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DIRECTORATE



Domiciliary Care Services for Adults in Northern Ireland (2018)



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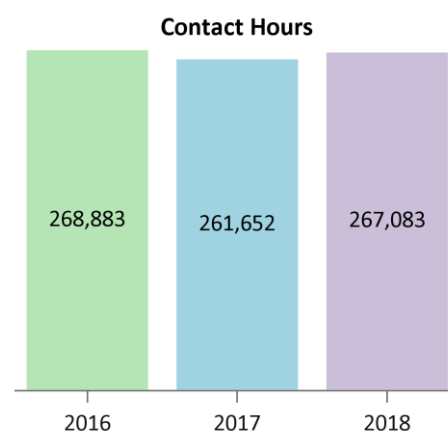
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Key Findings

During the survey week in September 2018:

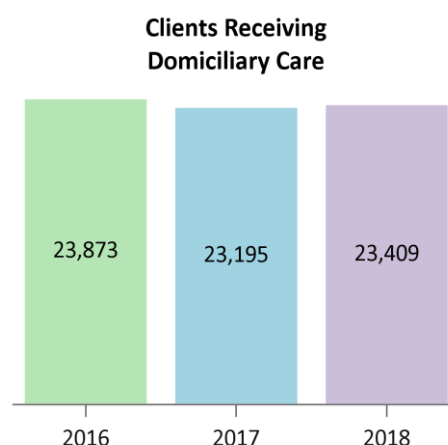
Contact Hours

- An estimated 267,083 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland, an increase of 2% (5,431) from the survey week in 2017 (261,652).
- The statutory sector provided 29% of domiciliary care contact hours, with 71% provided by the independent sector.
- An average of 11.4 domiciliary care contact hours were provided per client, similar to 2017 (11.3).



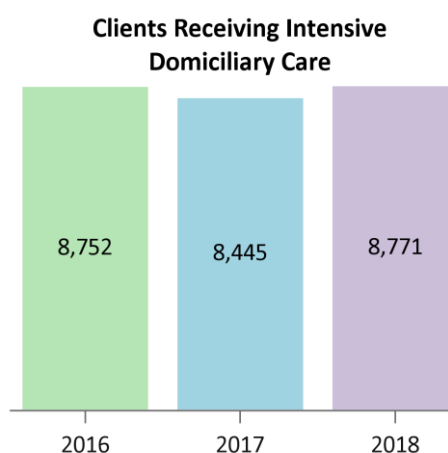
Clients Receiving Domiciliary Care

- HSC Trusts provided domiciliary care services for 23,409 clients, similar to the number during the survey week in 2017 (23,195).



Domiciliary Care Visits

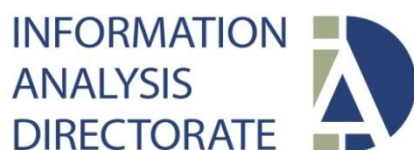
- 504,845 domiciliary care visits were provided to clients, 27% from the statutory sector and 73% from the independent sector.
- Over half (54%) of all domiciliary care visits provided to clients were between 16 and 30 minutes long. Three in ten (30%) visits were 15 minutes or less and under one in six (16%) were more than 30 minutes long.
- 10,155 clients received a domiciliary care visit lasting 15 minutes or less, over two-fifths (43%) of all clients receiving domiciliary care.



Clients Receiving Intensive Domiciliary Care

- 8,771 clients received intensive domiciliary care services, which is defined as 6 or more visits and more than 10 contact hours during the survey week. This represents a 4% increase (326) compared to the survey week in 2017 (8,445).

About Us



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](#).

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

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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 2018, information collected on the CC7b return related to the survey week 9th – 15th September 2018. 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.

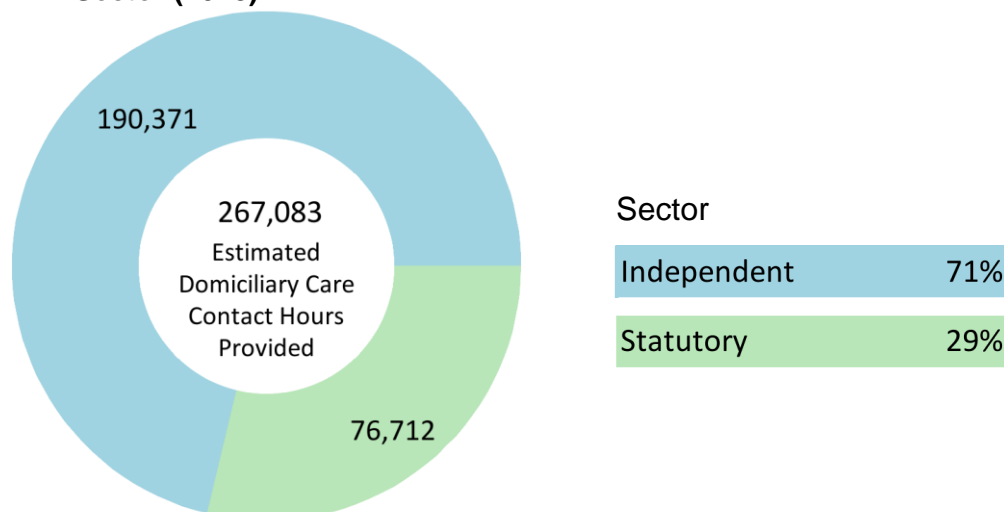
The DoH would like to sincerely thank all HSC Trust staff who assisted in the provision of this information.

Contact Hours ¹

During the survey week in 2018, an estimated 267,083 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland, an increase of 2% (5,431) from the survey week in 2017 (261,652).

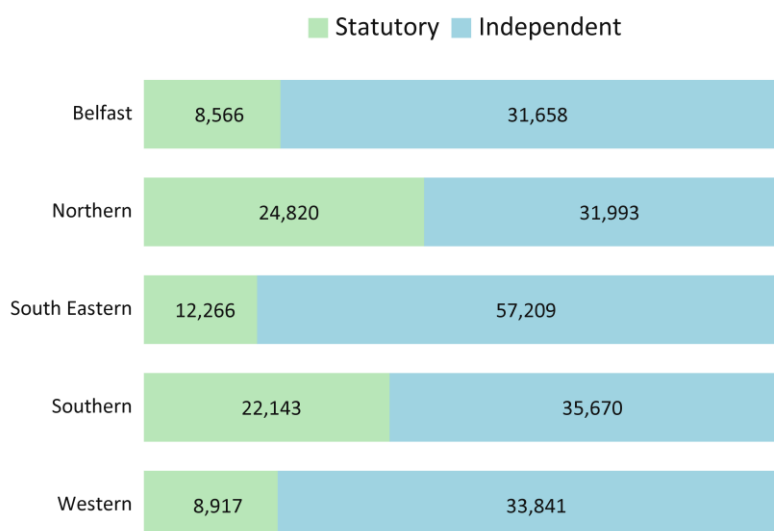
Figure 1 below shows that just under 3 out of 10 (29%) domiciliary care contact hours were provided by the statutory sector with the independent sector providing just over 7 out of 10 (71%).

Figure 1: Estimated Number of Domiciliary Care Contact Hours Provided, by Sector (2018)



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 (56%) 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 (2018)



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

¹ For definition refer to Appendix B (point 6).

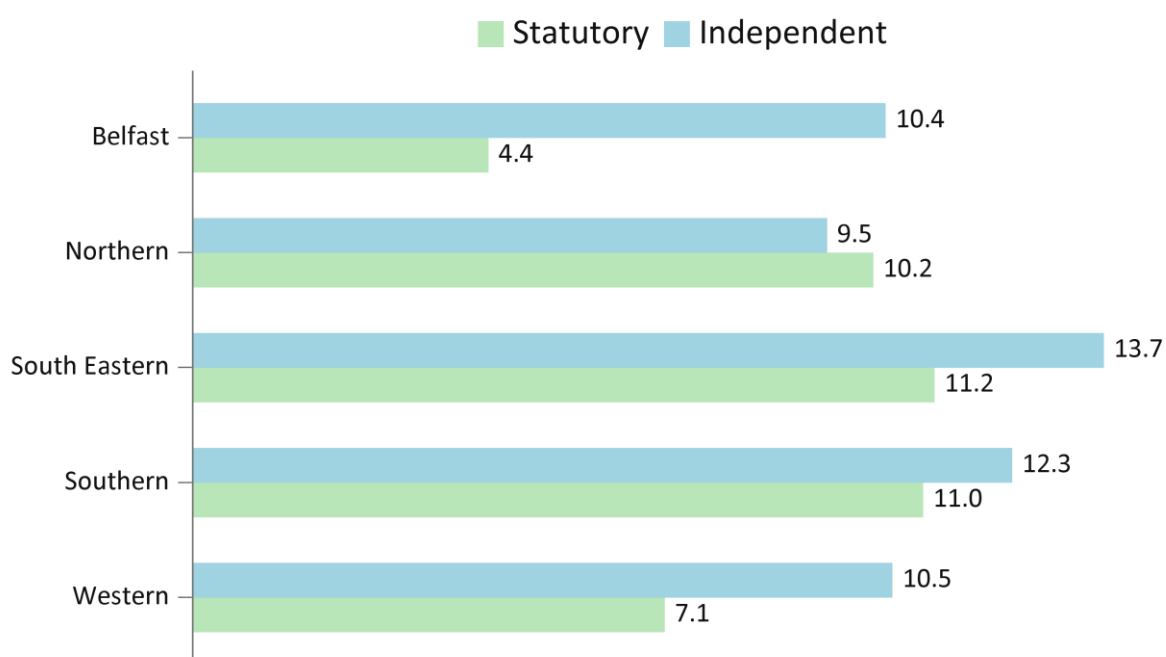
Average Number of Contact Hours Provided

During the survey week in 2018, an average of 11.4 domiciliary care contact hours were provided per client, similar to 2017 (11.3).

The average number of domiciliary care contact hours provided per client during the survey week in 2018 was considerably higher for the independent sector (11.4) than for the statutory sector (8.8). 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. The gap between the two sectors in the Northern HSC Trust is similar to 2017.

Figure 3: Average Number of Domiciliary Care Contact Hours Provided per Client, by Sector and HSC Trust (2018)

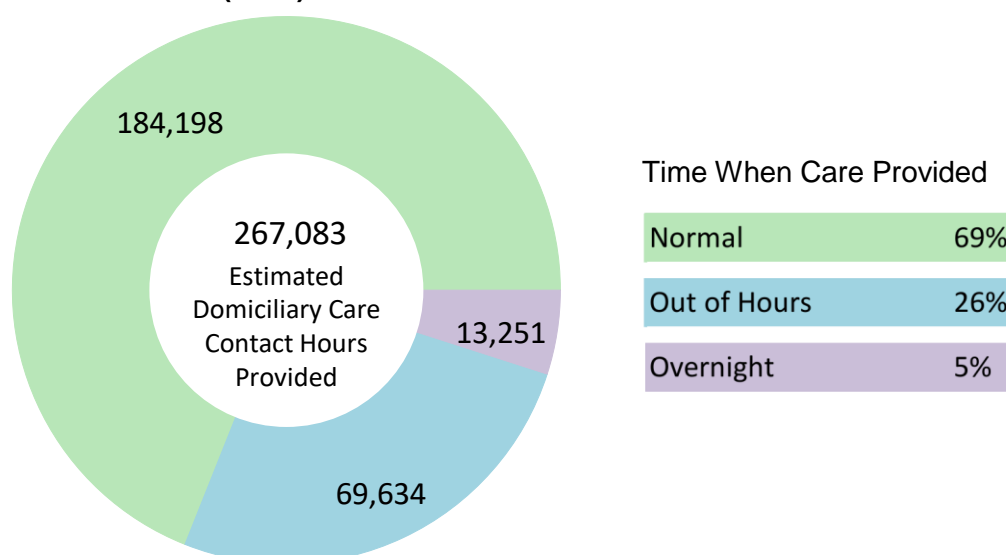


For a breakdown of average domiciliary care contact hours provided per client by sector and HSC Trust, see Table 2 in Appendix C.

Times when Domiciliary Care is Provided ²

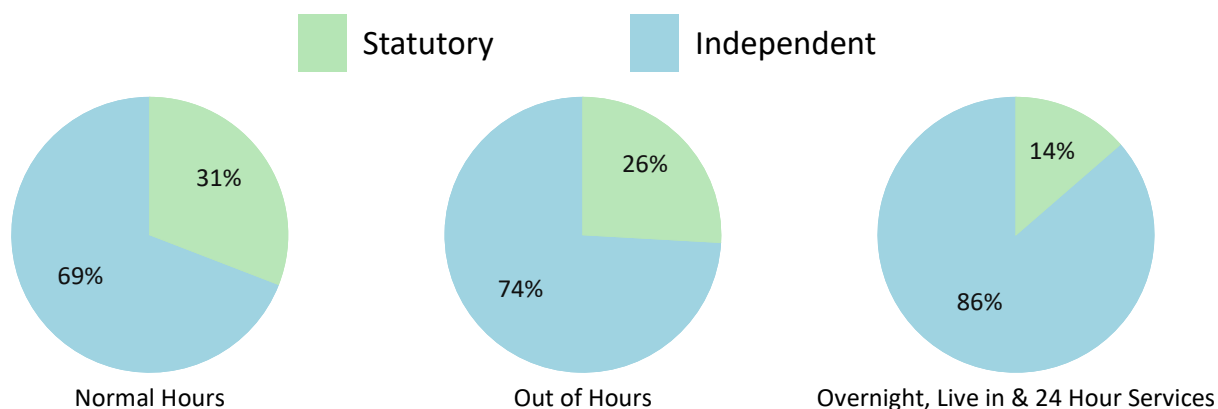
Of the 267,083 domiciliary care contact hours provided during the survey week in 2018, almost seven-tenths (69%) were provided during 'Normal Hours', over a quarter (26%) were provided during 'Out of Hours' and a small proportion (5%) were provided during 'Overnight, Live in & 24 Hour Services' as shown in Figure 4 below. These proportions are similar to those reported in the 2016 and 2017 surveys.

Figure 4: Number of Domiciliary Care Contact Hours Provided, by Time When Care Provided (2018)



The statutory sector provided just under three-tenths (29%) of domiciliary care hours while the independent sector provided just over seven-tenths (71%). 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: Percentage based on Number of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2018)



² For definitions refer to Appendix B (points 8 – 12).

Of the 76,712 domiciliary care hours provided by the statutory sector, under 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 190,371 domiciliary care hours provided by the independent sector, just over 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.

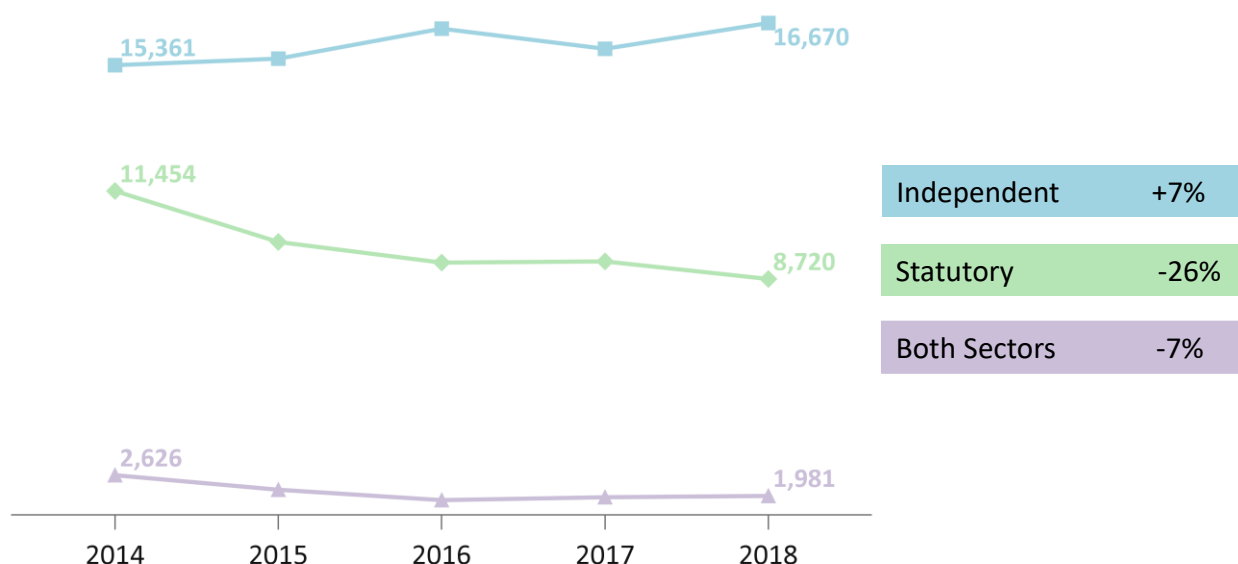
Clients Receiving Domiciliary Care

During the survey week in 2018, HSC Trusts provided domiciliary care services for 23,409³ clients, similar to the number during the survey week in 2017 (23,195). 8,720 clients received domiciliary care services from the statutory sector and 16,670 from the independent sector.

Since the survey week in 2014, the number of clients receiving domiciliary care from the statutory sector has decreased by 24% (2,734) while the number of clients receiving domiciliary care from the independent sector has increased by 9% (1,309).

In the 2018 survey, HSC Trusts reported that 1,981 clients received domiciliary care services from both the statutory and independent sectors, a decrease of 25% (645) since the 2014 survey, as shown in Figure 6 below.

Figure 6: Number of Clients Receiving Domiciliary Care Services, by Sector (2014 – 2018)



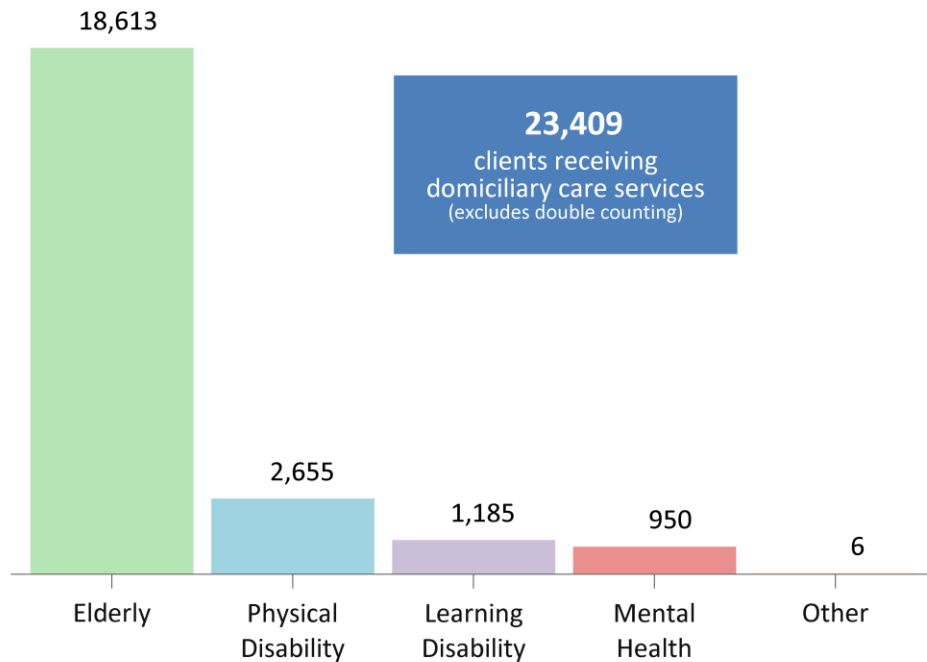
For a trend breakdown (2016 - 2018) of clients receiving domiciliary care by sector and HSC Trust, see Table 5 in Appendix C.

Client Group

During the survey week in 2018, approximately four-fifths (80%) of clients receiving domiciliary care services were in the elderly client group, more than one tenth (11%) 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).

³ 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 (2018)

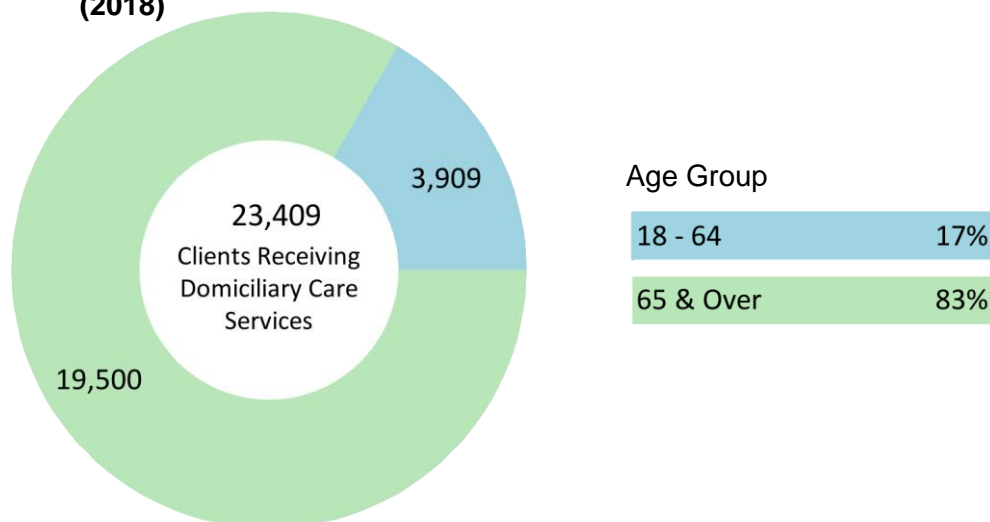


For a breakdown of clients receiving domiciliary care by client group and HSC Trust, see Table 6 in Appendix C.

Age Group

During the survey week in 2018, 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 (2018)



Across HSC Trusts, similar proportions of clients receiving domiciliary care services were aged 65 and over. This ranged from almost 9 in 10 (88%) in the Northern HSC Trust to just over four-fifths (81%) in the Belfast and South Eastern HSC Trusts.

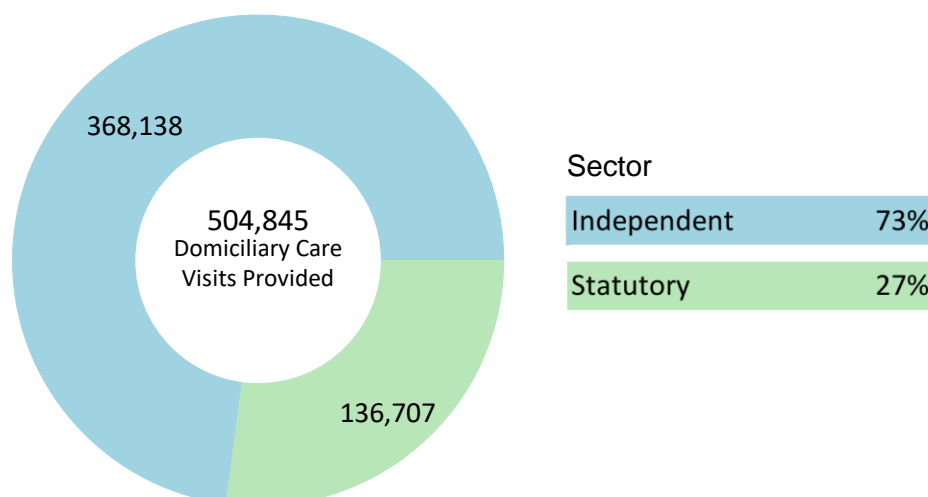
For a breakdown of clients receiving domiciliary care by age group and HSC Trust, see Tables 7 and 8 in Appendix C.

Domiciliary Care Visits

During the survey week in 2018, 504,845 domiciliary care visits were provided to clients.

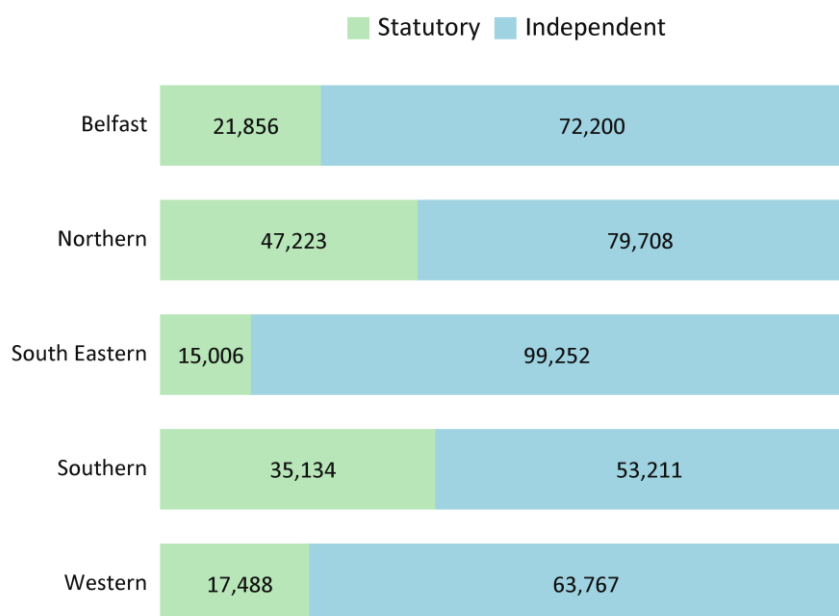
Figure 9 below shows that under three-tenths (27%) of domiciliary care visits were provided by the statutory sector and over 7 in 10 (73%) were provided by the independent sector.

Figure 9: Number of Domiciliary Care Visits Provided, by Sector (2018)



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 approximately three-fifths (60%) in the Southern HSC Trust, as shown in Figure 10 below.

Figure 10: Number of Domiciliary Care Visits Provided, by Sector and HSC Trust (2018)



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

Length of Visit

Of the 504,845 domiciliary care visits made to clients during the survey week in 2018, half (54%) were between 16 and 30 minutes long. Three in ten (30%) visits were 15 minutes or less, and under one in six (16%) were more than 30 minutes long, as shown in Figure 11 below.

Figure 11: Number of Domiciliary Care Visits Provided, by Length of Visit (2018)

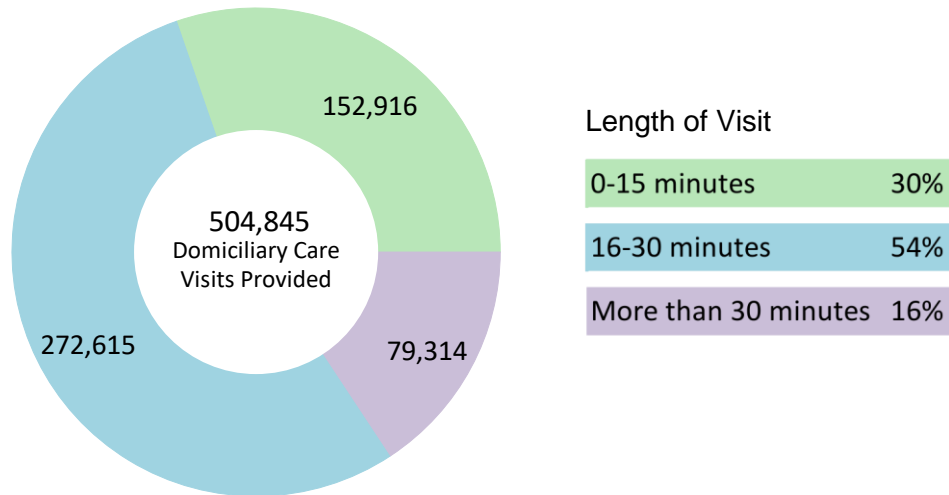
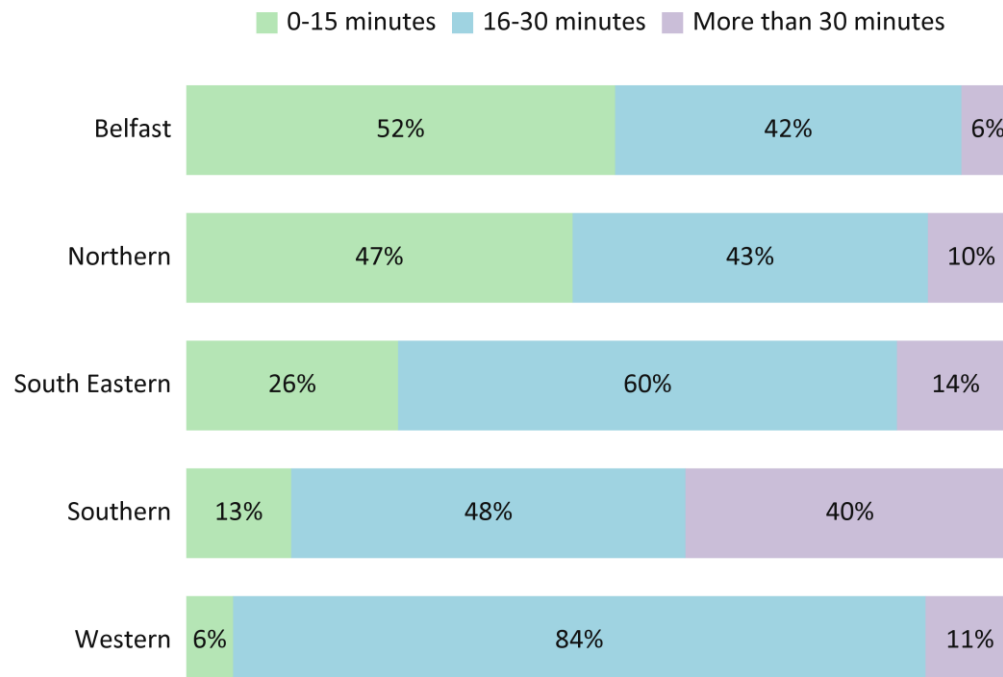


Figure 12 below shows that the proportion of visits lasting 15 minutes or less varied between HSC Trusts. This ranged from 52% in the Belfast HSC Trust to 6% in the Western HSC Trust.

Figure 12: Proportion of Domiciliary Care Visits Provided, by Length of Visit and HSC Trust (2018)

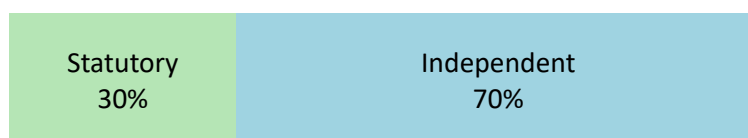


For a breakdown of domiciliary care visits by sector, length of visit and HSC Trust, see Tables 11 and 12 in Appendix C.

Less Than 15 Minute Visits

Of the 152,916 domiciliary care visits provided lasting less than 15 minutes during the survey week in 2018, 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 (2018)



During the survey week in 2018, 10,155^{4,5} clients received domiciliary care visits lasting less than 15 minutes, over two-fifths (43%) of all clients who received domiciliary care. Of these 10,155^{4,5} clients, 3,886 received a visit from the statutory sector and 6,819 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 (2018)

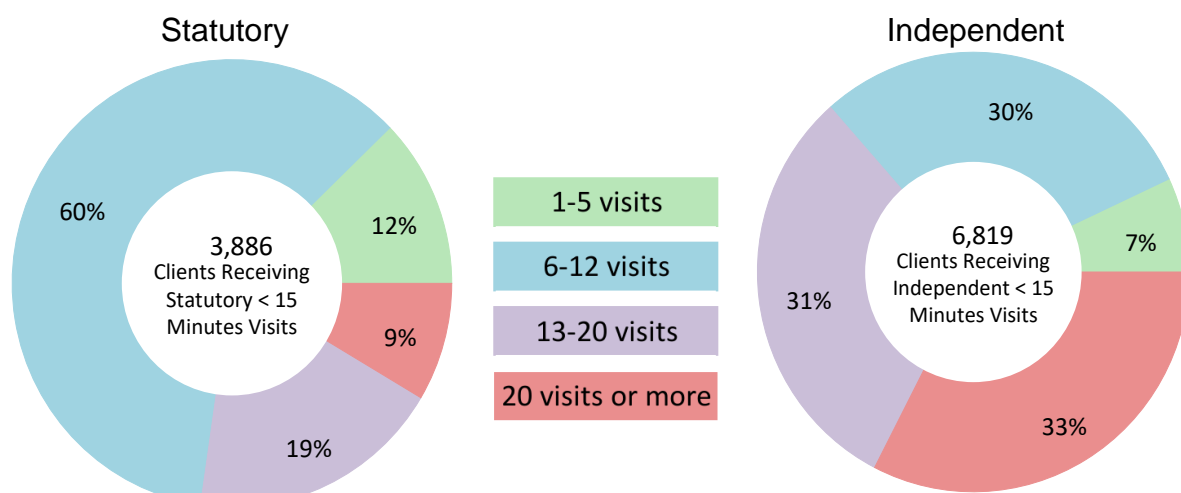


Figure 14 above shows that of the 3,886 clients who received domiciliary care visits lasting less than 15 minutes from the statutory sector, six-tenths (60%) received between 6 and 12 visits lasting less than 15 minutes. Almost two-tenths (19%) received between 13 to 20 visits lasting less than 15 minutes, over one in ten (12%) received between 1 and 5 visits lasting less than 15 minutes and under one in ten (9%) received 20 visits or more lasting less than 15 minutes.

Figure 14 above shows that of the 6,819 clients who received domiciliary care visits lasting less than 15 minutes from the independent sector, one-third (33%) received 20 visits or more lasting less than 15 minutes. Over three in ten (31%) received between 13 and 20 visits lasting less than 15 minutes, three in ten (30%) received between 6 and 12 visits lasting less than 15 minutes and just over one in twenty (7%) 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.

⁴ 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.

⁵ Clients may also have received domiciliary care visits lasting more than 15 minutes.

16-30 Minute Visits

Of the 272,615 domiciliary care visits made lasting 16-30 minutes during the survey week in 2018, just under a quarter (24%) were by the statutory sector and over three quarters (76%) 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 (2018)



During the survey week in 2018, 17,454^{6,7} clients received domiciliary care visits lasting 16-30 minutes, three-quarters (75%) of all clients who received domiciliary care. Of these 17,454^{6,7} clients, 5,805 received a visit from the statutory sector and 12,392 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 (2018)

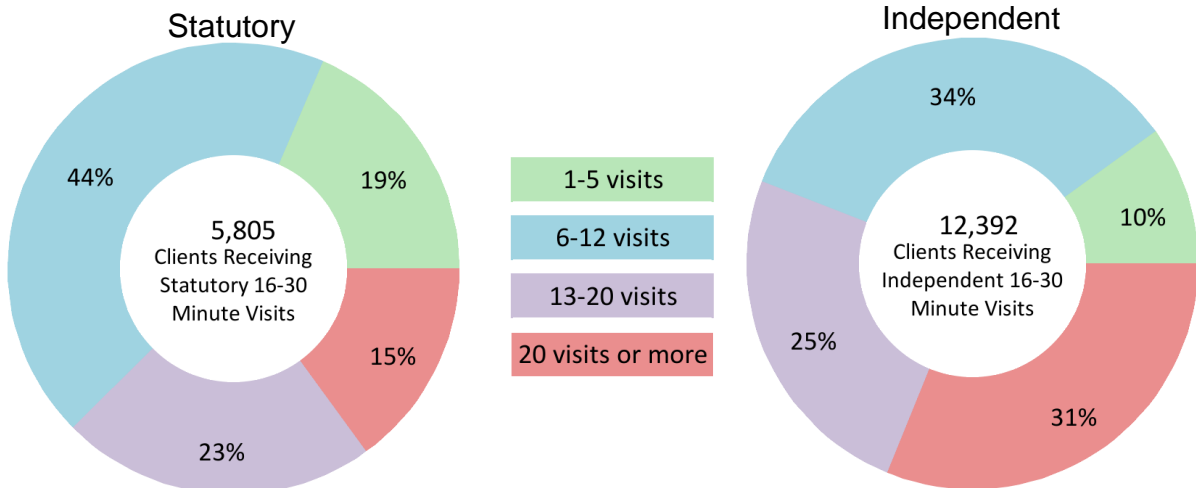


Figure 16 above shows that of the 5,805 clients who received 16-30 minute domiciliary care visits from the statutory sector, over two-fifths (44%) received between 6 and 12 16-30 minute visits. Almost a quarter (23%) received between 13 and 20 16-30 minute visits, almost one fifth (19%) received between 1 to 5 16-30 minute visits and over one in seven (15%) received 20 or more 16-30 minute visits.

Figure 16 above shows that of the 12,392 clients who received 16-30 minute domiciliary care visits from the independent sector, over one third (34%) received between 6 and 12 16-30 minute visits. Just under one third (31%) received 20 or more 16-30 minute visits, one quarter (25%) received between 13 to 20 16-30 minute visits and one in ten (10%) 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.

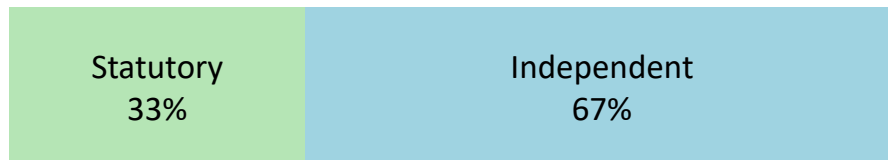
⁶ The total number of clients receiving 16-30 minute domiciliary care visits may not equal the sum of clients receiving 16-30 minute domiciliary care visits from statutory and independent sectors, as some clients may have received domiciliary care from both sectors.

⁷ 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 79,314 domiciliary care visits made lasting more than 30 minutes during the survey week in 2018, one third (33%) were provided by the statutory sector and just over two thirds (67%) 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 (2018)



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 2018, of all clients receiving domiciliary care services, nearly nine-tenths (88%) received 6 or more visits. Just under one-tenth (9%) of clients received 2 to 5 visits while a small proportion (4%) received one visit.

Figure 18 below shows that since the survey in 2014, 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 (2014 - 2018)

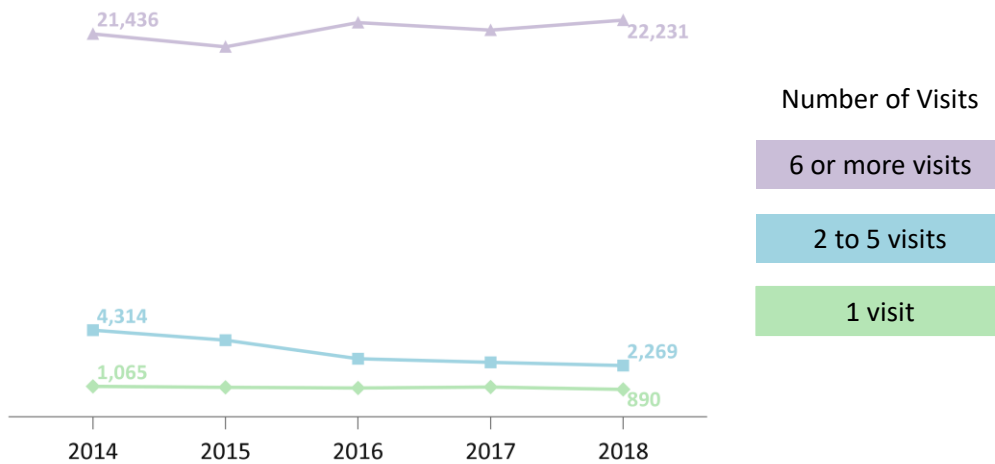
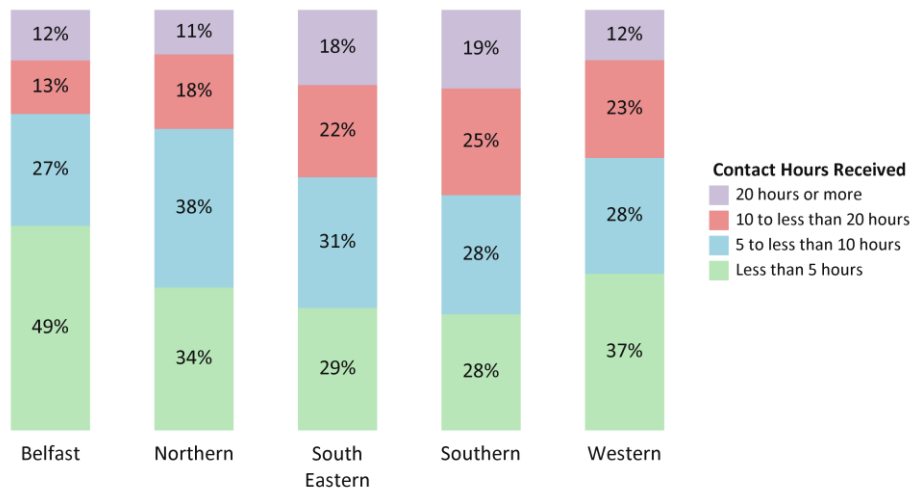


Figure 19 below shows that almost 1 in 5 (19%) of all clients receiving domiciliary care services in the Southern HSC Trust received 20 hours or more, compared with 1 in 9 (11%) of all clients in the Northern HSC Trust.

Almost half (49%) 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 (28%) of all clients in the Southern HSC Trust.

Figure 19: Percentage of Clients Receiving Domiciliary Care Services, by Number of Contact Hours Received and HSC Trust (2018)⁸



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.

⁸ Components may not add to totals due to rounding.

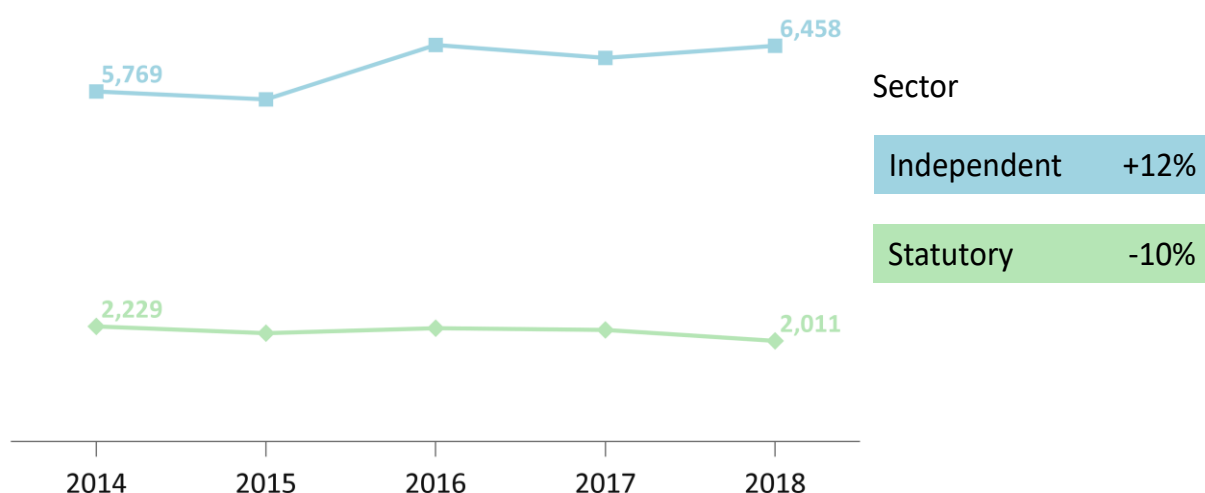
Clients Receiving Intensive Domiciliary Care⁹

*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 2018, 8,771 clients received intensive domiciliary care services, 4% (326) more than during the survey week in 2017 (8,445). Clients receiving intensive domiciliary care services accounted for almost two fifths (37%) of all 23,409 clients receiving domiciliary care, similar to the proportion in the 2017 survey (36%).

Between the survey weeks in 2014 and 2018, the number of clients receiving intensive domiciliary care services from the statutory sector decreased by 10% (218) while those receiving intensive domiciliary care services from the independent sector increased by 12% (689), as shown in Figure 20 below.

Figure 20: Number of Clients Receiving Intensive Domiciliary Care Services, by Sector (2014 - 2018)



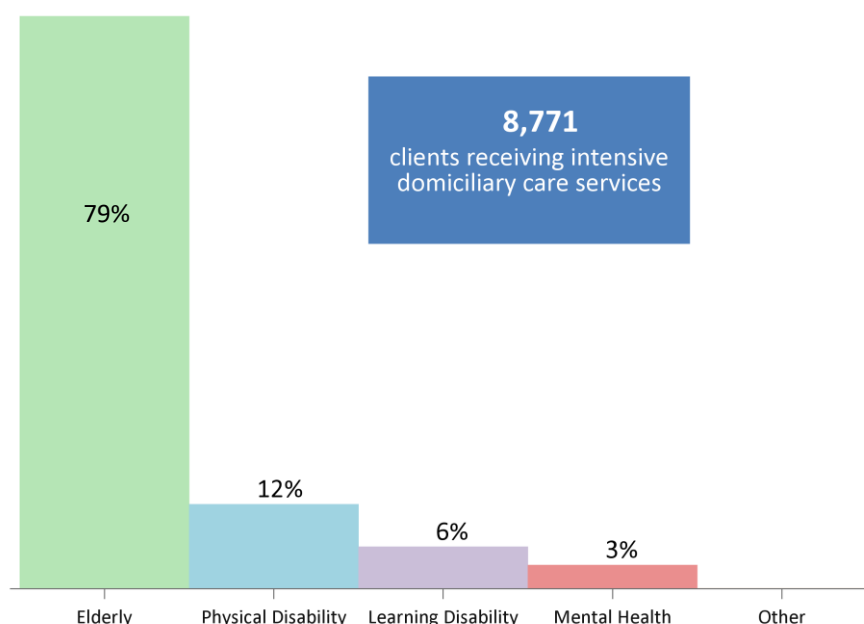
For a trend breakdown (2016 - 2018) of clients receiving intensive domiciliary care by sector and HSC Trust, see Table 19 in Appendix C.

Client Group

During the survey week in 2018, almost four-fifths (79%) 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 2016 and 2017 surveys.

⁹ 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 (2018)

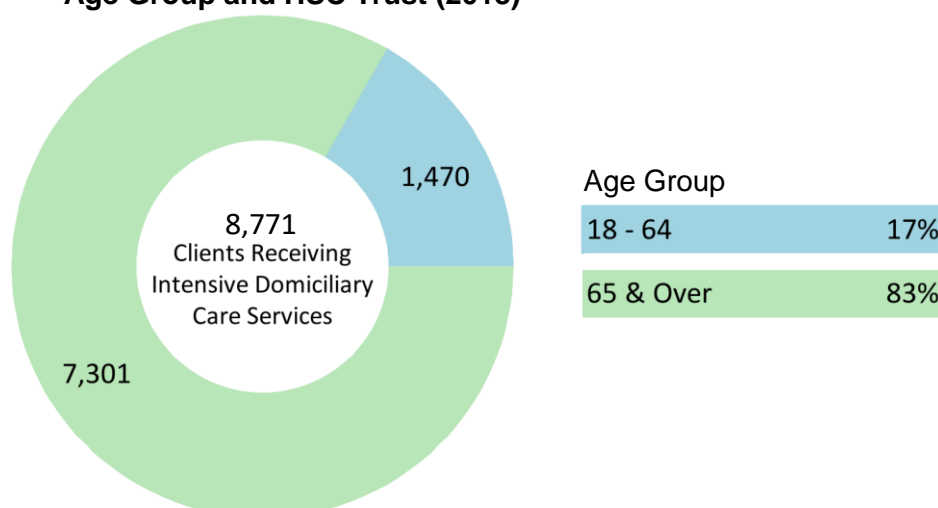


For a breakdown of clients receiving intensive domiciliary care by client group and HSC Trust, see Table 20 in Appendix C.

Age Group

During the survey week in 2018, 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 2016 and 2017 surveys.

Figure 22: Percentage of Clients Receiving Intensive Domiciliary Care Services, by Age Group and HSC Trust (2018)



Across HSC Trusts, the proportion of clients aged 65 & over receiving intensive domiciliary care services ranged from almost 9 in 10 (87%) in the Southern and Western HSC Trusts to under four-fifths (78%) in the South Eastern 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 2018, the CC7b survey covered the period 9th - 15th September 2018 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 5th December 2018. 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 2019, is scheduled for December 2019.

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.

Appendix B: Definition of Terms

1. The survey week for the CC7b 2018 return relates to the period 9th to 15th September 2018.
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 (2016 - 2018)

Year	HSC Trust	Statutory		Independent		All Sectors	
		No.	%	No.	%	No.	%
2018	Belfast	8,566	21%	31,658	79%	40,224	100%
	Northern	24,820	44%	31,993	56%	56,813	100%
	South Eastern	12,266	18%	57,209	82%	69,475	100%
	Southern	22,143	38%	35,670	62%	57,813	100%
	Western	8,917	21%	33,841	79%	42,758	100%
	Northern Ireland	76,712	29%	190,371	71%	267,083	100%
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%
	Northern Ireland	80,819	31%	180,833	69%	261,652	100%
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%
	Northern Ireland	80,410	30%	188,473	70%	268,883	100%

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 (2016 - 2018)

HSC Trust	Statutory			Independent			All Sectors		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Belfast	4.2	4.3	4.4	10.7	10.1	10.4	9.0	8.8	9.2
Northern	9.8	9.9	10.2	8.2	9.2	9.5	9.9	10.5	10.8
South Eastern	11.3	11.1	11.2	14.0	13.4	13.7	14.2	13.6	13.8
Southern	10.5	10.7	11.0	12.3	12.1	12.3	11.9	11.9	12.2
Western	9.6	8.2	7.1	11.4	11.6	10.5	11.4	11.5	10.6
Northern Ireland	8.7	8.7	8.8	11.4	11.4	11.4	11.3	11.3	11.4

Table 3: Number of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2016 - 2018)

Year	Times when Care Provided	Statutory		Independent		All Sectors	
		No. of Hours	%	No. of Hours	%	No. of Hours	%
2018	Normal Hours	56,882	31%	127,316	69%	184,198	100%
	Out of Hours	18,028	26%	51,606	74%	69,634	100%
	Overnight, Live in & 24 Hour Services	1,802	14%	11,449	86%	13,251	100%
	Total	76,712	29%	190,371	71%	267,083	100%
2017	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%
	Total	80,819	31%	180,833¹⁰	69%	261,652	100%
2016	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%
	Total	80,410	30%	188,473	70%	268,883	100%

Components may not add to totals due to rounding.

¹⁰ In 2017 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 (2016 - 2018)

Times when Care Provided	Statutory			Independent			All Sectors		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Normal Hours	76%	74%	74%	69%	67%	67%	71%	69%	69%
Out of Hours	22%	24%	24%	25%	27%	27%	24%	26%	26%
Overnight, Live in & 24 Hour Services	2%	2%	2%	6%	6%	6%	5%	5%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Components may not add to totals due to rounding.

Table 5: Number of Clients Receiving Domiciliary Care Services, by Sector and HSC Trust (2016 - 2018)

HSC Trust	Statutory			Independent			Clients Receiving Domiciliary Care from both Sectors			Total Clients Receiving Domiciliary Care (excludes double counting)		
	2016	2017	2018	2016	2017	2018	2016	2017	2018	2016	2017	2018
Belfast	2,299	2,002	1,926	3,196	3,016	3,037	604	570	603	4,891	4,448	4,360
Northern	2,531	2,558	2,424	3,192	3,131	3,352	598	523	533	5,125	5,166	5,243
South Eastern	1,145	1,058	1,099	4,051	4,118	4,173	287	252	221	4,909	4,924	5,051
Southern	2,009	2,032	2,015	2,630	2,677	2,893	150	151	170	4,489	4,558	4,738
Western	1,245	1,616	1,256	3,426	2,928	3,215	212	445	454	4,459	4,099	4,017
Northern Ireland	9,229	9,266	8,720	16,495	15,870	16,670	1,851	1,941	1,981	23,873	23,195	23,409

Table 6: Number of Clients Receiving Domiciliary Care Services, by Client Group and HSC Trust (2018)

HSC Trust	2018										
	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	3,413	582	26	103	34	140	56	6	831	3,529	4,360
Northern	4,341	459	5	135	34	48	221	0	642	4,601	5,243
South Eastern	3,941	550	56	391	61	37	15	0	978	4,073	5,051
Southern	3,716	488	23	216	52	93	150	0	797	3,941	4,738
Western	3,202	466	0	159	0	36	154	0	661	3,356	4,017
Northern Ireland	18,613	2,545	110	1,004	181	354	596	6	3,909	19,500	23,409

Table 7: Number of Clients Receiving Domiciliary Care Services, by Age Group and Client Group (2018)

Client Group	2018	
	Number of Clients	% of Total Clients
Aged 18 - 64	3,909	17%
Clients with a Physical Disability	2,545	11%
Clients with a Learning Disability	1,004	4%
Clients with Mental Health Needs	354	2%
Other	6	<1%
Aged 65 & over	19,500	83%
Total	23,409	100%

Components may not add to totals due to rounding.

Table 8: Number of Clients Receiving Domiciliary Care Services, by Age Group and HSC Trust (2018)

HSC Trust	2018	
	Aged 18 - 64	Aged 65 & Over
Belfast	831	3,529
Northern	642	4,601
South Eastern	978	4,073
Southern	797	3,941
Western	661	3,356
Northern Ireland	3,909	19,500

Table 9: Number of Clients Receiving Domiciliary Care Services per 10,000 Population Aged 18 & Over, by Sector and HSC Trust (2016 - 2018)

HSC Trust	Statutory Sector				Independent Sector				All Sectors			
	2016	2017	2018	% Change 2017 to 2018	2016	2017	2018	% Change 2017 to 2018	2016	2017	2018	% Change 2017 to 2018
Belfast	82.5	71.7	69.0	-4%	114.7	108.0	108.8	1%	197.3	179.7	177.8	-1%
Northern	69.5	69.9	66.2	-5%	87.6	85.5	91.6	7%	157.1	155.4	157.8	2%
South Eastern	41.5	38.1	39.6	4%	147.0	148.3	150.3	1%	188.5	186.5	189.9	2%
Southern	71.5	71.7	71.1	-1%	93.6	94.5	102.1	8%	165.1	166.2	173.2	4%
Western	54.8	70.8	55.0	-22%	150.9	128.3	140.9	10%	205.7	199.1	195.9	-2%
Northern Ireland	64.7	64.6	60.8	-6%	115.6	110.6	116.2	5%	180.3	175.2	177.0	1%

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 2016 and 2017 use 2016 mid-year population estimate, and 2018 uses 2017 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 (2018)

HSC Trust	2018				
	Statutory		Independent		Total
	No.	%	No.	%	
Belfast	21,856	23%	72,200	77%	94,056
Northern	47,223	37%	79,708	63%	126,931
South Eastern	15,006	13%	99,252	87%	114,258
Southern	35,134	40%	53,211	60%	88,345
Western	17,488	22%	63,767	78%	81,255
Northern Ireland	136,707	27%	368,138	73%	504,845

Table 11: Number of Domiciliary Care Visits Provided, by Sector, Length of Visit and HSC Trust (2018)

Length of Visit	HSC Trust	2018				
		Statutory		Independent		Total
		No.	%	No.	%	
15 minutes or less	Belfast	11,796	24%	36,909	76%	48,705
	Northern	24,679	42%	34,531	58%	59,210
	South Eastern	4,890	17%	24,326	83%	29,216
	Southern	2,379	21%	8,814	79%	11,193
	Western	1,763	38%	2,829	62%	4,592
	Northern Ireland	45,507	30%	107,409	70%	152,916
16 to 30 minutes	Belfast	8,794	22%	30,534	78%	39,328
	Northern	19,503	36%	34,953	64%	54,456
	South Eastern	8,364	12%	60,467	88%	68,831
	Southern	15,484	37%	26,574	63%	42,058
	Western	12,696	19%	55,246	81%	67,942
	Northern Ireland	64,841	24%	207,774	76%	272,615
> 30 minutes	Belfast	1,266	21%	4,757	79%	6,023
	Northern	3,041	23%	10,224	77%	13,265
	South Eastern	1,752	11%	14,459	89%	16,211
	Southern	17,271	49%	17,823	51%	35,094
	Western	3,029	35%	5,692	65%	8,721
	Northern Ireland	26,359	33%	52,955	67%	79,314

Table 12: Number of Domiciliary Care Visits Provided, by Length of Visit and HSC Trust (2018)

HSC Trust	2018						All Visits
	15 minutes or less		16 - 30 minutes		> 30 minutes		
	No.	%	No.	%	No.	%	
Belfast	48,705	52%	39,328	42%	6,023	6%	94,056
Northern	59,210	47%	54,456	43%	13,265	10%	126,931
South Eastern	29,216	26%	68,831	60%	16,211	14%	114,258
Southern	11,193	13%	42,058	48%	35,094	40%	88,345
Western	4,592	6%	67,942	84%	8,721	11%	81,255
Northern Ireland	152,916	30%	272,615	54%	79,314	16%	504,845

Table 13: Number of Clients who Received Domiciliary Care Visits, by Sector, Length of Visit and HSC Trust (2018)

Length of Visit	HSC Trust	2018		
		Statutory	Independent	Total (excluding double counting)
15 minutes or less	Belfast	1,079	2,112	2,905
	Northern	1,890	2,099	3,804
	South Eastern	432	1,532	1,887
	Southern	271	798	1,067
	Western	214	278	492
	Northern Ireland	3,886	6,819	10,155
16 to 30 minutes	Belfast	1,136	1,917	2,916
	Northern	1,589	2,452	3,881
	South Eastern	740	3,159	3,822
	Southern	1,306	1,936	3,216
	Western	1,034	2,928	3,619
	Northern Ireland	5,805	12,392	17,454

Table 14: Number of Clients who Received Domiciliary Care Visits Lasting Less Than 15 Minutes, by Sector, Number of Visits and HSC Trust (2018)

HSC Trust	2018							
	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	142	520	275	142	109	591	647	765
Northern	210	1,341	240	99	91	589	577	842
South Eastern	34	210	121	67	68	420	560	484
Southern	65	133	53	20	138	300	255	105
Western	25	146	39	4	69	115	70	24
Northern Ireland	476	2,350	728	332	475	2,015	2,109	2,220

Table 15: Number of Clients who Received Domiciliary Care Visits Lasting 16-30 Minutes, by Sector, Number of Visits and HSC Trust (2018)

HSC Trust	2018							
	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	485	472	102	77	225	726	448	518
Northern	128	822	408	231	174	1,083	627	568
South Eastern	88	367	160	125	258	941	748	1,212
Southern	246	436	378	246	253	589	582	512
Western	128	451	264	191	328	888	661	1,051
Northern Ireland	1,075	2,548	1,312	870	1,238	4,227	3,066	3,861

Table 16: Number of Clients Receiving Domiciliary Care Services, by Number of Visits and Contact Hours (2016 - 2018)

Year	Total Number of Contact Hours	Number of Visits			
		1 or more	1	2 to 5	6 or more
2018	Total	25,390	890	2,269	22,231
	Less than 5 hours	8,938	808	1,841	6,289
	5 hours to less than 10 hours	7,764	55	236	7,473
	10 hours to less than 20 hours	5,097	19	144	4,934
	20 hours or more	3,591	8	48	3,535
2017	Total	25,136	1,027	2,454	21,655
	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
2016	Total	25,724	972	2,663	22,089
	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

Components may not add to totals due to rounding.

Table 17: Number of Clients Receiving Domiciliary Care Services, by Contact Hours Provided and HSC Trust (2018)

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	2,416	49%	1,321	27%	632	13%	594	12%	4,963
Northern	1,963	34%	2,181	38%	1,024	18%	608	11%	5,776
South Eastern	1,535	29%	1,641	31%	1,156	22%	940	18%	5,272
Southern	1,357	28%	1,390	28%	1,245	25%	916	19%	4,908
Western	1,667	37%	1,231	28%	1,040	23%	533	12%	4,471
Northern Ireland	8,938	35%	7,764	31%	5,097	20%	3,591	14%	25,390

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 (2016 - 2018)

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
2018	Belfast	1,319	461	91	55	1,097	860	541	539	2,416	1,321	632	594
	Northern	962	955	349	158	1,001	1,226	675	450	1,963	2,181	1,024	608
	South Eastern	483	365	169	82	1,052	1,276	987	858	1,535	1,641	1,156	940
	Southern	644	534	521	316	713	856	724	600	1,357	1,390	1,245	916
	Western	558	408	246	44	1,109	823	794	489	1,667	1,231	1,040	533
	Northern Ireland	3,966	2,723	1,376	655	4,972	5,041	3,721	2,936	8,938	7,764	5,097	3,591
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
	Northern Ireland	4,209	2,855	1,400	802	4,527	4,863	3,544	2,936	8,736	7,718	4,944	3,738
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
	Northern Ireland	4,291	2,709	1,420	809	4,880	4,954	3,582	3,079	9,171	7,663	5,002	3,888

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 (2016 - 2018)

HSC Trust	Independent			Statutory			Total Clients Receiving Intensive Domiciliary Care		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Belfast	1,065	1,003	1,047	164	154	146	1,222	1,248	1,286
Northern	1,063	1,084	1,103	671	679	507	1,727	1,561	1,647
South Eastern	1,709	1,763	1,794	224	209	233	2,014	2,027	2,080
Southern	1,129	1,130	1,236	749	807	835	1,926	1,964	2,105
Western	1,504	1,295	1,278	394	327	290	1,863	1,645	1,653
Northern Ireland	6,470	6,275	6,458	2,202	2,176	2,011	8,752	8,445	8,771

Table 20: Number of Clients Receiving Intensive Domiciliary Care Services, by Client Group and HSC Trust (2018)

HSC Trust	2018										
	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	980	230	11	28	7	*	13	*	275	1,011	1286
Northern	1,322	191	*	45	*	*	74	*	242	1,405	1647
South Eastern	1,548	214	*	245	49	5	*	*	464	1,616	2080
Southern	1,741	181	10	66	18	24	65	*	271	1,834	2105
Western	1,364	168	*	41	*	9	*	*	218	1,435	1653
Northern Ireland	6,955	984	*	425	82	59	225	*	1,470	7,301	8771

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 (2016 - 2018)

Client Group	2016		2017		2018	
	Number of Clients	% of Total Clients	Number of Clients	% of Total Clients	Number of Clients	% of Total Clients
Aged 18 - 64	1,535	18%	1,443	17%	1,470	17%
Clients with a Physical Disability	960	11%	867	10%	984	11%
Clients with a Learning Disability	479	5%	419	5%	425	5%
Clients with Mental Health Needs	*	<1%	65	<1%	*	<1%
Clients with No Material Handicap	*	<1%	92	1%	*	<1%
Aged 65 & over	7,217	82%	7,002	83%	7,301	83%
Total	8,752	100%	8,445	100%	8,771	100%

Components may not add to totals due to rounding.
Some cells have been suppressed in order to prevent the disclosure of personal data.

Table 22: Number of Clients Receiving Intensive Domiciliary Care Services, by Age Group and HSC Trust (2016 - 2018)

HSC Trust	2016		2017		2018	
	Aged 18 - 64	Aged 65 & Over	Aged 18 - 64	Aged 65 & Over	Aged 18 - 64	Aged 65 & Over
Belfast	270	952	278	970	275	1,011
Northern	260	1,467	247	1,314	242	1,405
South Eastern	477	1,537	441	1,586	464	1,616
Southern	244	1,682	263	1,701	271	1,834
Western	284	1,579	214	1,431	218	1,435
Northern Ireland	1,535	7,217	1,443	7,002	1,470	7,301

Appendix D: CC7B Information Return and Guidance

DOMICILIARY CARE SERVICES FOR ADULTS PROVIDED DURING THE SURVEY WEEK (9th - 15th SEPTEMBER 2018 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 2nd November 2018

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:

Community Information Branch

Email: cib@health-ni.gov.uk

Table 1 Domiciliary Care Contact Hours (excluding travelling time) during the Survey Week (9th - 15th September 2018 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 (9th - 15th September 2018 inclusive)

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 (9th - 15th September 2018)

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

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

Table 3A Number of Clients Receiving Domiciliary Care Services from both the Statutory and Independent Sectors during the Survey Week (9th - 15th September 2018)

1	Number of Clients Receiving Domiciliary Care Services from both Statutory & Independent Sectors	<div style="background-color: #cccccc; width: 100px; height: 20px; margin: 0 auto;"></div> <p>A</p>
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Table 3B Total Number of Client's who Received Domiciliary Care Services during the Survey Week (9th - 15th September 2018)

1	Total Number of Clients receiving Domiciliary Care	<div style="background-color: #cccccc; width: 100px; height: 20px; margin: 0 auto;"></div> <p>A ✓</p>
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Table 3C Number of Clients Receiving an Intensive Domiciliary Care Service (More than 10 hours and 6 or more visits) during the Survey Week (9th - 15th September 2018)

1	Number of Clients receiving Intensive Domiciliary Care	<div style="background-color: #cccccc; width: 100px; height: 20px; margin: 0 auto;"></div> <p>A</p>
---	--	---

This Cell may differ to the number of clients receiving intensive domiciliary care services from Tables 2A & 2B (Cells 3C + 4C), because some clients will receive services from both sectors.

Table 3D Number of Clients Receiving Domiciliary Care Service, split by Age and Client Group (9th - 15th September 2018)

	Client Group	Intensive Domiciliary Care	All Domiciliary Care
1	Elderly Aged 65 & Over		
2	Physical Disability Aged 18 - 64		
3	Physical Disability Aged 65 & Over		
4	Learning Disability Aged 18 - 64		
5	Learning Disability Aged 65 & Over		
6	Mental Health Aged 18 - 64		
7	Mental Health Aged 65 & Over		
8	No Material Handicap Aged 18 - 64		
9	Total Aged 18 - 64		
10	Total Aged 65 & Over		

Validations: ✓ ✓
See Guidance

Table 4 Number of Visits made to Clients Receiving Domiciliary Care Services from the Statutory and Independent Sectors during the Survey Week (9-15th September 2018)

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	TOTAL	

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 (9-15th September 2018)

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 TOTAL				x

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

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 (9th-15th September 2018)

Each box should contain the number of clients

Please provide whole numbers only

Provide actual values rather than planned.

Sector	Number of Clients who Received 15-min Timeband visits		
	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 (9th-15th September 2018)

1

✓

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 (9th-15th September 2018)

1

✓

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.

Services Provided by Statutory Sector					
	1-5 visits	6-12 visits	13 – 20 visits	20 visits or more	TOTAL
1					
2					
3					

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.

Services Provided by Independent Sector					
	1-5 visits	6-12 visits	13 – 20 visits	20 visits or more	Total
1					
2					
3					

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

<p>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.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>
--	---	--	--	---

	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
TOTAL	1	2	2	5

A B C

DOMICILIARY CARE SERVICES FOR ADULTS PROVIDED DURING THE SURVEY WEEK - CC7B

GUIDANCE NOTES

This return collects information on the number of clients receiving domiciliary care services in their own homes including sheltered accommodation, provided either:
directly by HSC Trusts;
or under contract to the HSC Trust by the independent sector.

The return requests information for adults only i.e. where the client is an adult rather than a child with services provided to their family.

DOMICILIARY CARE

Domiciliary Care encompasses 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 that are necessary to maintain an individual person in a mutually agreed measure of health, hygiene, dignity, safety and ease in their home.

SURVEY WEEK

Information should relate to services provided during the Survey Week (Sunday to Saturday) in September of the current year.

If you consider this survey week to be unrepresentative for exceptional reasons outside your control (e.g. industrial action) information may be supplied for an appropriate alternative representative week. Please notify Community Information Branch as soon as possible if this is the case.

Please record **actual** domiciliary care services provided rather than planned provision.

INFORMATION TO BE INCLUDED

- 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.

Social / emotional support in most cases is delivered on a regular schedule, as part of the Trusts domiciliary care ordering service, i.e. home care specifically for older people with dementia, or some mental health cases to ensure that e.g. they take tablets / eat / don't walk out of the house.

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.*

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.

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.

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:

Community Information Branch

Department of Health
Stormont Estate
Belfast
BT4 3SQ



028 9052 2342

Email: 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.