

# Improving the recruitment and retention of Domiciliary Care workers in Wales

## Consultation response form

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**You can let us know about your views by answering one, a few or all of the questions below. Please send your response by 5 April 2016.**

### About your interest in domiciliary care

**Please let us know if you are:**

	Yes/no
Someone who uses domiciliary care and support	No
A carer, a friend or a family member of someone who uses domiciliary care and support	No

Someone who works in domiciliary care please use the box below to tell us what job you do:

Someone who works in health or social care please use the box below to tell us what job you do:

Someone who has an interest in health and social care, which is not included

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nursing practice, standards of care, and public policy as it affects health and nursing.

## Your views on recruitment and retention

### 1. Why do you think it might be difficult to recruit domiciliary care workers?

Before responding to specific questions raised in the consultation, we would  
provided  
helpful clarification of the scope of this consultation.

The Royal College of Nursing (Wales) believes that there are several key factors which mi

Another important consideration is the need to improve access to continuous professional development; this would encourage a perception of domiciliary care work as a long-

<p>OR</p> <p>iv. Restricting the number of care hours or the percentage of care hours which domiciliary care providers can deliver by zero hours contracts.</p> <p>What you do think should be the maximum number of hours or maximum percentage of care hours?</p>	OR
	No

6. Which, if any, of the following ways could be used to make sure the changes set out above happen?

Yes/no

<p>i. As part of the inspection process, the Care and Social Services Inspectorate Wales will make sure domiciliary care providers are keeping to the rules about the maximum use of zero hours contracts</p>	Yes
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8. If you have any other ideas on how we can reduce zero hour contracts having a negative impact on the quality of care please let us know in the box below

See above.

## Your views on National Minimum Wage and travelling time

9. Which, if any, of our ideas below do you think would work in making sure employers pay domiciliary care workers National Minimum Wage?

	Yes/no
i. Provide information to employers and workers on how National Minimum Wage works in practice.	Yes
ii. Make employers keep records on rates of pay, hours worked (including travelling, training and sleepovers) and deductions (including uniforms).	Yes
iii. Local authority contracts with domiciliary care service providers should have a requirement for providers to show how they make sure they pay National Minimum Wage.	Yes
iv. Local authority contracts should be clear about the time allowed for being with the client and the time allowed for travelling.	No

10. Which, if any, of our ideas below do you think would work to check employers pay domiciliary care workers National Minimum Wage?

	Yes/no
i. Make the Care and Social Services Inspectorate Wales include payment of National Minimum Wage as part of the inspection process	Yes
ii. Make the Care and Social Services Inspectorate Wales inform HMRC where domiciliary care providers are not, or they suspect they are not, paying National Minimum Wage	Yes
iii. As part of contract monitoring processes, local authorities should make providers demonstrate ongoing compliance with National Minimum Wage	Yes

11. Which, if any, of our ideas below do you think would work to check domiciliary care providers are giving, and paying for, enough time for domiciliary care workers to travel between calls?

Yes/no

i. Local authorities should check domiciliary care providers are allowing, and paying for, sufficient time for care workers to travel between calls	Yes
ii. The inspector - CSSIW - should include time allowed for travelling as part of the inspection process.	Yes

12. Please use the box below to let us know about any other ideas or comments on National Minimum Wage or travelling time:

We believe that not the minimum wage.

domiciliary care workers available tie for delivering services.

The time that domiciliary care workers spend with their clients should be arbitrary time slots.

## Your views on call clipping

13. Which, if any, of the ideas set out below do you think will help prevent call clipping?

Yes/no

i. Introduce clarity into the system by making it clear to providers, care workers and clients how much time should be spent travelling to a client and how much should be spent with the client	Yes
ii. Make sure domiciliary care workers rotas allow enough time to travel to each call and complete each call	Yes
iii. Make sure domiciliary care providers pay domiciliary care workers for the time spent travelling to the client and the time spent with the client	Yes

14.

## Your views on career structure and development and training

16. Which, if any, of the ideas set out below do you think will offer domiciliary care workers more opportunities for training, development and progression?

Yes/no

- i. As part of the re666.rt



In addition to the educational benefits outlined in section 17, RCN Wales believes that the occupational status of domiciliary care work would be improved by introducing a requirement for registration with the NMC. This would enhance the occupational status of domiciliary care by publicly committing to established standards of education, training, conduct and performance.

## Your views on the health and safety of domiciliary care workers

19. Which, if any, of our ideas below do you think would work in making sure domiciliary care workers are safe when they work

Yes/no

I. Domiciliary care providers must have policies in place such as lone worker policies, communication and mobile phone policies, health and safety policies	Yes
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Responses to consultations are likely to be made public, on the internet or in a report. If you would prefer your response to remain anonymous, please tick here

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