciliary Care Services, by Age Group and Client Group (2015 - 2017)**

| Client Group                       | 2015              |                    | 2016              |                    | 2017              |                    |
|------------------------------------|-------------------|--------------------|-------------------|--------------------|-------------------|--------------------|
|                                    | Number of Clients | % of Total Clients | Number of Clients | % of Total Clients | Number of Clients | % of Total Clients |
| <b>Aged 18 - 64</b>                | <b>1,445</b>      | <b>19%</b>         | <b>1,535</b>      | <b>18%</b>         | <b>1,443</b>      | <b>17%</b>         |
| Clients with a Physical Disability | 966               | 13%                | 960               | 11%                | 867               | 10%                |
| Clients with a Learning Disability | 414               | 5%                 | 479               | 5%                 | 419               | 5%                 |
| Clients with Mental Health Needs   | 60                | 1%                 | 71                | 1%                 | 65                | 1%                 |
| Clients with No Material Handicap  | 5                 | 0%                 | 25                | 0%                 | 92                | 1%                 |
| <b>Aged 65 &amp; over</b>          | <b>6,248</b>      | <b>81%</b>         | <b>7,217</b>      | <b>82%</b>         | <b>7,002</b>      | <b>83%</b>         |
| <b>Total</b>                       | <b>7,693</b>      | <b>100%</b>        | <b>8,752</b>      | <b>100%</b>        | <b>8,445</b>      | <b>100%</b>        |

Components may not add to totals due to rounding.

0 values represent a percentage less than 0.5.

**Table 22: Number of Clients Receiving Intensive Domiciliary Care Services, by Age Group and HSC Trust (2015 - 2017)**

| HSC Trust               | 2015         |                | 2016         |                | 2017         |                |
|-------------------------|--------------|----------------|--------------|----------------|--------------|----------------|
|                         | Aged 18 - 64 | Aged 65 & Over | Aged 18 - 64 | Aged 65 & Over | Aged 18 - 64 | Aged 65 & Over |
| Belfast                 | 318          | 846            | 270          | 952            | 278          | 970            |
| Northern                | 223          | 1,204          | 260          | 1,467          | 247          | 1,314          |
| South Eastern           | 427          | 1,447          | 477          | 1,537          | 441          | 1,586          |
| Southern                | 222          | 1,255          | 244          | 1,682          | 263          | 1,701          |
| Western                 | 255          | 1,496          | 284          | 1,579          | 214          | 1,431          |
| <b>Northern Ireland</b> | <b>1,445</b> | <b>6,248</b>   | <b>1,535</b> | <b>7,217</b>   | <b>1,443</b> | <b>7,002</b>   |

# Appendix D: CC7B Information Return and Guidance

**DOMICILIARY CARE SERVICES FOR ADULTS PROVIDED DURING THE SURVEY WEEK (10th - 16th SEPTEMBER 2017 INCLUSIVE)**

**CC7B**

|                |                      |                   |  |
|----------------|----------------------|-------------------|--|
| Provider Name: | <input type="text"/> | Provider Code:    | <input type="text" value="Enter Provider Name"/> |
| Week Ending:   | <input type="text"/> | Validation Errors | <input type="text" value="-"/>                   |

## Contact Details Regarding this Form

|                   |                      |                |                      |
|-------------------|----------------------|----------------|----------------------|
| Contact Name:     | <input type="text"/> | Contact Email: | <input type="text"/> |
| Telephone Number: | <input type="text"/> | Job Title:     | <input type="text"/> |

### Purpose of this Collection

The purpose of this collection is to provide a more comprehensive picture of people being supported to live at home, and to quantify the level of support they receive. This form is intended to capture all persons receiving domiciliary care, both directly by HSC Trusts and by the independent sector.

This information will be used to inform key ministerial targets.

Please return this form by Friday 3rd November 2017:

<http://dhsspsextra.intranet.nigov.net/index/statistics/cib/cib-data-collection.htm>

**For help or assistance using this system, please contact the System Administrator : Tel 028 90 523299**

**All queries regarding this form should be made to:**

**Ailish Flanagan**

Tel: 02890522197

Email: [ailish.flanagan@health-ni.gov.uk](mailto:ailish.flanagan@health-ni.gov.uk)



**Table 1 Domiciliary Care Contact Hours (excluding travelling time) during the Survey Week (10th - 16th September 2017 Inclusive)**

Please provide whole numbers only

If Services are provided but data are not available, please enter "N/A".

Information on the number of contact hours provided during the survey week for each client should be rounded to the nearest hour, i.e. round-down for cases of less than 30 minutes and round-up for cases of 30 minutes or more.

| Type of Service                        | Total number of domiciliary care contact hours provided |             |
|--|---|-------------|
|  | Statutory   | Independent |
| 1 Normal Hours                         |   |             |
| 2 Out of Hours                         |   |             |
| 3 Overnight, Live-in & 24hour Services |   |             |
| 4 TOTAL                                |   |             |

A                      B  
✓                                  ✓

**Table 2A Number of Clients who Received Domiciliary Care Services Provided Directly by HSC Trusts During the Survey Week (10th - 16th September 2017)**

Each box should contain the number of clients

Enter services provided directly by HSC Trusts (Independent provision should be included in Table 2B)

Provide actual values rather than planned.

| Services Provided by Statutory Sector |                              |                   |                    |                       |
|---------------------------------------|------------------------------|-------------------|--------------------|-----------------------|
| Total Hours Provided during the Week  | Total visits during the week |                   |                    | Total Clients Visited |
|                                       | one visit                    | two - five Visits | six or more visits |                       |
| 1 Less than 5 hours                   |                              |                   |                    |                       |
| 2 5 to 10 hours                       |                              |                   |                    |                       |
| 3 10 to 20 hours                      |                              |                   |                    |                       |
| 4 20 hours or more                    |                              |                   |                    |                       |
| 5 TOTAL                               |                              |                   |                    |                       |

A                      B                      C                      D  
✓                                  ✓                                  ✓                                  ✓

**CHECK:** The SUM of the rows equals the SUM of the columns (Row 5, Column D)

**Table 2B Number of Clients who Received Domiciliary Care Services Provided by the Independent Sector During the Survey Week (10th - 16th September 2017)**

Each box should contain the number of clients

Enter services provided under contract using the voluntary or private sector.

Provide actual values rather than planned.

| Services Provided by Independent Sector |                                     |                   |                    |                       |
|---|-------------------------------------|-------------------|--------------------|-----------------------|
| Total Hours Provided during the Week    | Total visits during the Survey week |                   |                    | Total Clients Visited |
|   | one visit                           | two - five visits | six or more visits |                       |
| 1 Less than 5 hours                     |                                     |                   |                    |                       |
| 2 5 to 10 hours                         |                                     |                   |                    |                       |
| 3 10 to 20 hours                        |                                     |                   |                    |                       |
| 4 20 hours or more                      |                                     |                   |                    |                       |
| 5 TOTAL                                 |                                     |                   |                    |                       |

A                      B                      C                      D



**Table 4** Number of Visits made to Clients Receiving Domiciliary Care Services from the Statutory and Independent Sectors during the Survey Week (10th - 16th September 2017)

*Please provide whole numbers only*

*Provide actual values rather than planned.*

| Sector |              | Number of Visits Completed During the Survey Week |
|--------|--------------|---|
| 1      | Statutory    |   |
| 2      | Independent  |   |
| 3      | <b>TOTAL</b> |   |

**Table 5** Number of 15-Min Timeband Visits made to Clients Receiving Domiciliary Care Services from the Statutory Sector and Independent Sectors during the Survey Week (10th - 16th September 2017)

*Please provide whole numbers only*

*Provide actual values rather than planned.*

| 15-Min Timeband Visits Provided during the Survey Week |                 |              |       |   |
|--|-----------------|--------------|-------|---|
| Sector   | 15 mins or less | 16 - 30 mins | TOTAL |   |
| 1  | Statutory       |              |       | x |
| 2  | Independent     |              |       | x |
| 3  | <b>TOTAL</b>    |              |       | x |

**CHECK:** The SUM of the rows equals the SUM of the columns (Row 3, Column F)

**Table 6A Number of Clients who Received 15-min Timeband visits during the Survey Week (10th - 16th September 2017)**

*Each box should contain the number of clients*

*Please provide whole numbers only*

*Provide actual values rather than planned.*

| Number of Clients who Received 15-min Timeband visits |                 |              |       |
|---|-----------------|--------------|-------|
| Sector  | 15 mins or less | 16 - 30 mins | TOTAL |
| 1 Statutory   |                 |              |       |
| 2 Independent   |                 |              |       |
| 3 TOTAL   |                 |              |       |

**CHECK:** The SUM of the rows equals the SUM of the columns (Row 3, Column F)

**Table 6B Total Number of Clients who Received 15-min or less visits during the Survey Week (10th - 16th September 2017)**

|   |   |
|---|---|
| 1 | <b>Total Number of Clients who Received 15-min or less visits</b> |
|---|---|

|  |
|--|
|  |
|--|

A

*This Cell may differ to the number of clients receiving 15 min or less visits in Table 6A, because some clients will receive 15 min or less visits from both sectors.*

**Table 6C Total Number of Clients who Received 16-30 min visits during the Survey Week (10th - 16th September 2017)**

|   |  |
|---|--|
| 1 | <b>Total Number of Clients who Received 16-30 min visits</b> |
|---|--|

|  |
|--|
|  |
|--|

A

*This Cell may differ to the number of clients receiving 16-30 min visits in Table 6A, because some clients will receive 16-30 min visits from both sectors.*

**Table 7A**

*Each box should contain the number of clients*

*Provide actual values rather than planned.*

| <b>Services Provided by Statutory Sector</b> |   |                    |                       |                          |              |
|--|---|--------------------|-----------------------|--------------------------|--------------|
|  | <b>1-5 visits</b>   | <b>6-12 visits</b> | <b>13 – 20 visits</b> | <b>20 visits or more</b> | <b>TOTAL</b> |
| 1  | <b>Number of clients who received 15 mins or less visits by the following bands</b> |                    |                       |                          |              |
| 2  | <b>Number of clients who received 16-30 min visits by the following bands</b>       |                    |                       |                          |              |
| 3  | <b>TOTAL</b>  |                    |                       |                          |              |

**CHECK:** The SUM of the rows equals the SUM of the columns (Row 3, Column H)

**Table 7B**

*Each box should contain the number of clients*

*Provide actual values rather than planned.*

| <b>Services Provided by Independent Sector</b> |   |                    |                       |                          |              |
|--|---|--------------------|-----------------------|--------------------------|--------------|
|  | <b>1-5 visits</b>   | <b>6-12 visits</b> | <b>13 – 20 visits</b> | <b>20 visits or more</b> | <b>Total</b> |
| 1  | <b>Number of clients who received 15 mins or less visits by the following bands</b> |                    |                       |                          |              |
| 2  | <b>Number of clients who received 16-30 min visits by the following bands</b>       |                    |                       |                          |              |
| 3  | <b>TOTAL</b>  |                    |                       |                          |              |

### Worked Example of HSC Trust Domiciliary Care Provision

|                     | Name of Client |  |          |          |   |
|---------------------|----------------|--|----------|----------|---|
|                     | Client A       | Client B   | Client C | Client D | Client E  |
| Monday              | 3 hours        |  | 4 hours  | 2 hours  | 3 x 8hr shift   |
| Tuesday             |                |  |          | 2 hours  | 3 x 8hr shift   |
| Wednesday           |                | 24 hour service  | 3 hours  | 2 hours  | 3 x 8hr shift   |
| Thursday            |                |  |          | 1 hour   | 3 x 8hr shift   |
| Friday              |                |  | 4 hours  | 2 hours  | 3 x 8hr shift   |
| Saturday            |                | 24 hour service  |          | 2 hours  | 3 x 8hr shift   |
| Sunday              |                |  |          |          | 3 x 8hr shift   |
| Total Contact Hours | 3 hours        | More than 20 hours including overnight / live-in / 24hr services | 11 hours | 11 hours | More than 20 hours, including overnight / live-in / 24hr services |
| Number of Visits    | 1 visit        | 2 visits   | 3 visits | 6 visits | 7 visits  |

|   |  |   |   |  |
|---|--|---|---|--|
| In this case the client has received 1 visit for a total of 3 hours during the survey week. Therefore the client should be recorded in Cell 1A. | In this case the client has received 2 visits for more than 20 hours during the survey week. Therefore the client should be recorded in Cell 4B. | In this case the client has received 3 visits for a total of 11 hours during the survey week. Therefore the client should be recorded in Cell 3B. | In this case the client has received 6 visits for a total of 11 hours during the survey week. Therefore the client should be recorded in Cell 3C. | In this case the client has received 7 visits for more than 20 hours during the survey week. Therefore the client should be recorded in Cell 4C. |
|---|--|---|---|--|

|                   | Total visits during the week |                   |                    | TOTAL CLIENTS VISITED |
|-------------------|------------------------------|-------------------|--------------------|-----------------------|
|                   | one visit                    | two - five Visits | six or more visits |                       |
| Less than 5 hours | 1                            |                   |                    | 1                     |
| 5 to 10 hours     |                              |                   |                    | 0                     |
| 10 to 20 hours    |                              | 1                 | 1                  | 2                     |
| 20 hours or more  |                              | 1                 | 1                  | 2                     |
| <b>TOTAL</b>      | <b>1</b>                     | <b>2</b>          | <b>2</b>           | <b>5</b>              |

A

B

C



include a "Casual Drop-in" type service where a care manager may "drop" in to see how a client is getting on.

Also counted is home care provided in sheltered / supported housing. DO NOT include care provided as part of the sheltered housing package, e.g. services provided by the warden or sheltered housing staff.

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## **INFORMATION TO BE EXCLUDED**

- Services provided to clients in residential and nursing care, with the exception of nurse led domiciliary care services;
- Services provided totally by the private sector **and** paid for completely by the client;
- Services such as day care, meals services, transport and equipment;
- Services provided to clients by Direct Payments;
- Informal drop-ins, conversations etc, unless this is formal and has an identifiable output;
- Respite care in support of the client's regular carer should not be included if the client is placed into a care home. This covers situations where help is provided at the client's home to enable the carer some respite from their caring role;
- Activity funded from the supporting people grant should not be recorded as home care on this return. However, if the client is also receiving home care provided or commissioned by the HPSS and paid for from HPSS expenditure, then only include the activity funded by Social Services.

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## **DEFINITIONS**

### **Contact Hours**

Contact Hours refers to the number of hours staff are in contact with or directly serving the client, excluding travel time during the survey week.

### **Normal Hours**

Normal Hours refers to domiciliary care services provided during office hours or the normal working day. The normal working day should be counted as 8am - 6pm.

### **Out of Hours**

Out of Hours refers to services which are provided outside of the normal working day.

### **Overnight Services**

Overnight Services refer to night sitting services which are carried out on a regular or adhoc basis.

### **Live-In Services**

Live-In Services refer to where the care worker lives, either permanently or temporarily, in the home of the client, working for the HSC Trust directly or under contract. Exclude informal care arrangements with relatives or friends.

### **24 Hour Services**

24 Hour Services refer to round the clock domiciliary care services provided by several workers on a shift basis.

### **Statutory Sector**

Statutory sector in this return refers to services provided directly by Health & Social Care Trusts.



### **Independent Sector**

The Independent sector for the purposes of this return refers to all services provided by private and voluntary agencies under contract from Health & Social Care Trusts.

### **Provision Under Contract**

Include any organisation with which the Trust has a purchase arrangement for home help or home care provision, whether it is called a service contract, service agreement, partnership arrangement or grant arrangement.

### **Total Hours**

Total hours provided refers to the total number of hours of domiciliary care services provided to the client during the survey week.

In Tables 2A and 2B, count the total number of hours provided by each distinct individual staff visit, i.e.

- if two or more domiciliary care workers visit a client at the same time, the number of hours provided should be recorded as the combined hours.
- if a domiciliary care worker visits more than one client at the same time, the total length of time providing domiciliary care on this visit should be split and attributed to each client. For example, if a domiciliary care worker visits a house to provide three hours of domiciliary care services to two clients at the same time, this 3 hours should be broken down and attributed to each client, i.e. client A received 1 hour and client B received 2 hours.

### **Number of Visits**

Number of visits refers to the total number of visits to the client during the survey week.

In Tables 2A and 2B, count each distinct individual staff visit separately, i.e. ,

- one domiciliary care worker visits twice during the same day should be recorded as 2 visits;
- two domiciliary care workers visit a client at the same time should be recorded as 2 visits;
- one domiciliary care worker visits more than one client at the same time should be recorded as 1 visit for each client. The length of time attributed to each client should be recorded accurately and differentially if appropriate, i.e. if one member of staff visits 2 clients at the same time for 3 hours and provides domiciliary care to one client for 2 hours and the other for 1 hour, this should be recorded as 2 visits: 1 for 2 hours and 1 for 1 hour;

**EXCEPTION: for overnight / live-in / 24 hour services count each 24 hour period covered as 1 visit.**

### **Services provided by more than 1 sector**

In Table 1, where a client is receiving services from more than one sector (both Statutory and Independent), information on contact hours should be recorded separately for each sector contributing to the services;

In Table 2A & 2B, where a service is provided to a client by more than one sector (both Statutory and Independent), detail information under both sections and the contact time and visits provided separately by each;

In Table 3B, information should show the total number of clients receiving a domiciliary care service. Please take care not to double count clients receiving

domiciliary care from more than one sector. For example if a client is receiving a domiciliary care service from both the statutory and independent sectors, they should only be counted once in Tables 3B, 3C and 3D but will be counted in both Tables 2A and 2B.

**Intensive domiciliary care service**

For the purposes of this survey, an intensive domiciliary care service is defined as 6 or more visits and more than 10 contact hours during the survey week.

**Personal Care**

Personal Care is defined as undertaking any activity which requires a degree of close personal and physical contact with individuals who regardless of age, for reasons associated with disability, frailty, illness, mental health or personal physical capacity are unable to provide for themselves without assistance


**SUBMITTING THIS RETURN**

This return must be submitted electronically by your Trust.

## Additional Information

The appropriate contact point for more detailed analyses or to answer queries in relation to the data is:

**Philip Carson**  
**Community Information Branch**  
Department of Health  
Stormont Estate  
Belfast  
BT4 3SQ

 **028 9052 2493**  
**Fax: 028 9052 3288**

**Email: [cib@health-ni.gov.uk](mailto:cib@health-ni.gov.uk)**

This and other statistical publications produced by Community Information Branch (CIB) are available to download from the internet at:

<https://www.health-ni.gov.uk/topics/dhssps-statistics-and-research-social-services/social-care-statistics>

Please note that detailed children community information is available at this address.