

INFORMATION  
ANALYSIS  
DIRECTORATE



# Domiciliary Care Services for Adults in Northern Ireland (2020)



Department of  
**Health**

An Roinn Sláinte  
Mánnystrie O Poustie

[www.health-ni.gov.uk](http://www.health-ni.gov.uk)



Northern Ireland  
Statistics  
& Research  
Agency

Published 16<sup>th</sup> February 2021

## Reader Information

Theme	Social Care – Domiciliary Care
Document Purpose	For information
Authors / Statisticians	Deborah Kinghan, Rosemarie O’Neill, Ailish Flanagan, Malcolm Megaw
Publication Date	16 <sup>th</sup> February 2021
Issued by	Community Information Branch Information & Analysis Directorate Department of Health Stormont Estate Belfast, BT4 3SQ Email <a href="mailto:cib@health-ni.gov.uk">cib@health-ni.gov.uk</a>
Internet address	<a href="https://www.health-ni.gov.uk/topics/doh-statistics-and-research/patient-education-programmes">https://www.health-ni.gov.uk/topics/doh-statistics-and-research/patient-education-programmes</a>
Target Audience	Social Services Directors, Directors of Adult’s Services, Chief Executives of HSC Board and Trusts in Northern Ireland, health care professionals, academics and social care stakeholders.
Main uses of document	Data presented in this publication helps to meet the information needs of a wide range of internal and external users. Within DoH these figures are used to monitor the delivery of domiciliary care services to adults, to help assess HSC Trust performance, for corporate monitoring, to inform and monitor related policy, for Ministerial briefing and to respond to Private Office enquiries and parliamentary/assembly questions.
Copyright	This publication is Crown copyright and may be reproduced free of charge in any format or medium. Any material used must be acknowledged, and the title of the publication specified.
Price	Free

We would greatly welcome any feedback that you have regarding the content of this publication. Please send any comments you may have to [cib@health-ni.gov.uk](mailto:cib@health-ni.gov.uk).

# 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>

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.

# Contents

<b>1. Key Findings.....</b>	<b>7</b>
Contact Hours -----	7
Clients Receiving Domiciliary Care -----	7
Domiciliary Care Visits-----	7
Clients Receiving Intensive Domiciliary Care -----	7
<b>2. Introduction.....</b>	<b>8</b>
COVID-19 impact on Domiciliary Care -----	9
<b>3. Domiciliary Care Contact Hours.....</b>	<b>10</b>
Contact Hours by Sector-----	10
Contact Hours by Sector and HSC Trust-----	10
Contact Hours per Client by Sector and HSC Trust -----	11
Contact Hours by Time When Care Provided -----	11
Contact Hours by Sector and Times when Care Provided -----	12
<b>4. Domiciliary Care Clients.....</b>	<b>14</b>
Number of Clients by Sector (2016 – 2020) -----	14
Number of Clients by Client Group -----	14
Number of Clients by Age Group -----	15
<b>5. Domiciliary Care Visits.....</b>	<b>17</b>
Number of Visits by Sector -----	17
Number Visits by Sector and HSC Trust-----	17
Number of Visits by Length of Visit-----	18
Proportion of Visits by Length of Visit and HSC Trust -----	18
Percentage of Visits Lasting Less Than 15 Minutes by Sector -----	19
Proportion of Clients Receiving Visits Lasting Less Than 15 Minutes -----	19
Percentage of Visits Lasting 16-30 Minutes by Sector-----	20
Proportion of Clients Receiving Visits Lasting 16-30 Minutes-----	20
Percentage of Visits Provided Lasting More Than 30 Minutes-----	21
<b>6. Domiciliary Care Service Intensity .....</b>	<b>22</b>
Number of Clients by Number of Visits (2016 - 2020) -----	22
Percentage of Clients by Number of Contact Hours Received and HSC Trust -----	22

<b>7. Clients Receiving Intensive Domiciliary Care.....</b>	<b>24</b>
<b>Number of Clients by Sector (2016 - 2020) -----</b>	<b>24</b>
<b>Number of Clients by Client Group -----</b>	<b>24</b>
<b>Percentage of Clients by Age Group and HSC Trust -----</b>	<b>25</b>
<b>Appendix A: Technical Notes.....</b>	<b>27</b>
<b>Data Collection-----</b>	<b>27</b>
<b>Data Quality -----</b>	<b>27</b>
<b>Data Changes-----</b>	<b>27</b>
<b>Amendments-----</b>	<b>27</b>
<b>Disclosure Conventions-----</b>	<b>28</b>
<b>Rounding Conventions -----</b>	<b>28</b>
<b>Revisions Policy-----</b>	<b>28</b>
<b>Data Format/ Availability -----</b>	<b>28</b>
<b>Statement of Administrative Sources -----</b>	<b>28</b>
<b>Future Publications -----</b>	<b>28</b>
<b>User Feedback -----</b>	<b>28</b>
<b>Appendix B: Definitions of Terms.....</b>	<b>29</b>
<b>Appendix C: Additional Tables.....</b>	<b>31</b>
Table 1: Estimated Number of Domiciliary Care Contact Hours Provided, by Sector and HSC Trust (2018 - 2020).....	31
Table 2: Average Number of Domiciliary Care Contact Hours Provided per Client, by Sector and HSC Trust (2018 - 2020).....	32
Table 3: Number of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2018 - 2020).....	33
Table 4: Percentage of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2018 - 2020).....	34
Table 5: Number of Clients Receiving Domiciliary Care Services, by Sector and HSC Trust (2018 - 2020) ..	35
Table 6: Number of Clients Receiving Domiciliary Care Services, by Client Group and HSC Trust (2020) ...	36
Table 7: Number of Clients Receiving Domiciliary Care Services, by Client Group and HSC Trust (2020) ...	37
Table 8: Number of Clients Receiving Domiciliary Care Services, by Age Group and HSC Trust (2020).....	38
Table 9: Number of Clients Receiving Domiciliary Care Services per 10,000 Population Aged 18 & Over, by Sector and HSC Trust (2018 - 2020).....	39
Table 10: Number of Domiciliary Care Visits Provided, by Sector and HSC Trust (2020).....	40
Table 11: Number of Domiciliary Care Visits Provided, by Sector, Length of Visit and HSC Trust (2020)....	41
Table 12: Number of Domiciliary Care Visits Provided, by Length of Visit and HSC Trust (2020).....	42
Table 13: Number of Clients who Received Domiciliary Care Visits, by Sector, Length of Visit and HSC Trust (2020).....	43

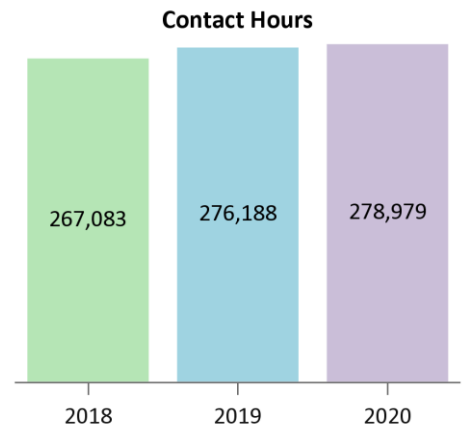
Table 14: Number of Clients who Received Domiciliary Care Visits Lasting Less Than 15 Minutes, by Sector, Number of Visits and HSC Trust (2020) .....	44
Table 15: Number of Clients who Received Domiciliary Care Visits Lasting 16-30 Minutes, by Sector, Number of Visits and HSC Trust (2020) .....	45
Table 16: Number of Clients Receiving Domiciliary Care Services, by Number of Visits and Contact Hours (2018 - 2020) .....	46
Table 17: Number of Clients Receiving Domiciliary Care Services, by Contact Hours Provided and HSC Trust (2020) .....	47
Table 18: Number of Clients Receiving Domiciliary Care Services, by Sector, Contact Hours Provided and HSC Trust (2018 - 2020) .....	48
Table 19: Number of Clients Receiving Intensive Domiciliary Care Services, by Sector and HSC Trust (2018 - 2020) .....	49
Table 20: Number of Clients Receiving Intensive Domiciliary Care Services, by Client Group and HSC Trust (2020) .....	50
Table 21: Number of Clients Receiving Intensive Domiciliary Care Services, by Age Group and Client Group (2018 - 2020) .....	51
Table 22: Number of Clients Receiving Intensive Domiciliary Care Services, by Age Group and HSC Trust (2018 - 2020) .....	52
<b>Appendix D: CC7B Information Return and Guidance .....</b>	<b>53</b>

# 1. Key Findings

During the survey week in September 2020:

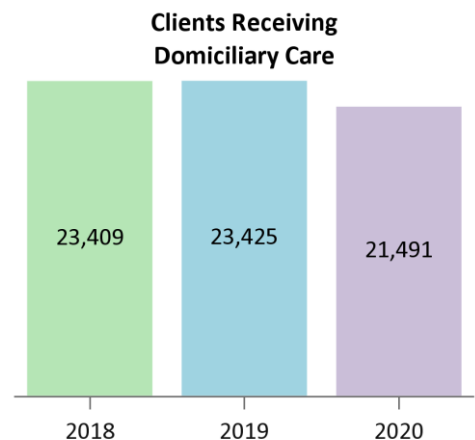
## Contact Hours

- An estimated 278,979 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland, an increase of 1% (2,791) from the survey week in 2019 (276,188).
- The statutory sector provided 27% of domiciliary care contact hours, with 73% provided by the independent sector.
- An average of 13.0 domiciliary care contact hours were provided per client, an increase compared to 2019 (11.8).



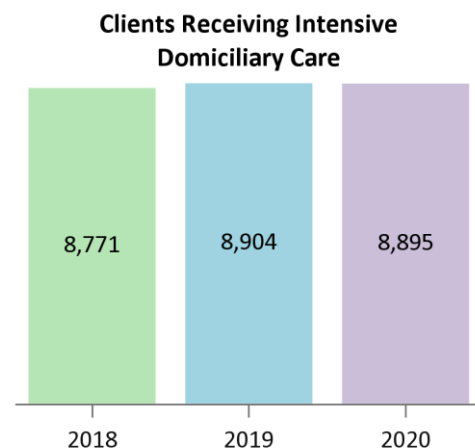
## Clients Receiving Domiciliary Care

- HSC Trusts provided domiciliary care services for 21,491 clients, a decrease of 8% (1,934) from the survey week in 2019 (23,425).



## Domiciliary Care Visits

- 509,582 domiciliary care visits were provided to clients, 24% from the statutory sector and 76% from the independent sector.
- Over half (55%) of all domiciliary care visits provided to clients were between 16 and 30 minutes long. Three in ten (32%) visits were 15 minutes or less and under one in seven (14%) were more than 30 minutes long.
- 9,606 clients received a domiciliary care visit lasting 15 minutes or less, over two-fifths (45%) of all clients receiving domiciliary care.



## Clients Receiving Intensive Domiciliary Care

- 8,895 clients received intensive domiciliary care services, which is defined as 6 or more visits and more than 10 contact hours during the survey week, similar to the survey week in 2019 (8,904).

## 2. 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 2020, information collected on the CC7b return related to the survey week 6<sup>th</sup> – 12<sup>th</sup> September 20. 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.



## COVID-19 impact on Domiciliary Care

Health & Social Care (HSC) Trusts have reported changes to their provision of domiciliary care packages in 2020 due to the impact of COVID-19. The following list of points indicate the background to these changes and may apply to all, or only a single HSC Trust. It is not possible to apportion specific issues to specific changes in reported provision.

- Domiciliary care continued to be provided during the COVID-19 pandemic, however some domiciliary care packages were suspended at various stages to reduce the risk of contact and transmission of the virus.
- While some packages were recommenced after suspension, some families terminated packages themselves with the intention that they will be reinstated after the pandemic.
- Some new domiciliary care packages due to commence were declined due to concerns about the risks of contact with staff.
- Where possible, and where deemed safe, some service users were taken to stay and be cared for in family homes during the course of the pandemic.
- Some domiciliary care providers have experienced COVID-19 related staffing shortages, which led to changes in service provision. For example, in some cases reconfiguring service provision across geographical areas, prioritising service users or amalgamating visits was needed.
- Statutory and independent sector domiciliary care providers have liaised closely with the Trusts to maintain service provision and some independent providers have taken on increased provision. In other instances HSC Trusts have taken on packages normally dealt with by the independent sector to ensure coverage was met.

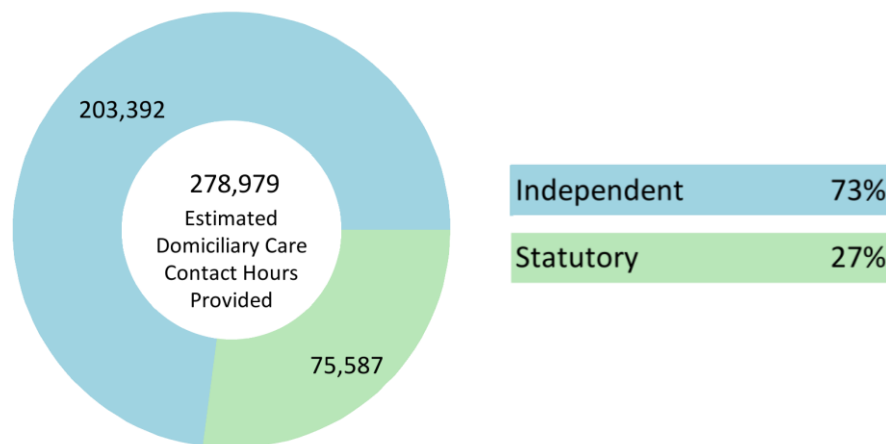
### 3. Domiciliary Care Contact Hours<sup>1</sup>

#### Contact Hours by Sector

During the survey week in 2020, an estimated 278,979 contact hours of domiciliary care were provided by HSC Trusts in Northern Ireland, an increase of 1% (2,791) from the survey week in 2019 (276,188).

Figure 1 below shows that just under 3 out of 10 (27%) domiciliary care contact hours were provided by the statutory sector with the independent sector providing just over 7 out of 10 (73%).

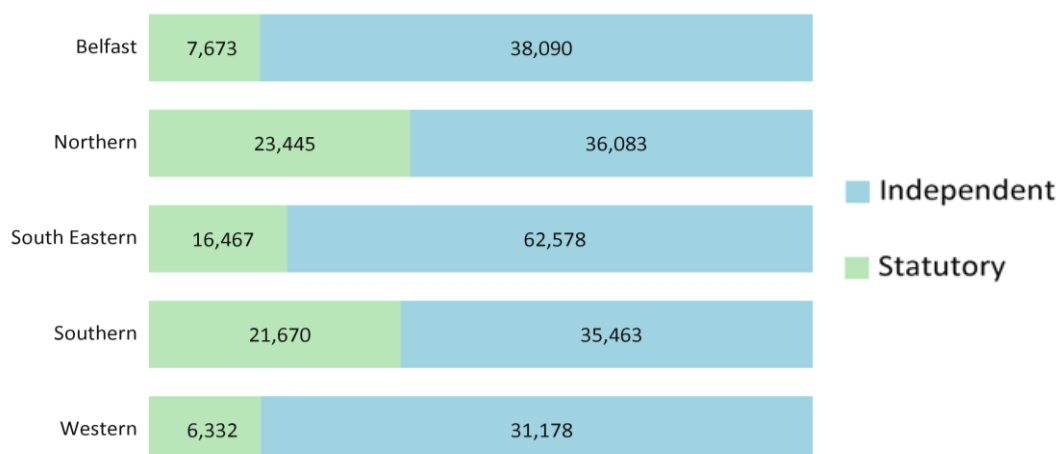
**Figure 1: Estimated Number of Domiciliary Care Contact Hours Provided, by Sector (2020)**



#### Contact Hours by Sector and HSC Trust

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 just over four-fifths (83%) in the Belfast and Western HSC Trusts, to just over three-fifths (61%) 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 (2020)**



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

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

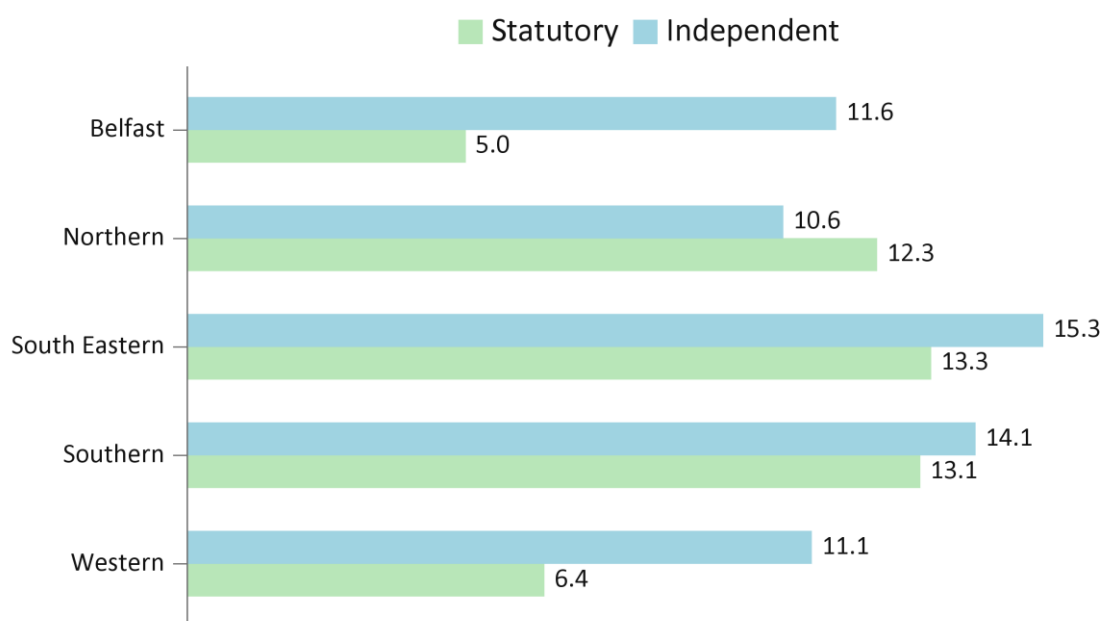
## Contact Hours per Client by Sector and HSC Trust

During the survey week in 2020, an average of 13.0 domiciliary care contact hours were provided per client, an increase compared to 2019 (11.8).

The average number of domiciliary care contact hours provided per client during the survey week in 2020 was higher for the independent sector (12.6) than for the statutory sector (10.3). This difference may be due to more intensive domiciliary care packages being contracted out to independent providers.

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 a higher average number of 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 in 2020 is larger than the previous gap of .03 in 2019.

**Figure 3: Average Number of Domiciliary Care Contact Hours Provided per Client, by Sector and HSC Trust (2020)**



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

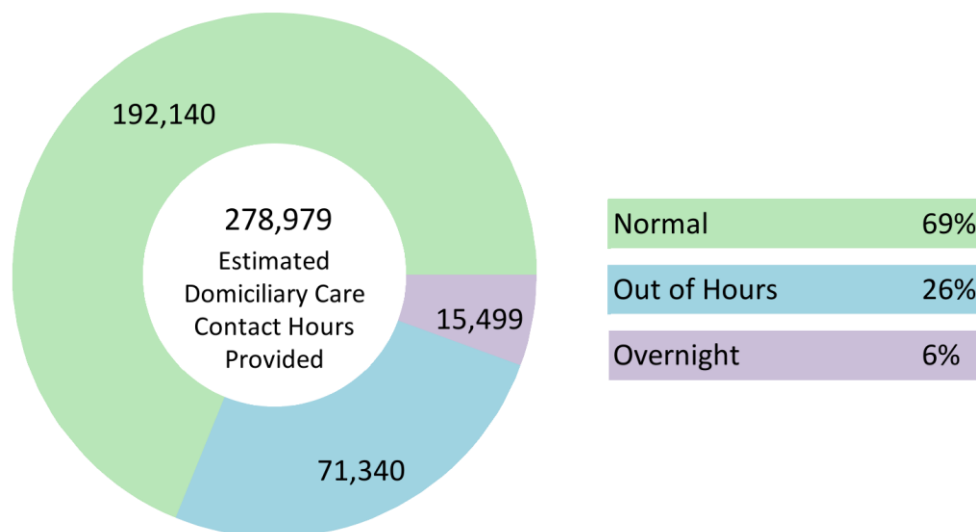
## Contact Hours by Time When Care Provided <sup>2</sup>

Of the 278,979 domiciliary care contact hours provided during the survey week in 2020, almost seven-tenths (69%) were provided during 'Normal Hours', just over a quarter (26%) were

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

provided during 'Out of Hours' and a small proportion (6%) were provided during 'Overnight, Live in & 24 Hour Services' as shown in Figure 4 below. These proportions are similar to those reported in the 2018 and 2019 surveys.

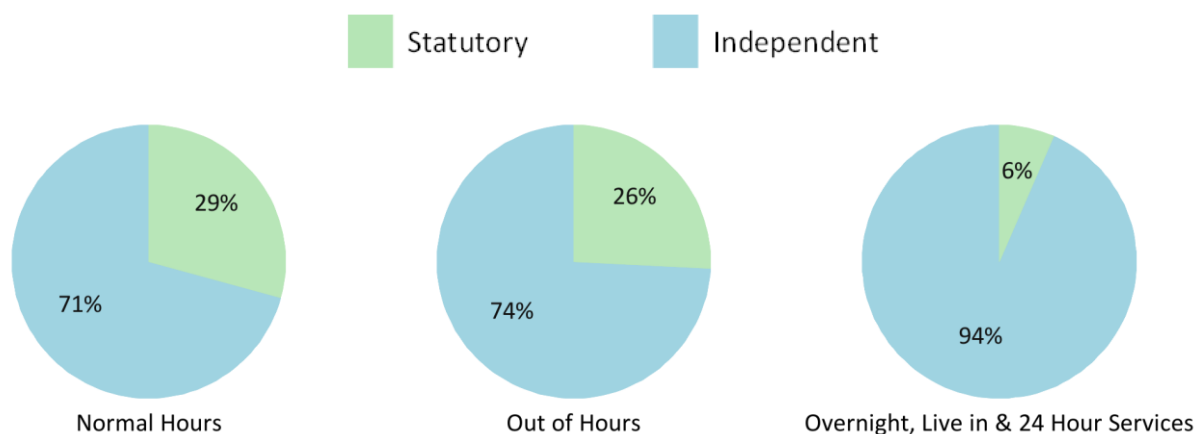
**Figure 4: Number of Domiciliary Care Contact Hours Provided, by Time When Care Provided (2020)**



### Contact Hours by Sector and Times when Care Provided

The statutory sector provided just under three-tenths (27%) of domiciliary care hours while the independent sector provided just over seven-tenths (73%). 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 (2020)**



## Statutory

Of the 75,587 domiciliary care hours provided by the statutory sector, just under three-quarters (74%) were provided during 'Normal Hours', a quarter (24%) were provided 'Out of Hours' and a small proportion (1%) were provided during 'Overnight, Live In & 24 Hour Services'.

Normal Hours	74%
Out of Hours	24%
Overnight, Live In & 24 Hour Services	1%

## Independent

Normal Hours	67%
Out of Hours	26%
Overnight, Live In & 24 Hour Services	7%

Of the 203,392 domiciliary care hours provided by the independent sector, just over two-thirds (67%) were provided during 'Normal Hours', over a quarter (26%) were provided 'Out of Hours' and almost one in fourteen (7%) 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](#).

## 4. Domiciliary Care Clients

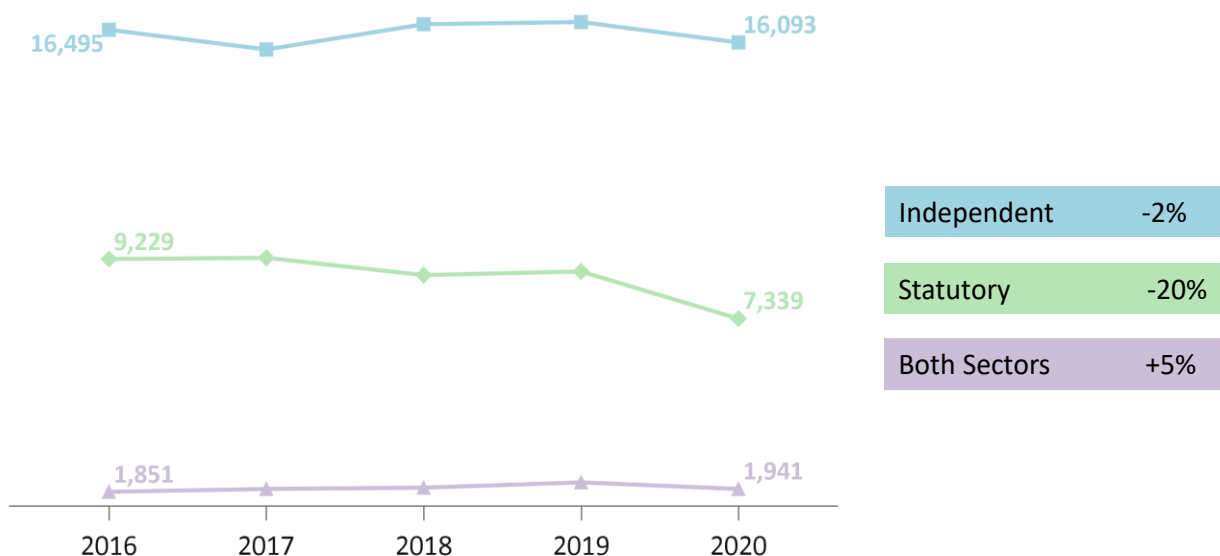
### Number of Clients by Sector (2016 – 2020)

During the survey week in 2020, HSC Trusts provided domiciliary care services for 21,491<sup>3</sup> clients, a decrease of 8% (1,934) compared to the survey week in 2019 (23,425). 7,339 clients received domiciliary care services from the statutory sector and 16,093 from the independent sector.

Since the survey week in 2016, the number of clients receiving domiciliary care from the statutory sector has decreased by 20% (-1,890) while the number of clients receiving domiciliary care from the independent sector has decreased by 2% (-402).

In the 2020 survey, HSC Trusts reported that 1,941 clients received domiciliary care services from both the statutory and independent sectors, an increase of 5% (90) since the 2016 survey, as shown in Figure 6 below.

**Figure 6: Number of Clients Receiving Domiciliary Care Services, by Sector (2016 – 2020)**



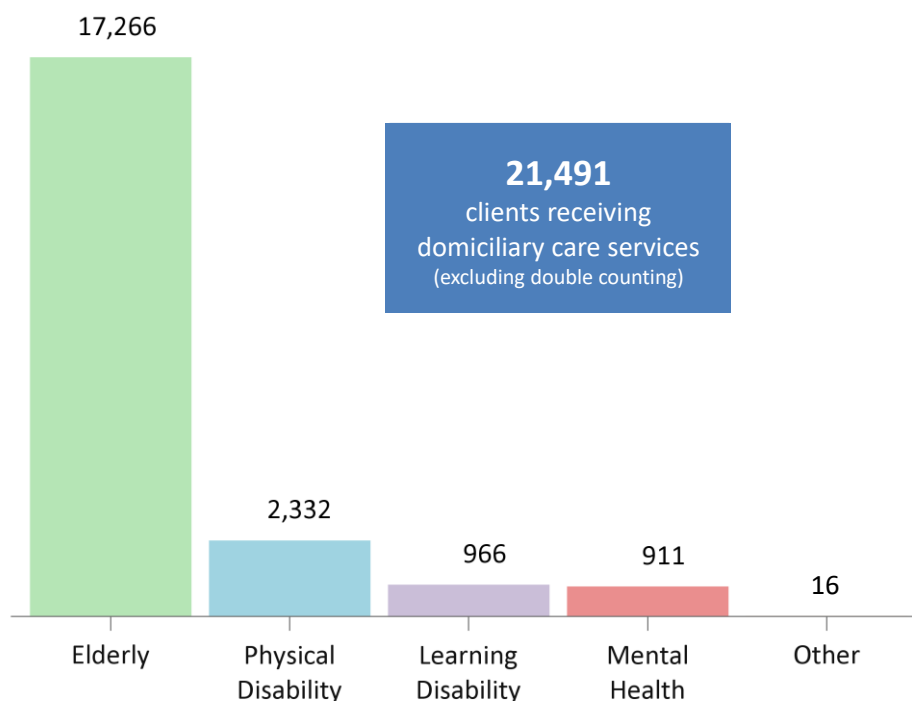
For a trend breakdown (2018 - 2020) of clients receiving domiciliary care by sector and HSC Trust, see Table 5 in [Appendix C](#).

### Number of Clients by Client Group

During the survey week in 2020, 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 five (4%) 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>3</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 (2020)<sup>4</sup>**

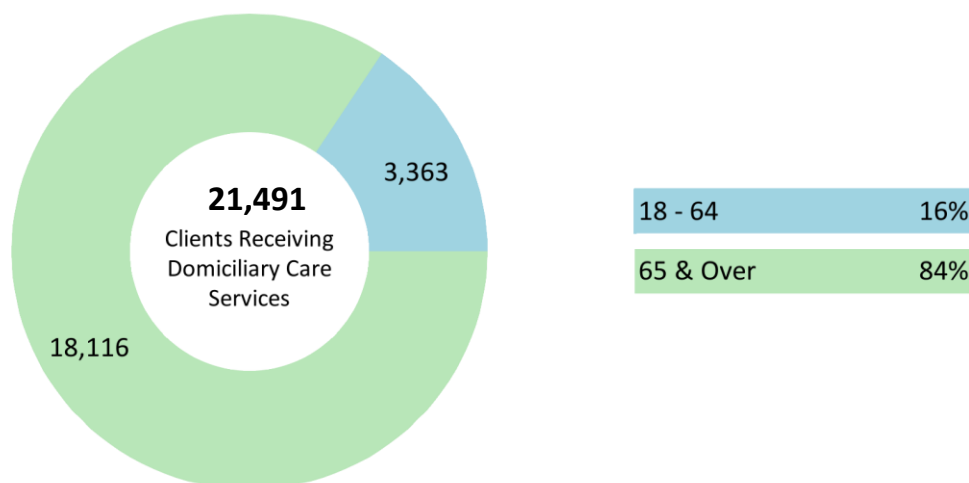


For a breakdown of clients receiving domiciliary care by client group and HSC Trust, see Table 6 in [Appendix C](#).

### Number of Clients by Age Group

During the survey week in 2020, over four-fifths (84%) of clients receiving domiciliary care services were aged 65 & over, with less than one-fifth (16%) of clients aged 18-64, as shown in Figure 8 below.

**Figure 8: Number of Clients Receiving Domiciliary Care Services, by Age Group (2020)<sup>4</sup>**



<sup>4</sup> Individual categorical elements within the graphic may not sum to the total value, as the age and client group of some clients are unknown.

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 under four-fifths (78%) in the Belfast HSC Trust.

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



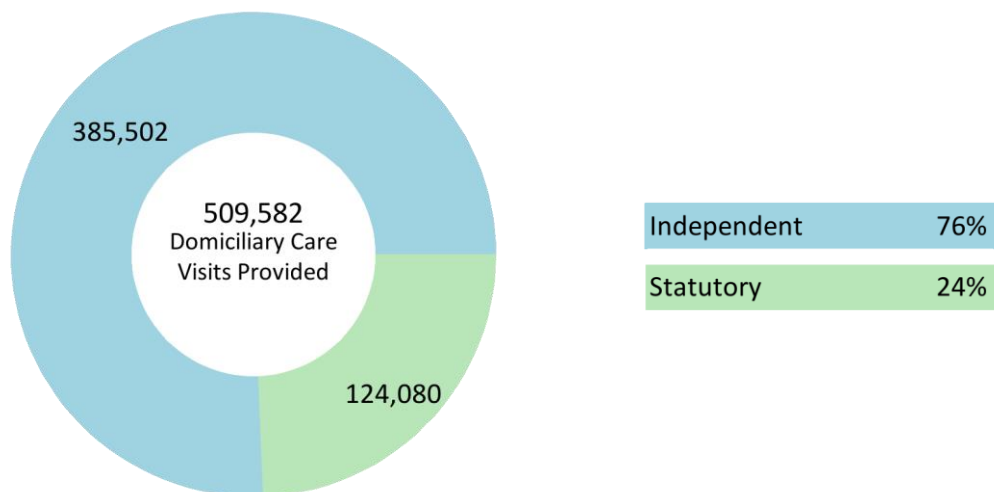
## 5. Domiciliary Care Visits

### Number of Visits by Sector

During the survey week in 2020, 509,582 domiciliary care visits were provided to clients.

Figure 9 below shows that just under a quarter (24%) of domiciliary care visits were provided by the statutory sector and just over three quarters (76%) were provided by the independent sector.

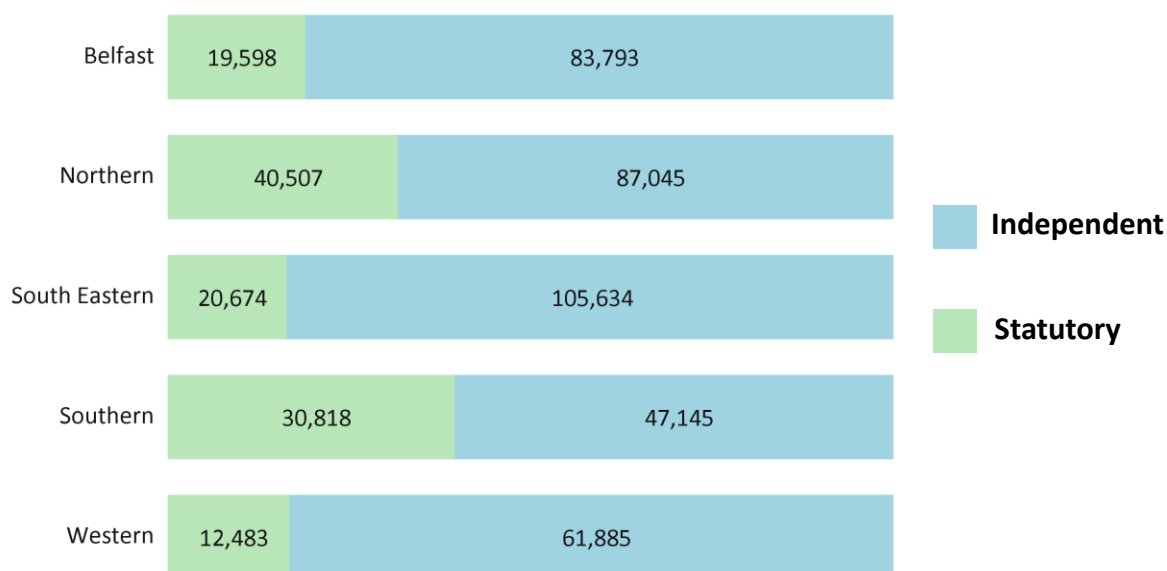
**Figure 9: Number of Domiciliary Care Visits Provided, by Sector (2020)**



### Number Visits by Sector and HSC Trust

Higher proportions of domiciliary care visits were provided by the independent sector in all HSC Trusts. This ranged from more than eight in ten (84%) 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 (2020)**

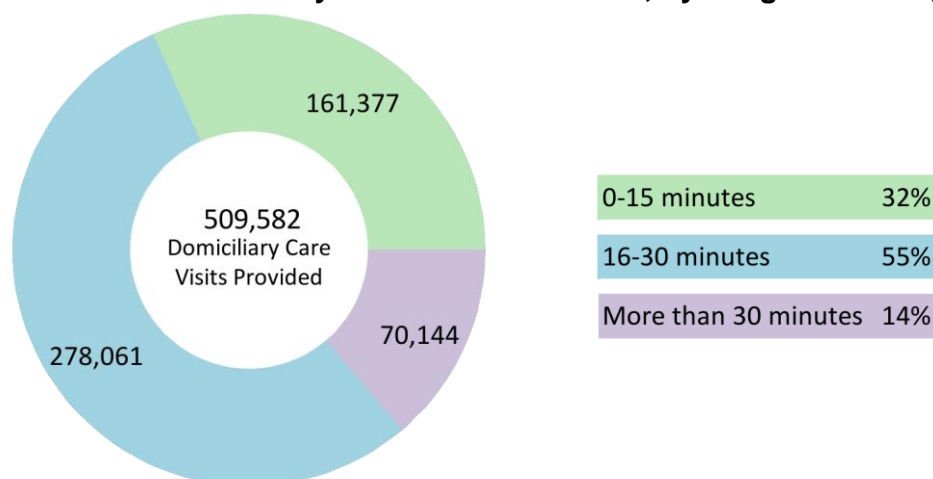


For a breakdown of domiciliary care visits by sector and HSC Trust, see Table 10 in [Appendix C](#).

## Number of Visits by Length of Visit

Of the 509,582 domiciliary care visits made to clients during the survey week in 2020, just over half (55%) were between 16 and 30 minutes long. Just under a third of (32%) visits were 15 minutes or less, and one in seven (14%) were more than 30 minutes long, as shown in Figure 11 below.

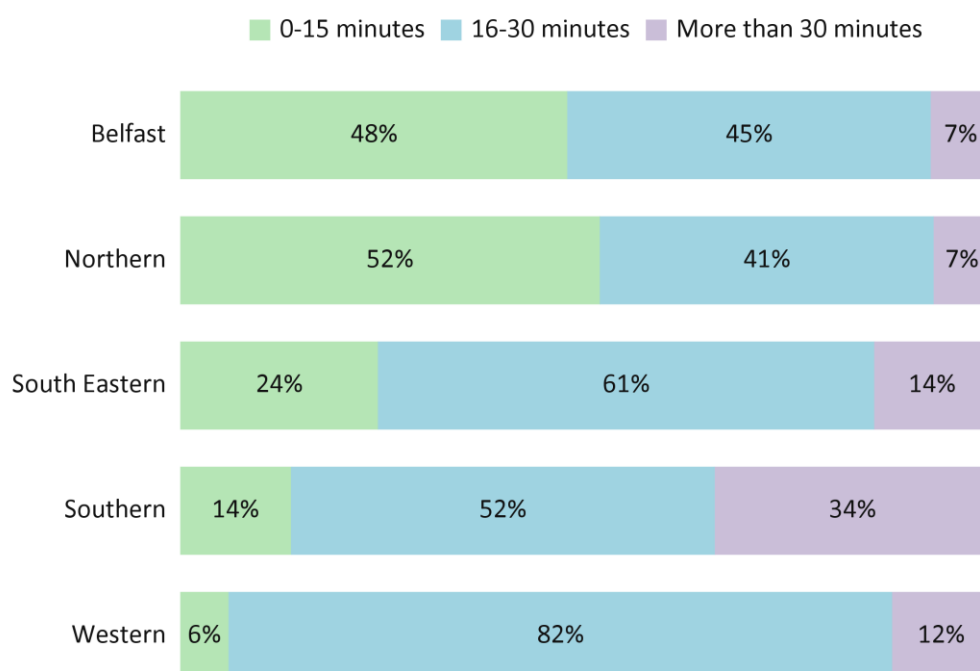
**Figure 11: Number of Domiciliary Care Visits Provided, by Length of Visit (2020)**



## Proportion of Visits by Length of Visit and HSC Trust

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

**Figure 12: Proportion of Domiciliary Care Visits Provided, by Length of Visit and HSC Trust (2020)**

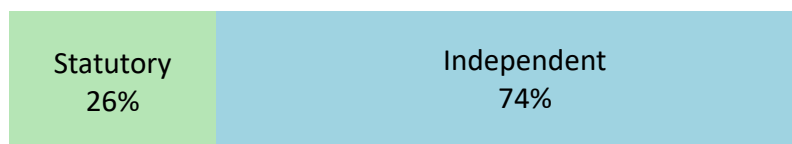


For a breakdown of domiciliary care visits by sector, length of visit and HSC Trust, see Tables 11 and 12 in [Appendix C](#).

## Percentage of Visits Lasting Less Than 15 Minutes by Sector

Of the 161,377 domiciliary care visits provided lasting less than 15 minutes during the survey week in 2020, just over a quarter (26%) were by the statutory sector and just under three quarters (74%) 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 (2020)**



## Proportion of Clients Receiving Visits Lasting Less Than 15 Minutes

During the survey week in 2020, 9,606<sup>5,6</sup> clients received domiciliary care visits lasting less than 15 minutes, over two-fifths (45%) of all clients who received domiciliary care. Of these 9,606<sup>5,6</sup> clients, 3,147 received a visit from the statutory sector and 6,953 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 (2020)**

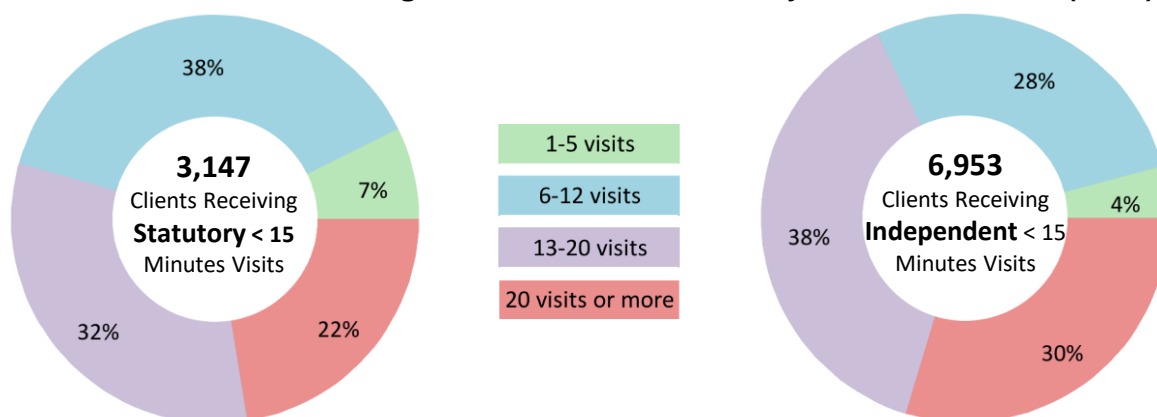


Figure 14 above shows that of the 3,147 clients who received domiciliary care visits lasting less than 15 minutes from the statutory sector, almost two in five (38%) received between 6 and 12 visits. Almost a third of clients (32%) received between 13 and 20 visits, over one-fifth (22%) received 20 visits or more, and one in fourteen (7%) received between 1 and 5 visits, of all whose visits lasted less than 15 minutes.

Figure 14 above shows that of the 6,953 clients who received domiciliary care visits lasting less than 15 minutes from the independent sector, almost two in five (38%) received between 13 and 20 visits. Almost one-third (30%) of clients received 20 visits or more, over one in four (28%) received between 6 and 12 visits and under than one in twenty five (4%) received between 1 and 5 visits, of all whose visits lasted less than 15 minutes.

<sup>5</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>6</sup> Clients may also have received domiciliary care visits lasting more 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](#).

## Percentage of Visits Lasting 16-30 Minutes by Sector

Of the 278,061 domiciliary care visits made lasting 16-30 minutes during the survey week in 2020, just under a quarter (22%) were by the statutory sector and over three quarters (78%) 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 (2020)**



## Proportion of Clients Receiving Visits Lasting 16-30 Minutes

During the survey week in 2020, 17,269<sup>7,8</sup> clients received domiciliary care visits lasting 16-30 minutes, four-fifths (80%) of all clients who received domiciliary care. Of these 17,269<sup>7,8</sup> clients, 5,339 received a visit from the statutory sector and 12,362 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 (2020)**

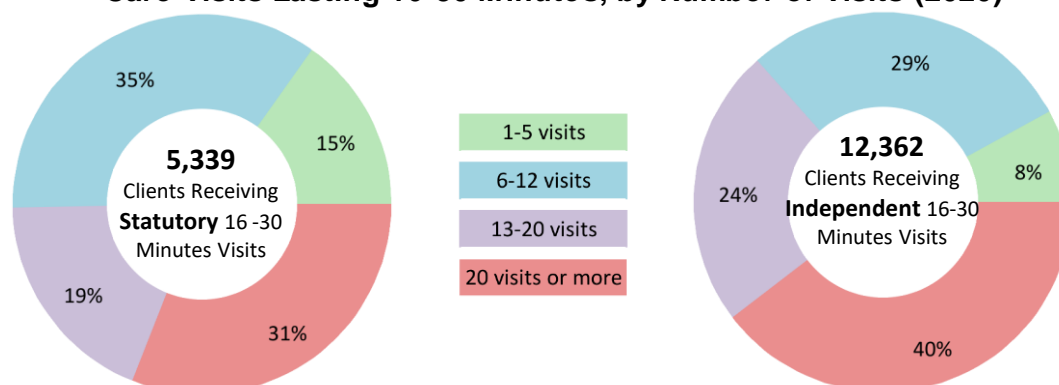


Figure 16 above shows that of the 5,339 clients who received 16-30 minute domiciliary care visits from the statutory sector, over one third (35%) received between 6 and 12. Almost one third (31%) received 20 or more, almost one fifth (19%) received between 13 and 20, and over one in seven (15%) received between 1 and 5, of all whose visits were between 16-30 minutes.

Figure 16 above shows that of the 12,362 clients who received 16-30 minute domiciliary care visits from the independent sector, two fifths (40%) received 20 or more. Just under one third (29%) received between 6 and 12, almost a quarter (24%) received between 13 to 20 and just under one in twelve (8%) received between 1 and 5, of all whose visits were between 16-30 minutes.

<sup>7</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.

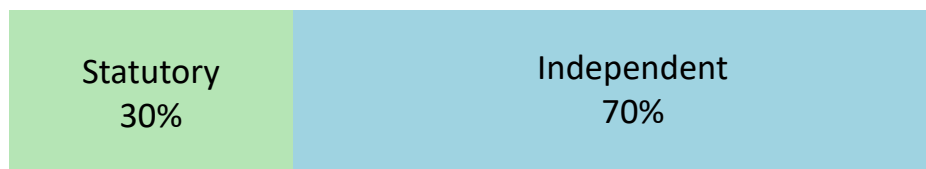
<sup>8</sup> Clients may also have received domiciliary care visits lasting less than 16 minutes or more than 30 minutes.

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](#).

### Percentage of Visits Provided Lasting More Than 30 Minutes

Of the 70,144 domiciliary care visits made lasting more than 30 minutes during the survey week in 2020, just under a third (30%) were provided by the statutory sector and over two thirds (70%) 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 (2020)**



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

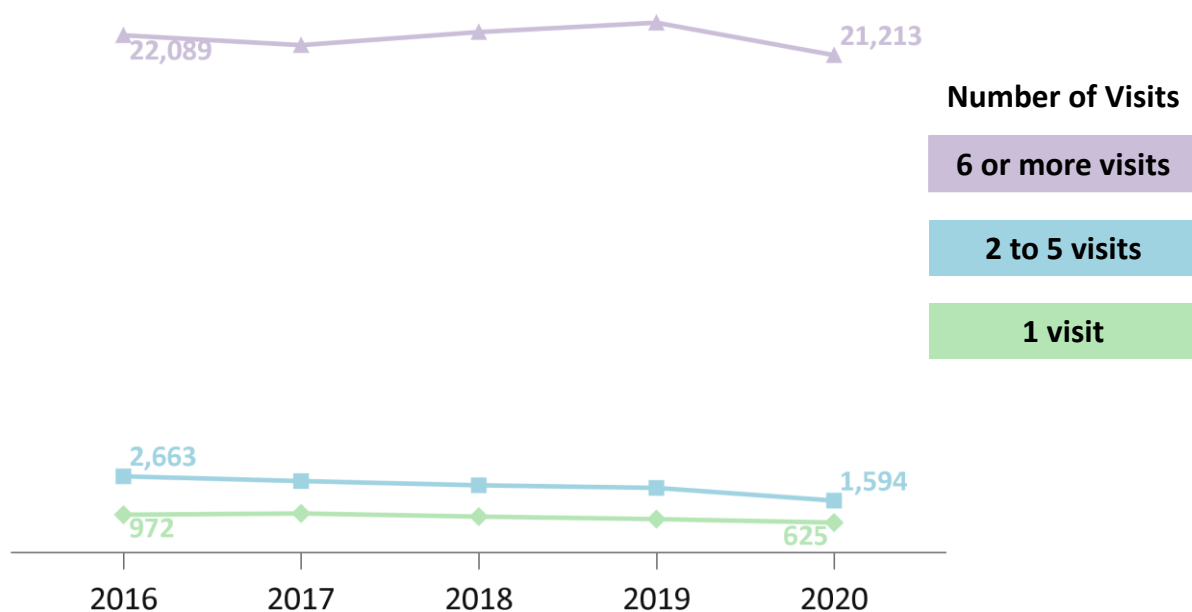
## 6. Domiciliary Care Service Intensity

### Number of Clients by Number of Visits (2016 - 2020)

During the survey week in 2020, of all clients receiving domiciliary care services, over nine-tenths (91%) received 6 or more visits. Less than one-tenth (7%) of clients received 2 to 5 visits while a small proportion (3%) received one visit.

Figure 18 below shows that since the survey in 2016, the number of clients receiving 6 or more visits during the survey week had increased until 2019, although this figure decreased in 2020, while the number of clients receiving two to five visits and one visit has decreased since 2016.

**Figure 18: Number of Clients Receiving Domiciliary Care Services, by Number of Visits (2016 - 2020)**

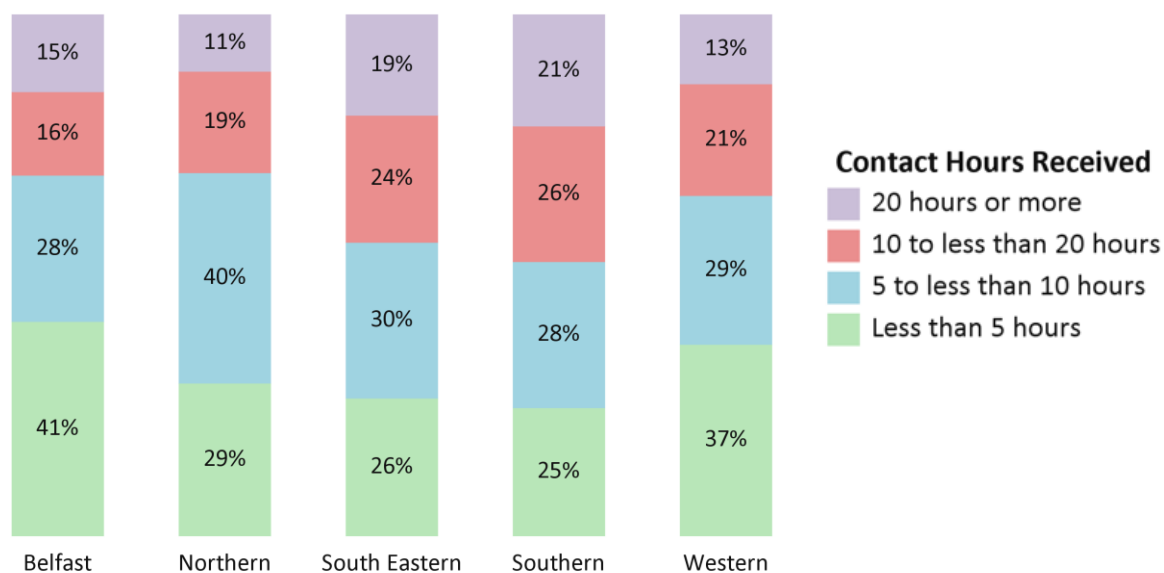


### Percentage of Clients by Number of Contact Hours Received and HSC Trust

Figure 19 below shows that over 1 in 5 (21%) of all clients receiving domiciliary care services in the Southern HSC Trust received 20 hours or more, compared with over 1 in 10 (11%) of all clients in the Northern HSC Trust.

Over 2 in 5 (41%) clients in the Belfast HSC Trust received less than 5 hours of domiciliary care during the survey week compared with a quarter (25%) 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 (2020)<sup>9</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>9</sup> Components may not add to totals due to rounding.

## 7. Clients Receiving Intensive Domiciliary Care<sup>10</sup>

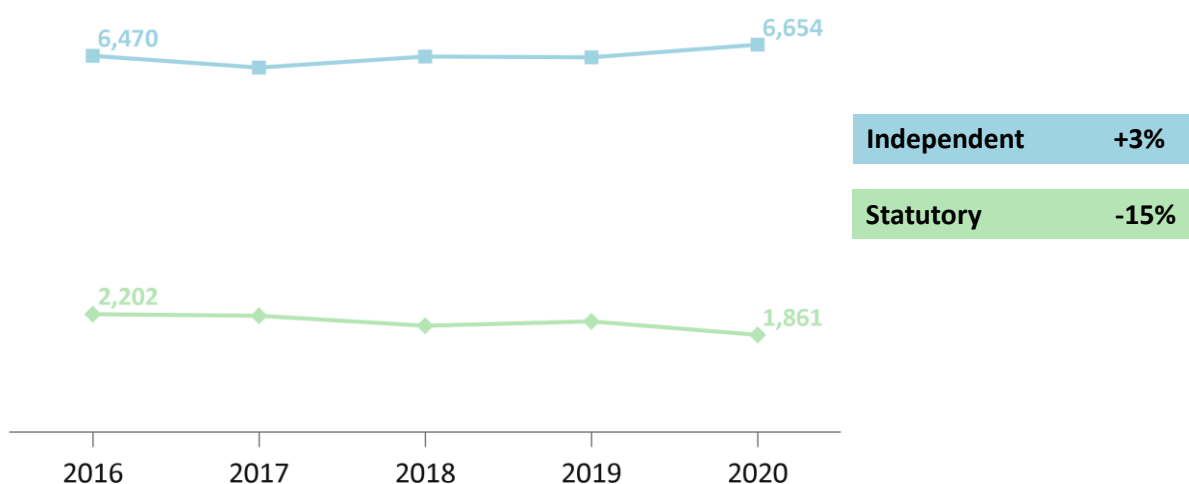
For the purposes of this survey, an intensive domiciliary care service is defined as 6 or more visits and more than 10 contact hours during the survey week.

### Number of Clients by Sector (2016 - 2020)

During the survey week in 2020, 8,895 clients received intensive domiciliary care services, similar to the survey week in 2019 (8,904). Clients receiving intensive domiciliary care services accounted for over two fifths (41%) of all 21,491 clients receiving domiciliary care, an increase compared to the proportion in the 2019 survey (38%).

Between the survey weeks in 2016 and 2020, the number of clients receiving intensive domiciliary care services from the statutory sector decreased by 15% (-341) while those receiving intensive domiciliary care services from the independent sector increased by 3% (184), as shown in Figure 20 below.

**Figure 20: Number of Clients Receiving Intensive Domiciliary Care Services, by Sector (2016 - 2020)**



For a trend breakdown (2018 - 2020) of clients receiving intensive domiciliary care by sector and HSC Trust, see Table 19 in [Appendix C](#).

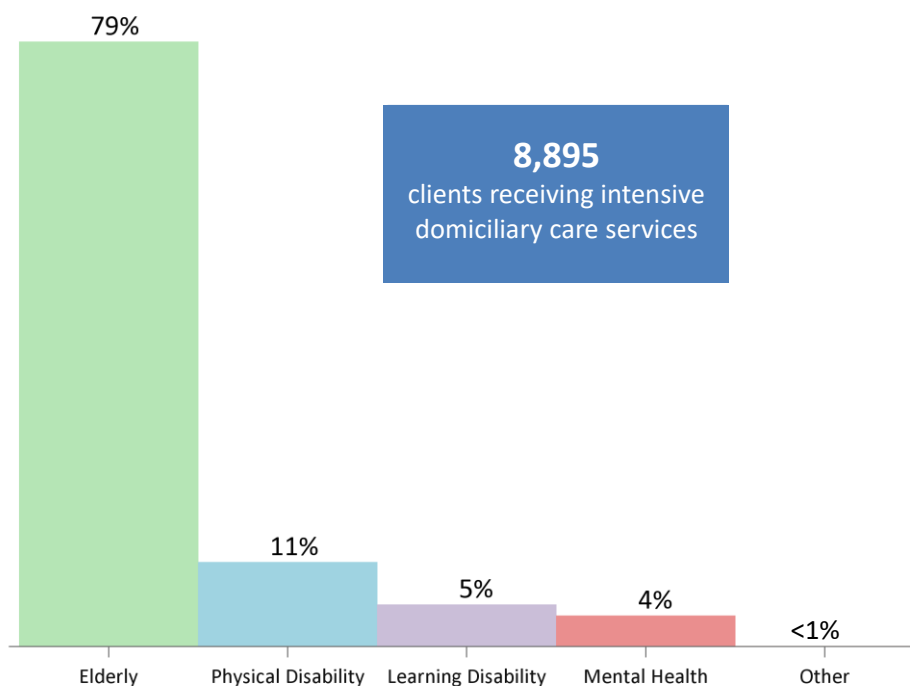
### Number of Clients by Client Group

During the survey week in 2020, almost four-fifths (79%) of clients receiving intensive domiciliary care services were in the elderly client group, one in nine (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 intensive domiciliary care services (see Figure 21 overleaf). These proportions are similar to those reported in the 2018 and 2019 surveys.

<sup>10</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 (2020)**

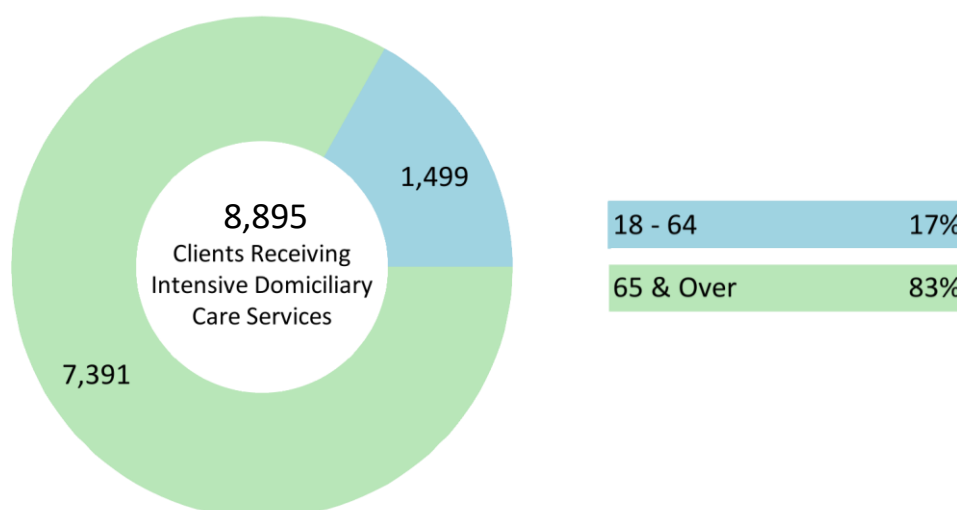


For a breakdown of clients receiving intensive domiciliary care by client group and HSC Trust, see Table 20 in [Appendix C](#).

### Percentage of Clients by Age Group and HSC Trust

During the survey week in 2020, 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 2018 and 2019 surveys.

**Figure 22: Percentage of Clients Receiving Intensive Domiciliary Care Services, by Age Group and HSC Trust (2020)<sup>11</sup>**



<sup>11</sup> Individual categorical elements within the graphic may not sum to the total value, as the age and client group of some clients is unknown.

Across HSC Trusts, the proportion of clients aged 65 & over receiving intensive domiciliary care services ranged from almost 9 in 10 (88%) in the Southern HSC Trust to one quarter (25%) 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 2020, the CC7b survey covered the period 6th - 12th September 2020 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 7th January 2021. 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 2021, is scheduled for December 2021.

## **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: Definitions of Terms

1. The survey week for the CC7b 2020 return relates to the period 6th to 12th September 2020.

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.

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 (2018 - 2020)**

Year	HSC Trust	Statutory		Independent		All Sectors	
		No.	%	No.	%	No.	%
2020	Belfast	7,673	17%	38,090	83%	45,763	100%
	Northern	23,445	39%	36,083	61%	59,528	100%
	South Eastern	16,467	21%	62,578	79%	79,045	100%
	Southern	21,670	38%	35,463	62%	57,133	100%
	Western	6,332	17%	31,178	83%	37,510	100%
	<b>Northern Ireland</b>	<b>75,587</b>	<b>27%</b>	<b>203,392</b>	<b>73%</b>	<b>278,979</b>	<b>100%</b>
2019	Belfast	9,055	22%	31,955	78%	41,010	100%
	Northern	24,840	41%	35,769	59%	60,609	100%
	South Eastern	15,479	21%	59,715	79%	75,194	100%
	Southern	22,737	39%	35,771	61%	58,508	100%
	Western	8,219	20%	32,648	80%	40,867	100%
	<b>Northern Ireland</b>	<b>80,330</b>	<b>29%</b>	<b>195,858</b>	<b>71%</b>	<b>276,188</b>	<b>100%</b>
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%
	<b>Northern Ireland</b>	<b>76,712</b>	<b>29%</b>	<b>190,371</b>	<b>71%</b>	<b>267,083</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 (2018 - 2020)\***

HSC Trust	Statutory			Independent			All Sectors		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Belfast	4.4	4.7	5.0	10.4	10.7	11.6	9.2	9.6	10.8
Northern	10.2	10.5	12.3	9.5	10.2	10.6	10.8	11.3	12.2
South Eastern	11.2	12.4	13.3	13.7	14.2	15.3	13.8	14.4	15.6
Southern	11.0	11.1	13.1	12.3	11.9	14.1	12.2	12.0	14.2
Western	7.1	6.6	6.4	10.5	10.8	11.1	10.6	11.1	11.5
<b>Northern Ireland</b>	<b>8.8</b>	<b>9.1</b>	<b>10.3</b>	<b>11.4</b>	<b>11.7</b>	<b>12.6</b>	<b>11.4</b>	<b>11.8</b>	<b>13.0</b>

\*Statutory and Independent category figures were revised in February 2021.



**Table 3: Number of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2018 - 2020)**

Year	Times when Care Provided	Statutory		Independent		All Sectors	
		No. of Hours	%	No. of Hours	%	No. of Hours	%
<b>2020</b>	Normal	56,195	29%	135,945	71%	192,140	100%
	Out of Hours	18,389	26%	52,951	74%	71,340	100%
	Overnight, Live in & 24 Hour Services	1,003	6%	14,496	94%	15,499	100%
	<b>Total</b>	<b>75,587</b>	<b>27%</b>	<b>203,392</b>	<b>73%</b>	<b>278,979</b>	<b>100%</b>
<b>2019</b>	Normal	60,346	32%	130,130	68%	190,476	100%
	Out of Hours	18,522	26%	51,750	74%	70,272	100%
	Overnight, Live in & 24 Hour Services	1,462	9%	13,978	91%	15,440	100%
	<b>Total</b>	<b>80,330</b>	<b>29%</b>	<b>195,858</b>	<b>71%</b>	<b>276,188</b>	<b>100%</b>
<b>2018</b>	Normal	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%
	<b>Total</b>	<b>76,712</b>	<b>29%</b>	<b>190,371</b>	<b>71%</b>	<b>267,083</b>	<b>100%</b>

Components may not add to totals due to rounding.

**Table 4: Percentage of Domiciliary Care Contact Hours Provided, by Sector and Times when Care Provided (2018 - 2020)**

Times when Care Provided	Statutory			Independent			All Sectors		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Normal Hours	74%	75%	74%	67%	66%	67%	69%	69%	69%
Out of Hours	24%	23%	24%	27%	26%	26%	26%	25%	26%
Overnight, Live in & 24 Hour Services	2%	2%	1%	6%	7%	7%	5%	6%	6%
<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 (2018 - 2020)**

HSC Trust	Statutory			Independent			Clients Receiving Domiciliary Care from both Sectors			Total Clients Receiving Domiciliary Care (excludes double counting)		
	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
Belfast	1,926	1,914	1,545	3,037	2,991	3,289	603	631	616	4,360	4,274	4,218
Northern	2,424	2,373	1,904	3,352	3,509	3,392	533	498	398	5,243	5,384	4,898
South Eastern	1,099	1,249	1,240	4,173	4,218	4,095	221	247	259	5,051	5,220	5,076
Southern	2,015	2,055	1,656	2,893	2,994	2,520	170	177	150	4,738	4,872	4,026
Western	1,256	1,243	994	3,215	3,028	2,797	454	596	518	4,017	3,675	3,273
<b>Northern Ireland</b>	<b>8,720</b>	<b>8,834</b>	<b>7,339</b>	<b>16,670</b>	<b>16,740</b>	<b>16,093</b>	<b>1,981</b>	<b>2,149</b>	<b>1,941</b>	<b>23,409</b>	<b>23,425</b>	<b>21,491</b>

**Table 6: Number of Clients Receiving Domiciliary Care Services, by Client Group and HSC Trust (2020)**

HSC Trust	2020										
	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	3,207	576	6	108	31	*	59	*	915	3,303	4,218
Northern <sup>^</sup>	4,112	416	6	117	28	*	147	*	593	4,293	4,898
South Eastern	4,121	481	73	288	55	44	14	0	813	4,263	5,076
Southern	3,221	360	25	124	90	68	138	0	552	3,474	4,026
Western	2,605	361	28	102	23	27	127	0	490	2,783	3,273
<b>Northern Ireland</b>	<b>17,266</b>	<b>2,194</b>	<b>138</b>	<b>739</b>	<b>227</b>	<b>*</b>	<b>485</b>	<b>*</b>	<b>3,363</b>	<b>18,116</b>	<b>21,491</b>

<sup>^</sup>As the age and client group of 12 clients in Northern HSC Trust could not be provided, total clients for this Trust may differ from those recorded in Table 5.

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

**Table 7: Number of Clients Receiving Domiciliary Care Services, by Client Group and HSC Trust (2020)**

Client Group	2020	
	Number of Clients	% of Total Clients
<b>Aged 18 - 64</b>	<b>3,363</b>	<b>16%</b>
Clients with a Physical Disability	2,194	10%
Clients with a Learning Disability	739	3%
Clients with Mental Health Needs	*	*
Other	*	*
<b>Aged 65 &amp; over</b>	<b>18,116</b>	<b>84%</b>
<b>Total<sup>^</sup></b>	<b>21,491</b>	<b>100%</b>

Components may not add to totals due to rounding.

<sup>^</sup>As the age and client group of 12 clients in Northern HSC Trust could not be provided, total clients in this table may differ from those recorded in Table 5.

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

**Table 8: Number of Clients Receiving Domiciliary Care Services, by Age Group and HSC Trust (2020)**

HSC Trust	2020	
	Aged 18 - 64	Aged 65 & Over
Belfast	915	3,303
Northern*	593	4,293
South Eastern	813	4,263
Southern	552	3,474
Western	490	2,783
<b>Northern Ireland</b>	<b>3,363</b>	<b>18,116</b>

\*As the age and client group of 12 clients in Northern HSC Trust could not be provided, total clients for this Trust may differ from those recorded in Table 5.

**Table 9: Number of Clients Receiving Domiciliary Care Services per 10,000 Population Aged 18 & Over, by Sector and HSC Trust (2018 - 2020)**

HSC Trust	Statutory Sector				Independent Sector				All Sectors			
	2018	2019	2020	% Change 2019 to 2020	2018	2019	2020	% Change 2019 to 2020	2018	2019	2020	% Change 2019 to 2020
Belfast	68.6	67.8	54.7	<b>-19%</b>	108.2	105.9	116.5	<b>10%</b>	176.7	173.7	171.2	<b>-1%</b>
Northern	65.9	64.1	51.4	<b>-20%</b>	91.1	94.7	91.6	<b>-3%</b>	156.9	158.8	143.0	<b>-10%</b>
South Eastern	39.3	44.3	44.0	<b>-1%</b>	149.1	149.6	145.2	<b>-3%</b>	188.4	193.9	189.2	<b>-2%</b>
Southern	70.6	71.3	57.5	<b>-19%</b>	101.3	103.9	87.5	<b>-16%</b>	171.9	175.3	145.0	<b>-17%</b>
Western	54.9	54.0	43.2	<b>-20%</b>	140.4	131.6	121.5	<b>-8%</b>	195.3	185.6	164.7	<b>-11%</b>
<b>Northern Ireland</b>	<b>60.4</b>	<b>60.8</b>	<b>50.5</b>	<b>-17%</b>	<b>115.5</b>	<b>115.2</b>	<b>110.8</b>	<b>-4%</b>	<b>175.9</b>	<b>176.0</b>	<b>161.3</b>	<b>-8%</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 2018 uses 2018 mid-year population estimate; 2019 and 2020 use 2019 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 (2020)**

HSC Trust	2020				
	Statutory		Independent		Total
	No.	%	No.	%	
Belfast	19,598	19%	83,793	81%	103,391
Northern	40,507	32%	87,045	68%	127,552
South Eastern	20,674	16%	105,634	84%	126,308
Southern	30,818	40%	47,145	60%	77,963
Western	12,483	17%	61,885	83%	74,368
<b>Northern Ireland</b>	<b>124,080</b>	<b>24%</b>	<b>385,502</b>	<b>76%</b>	<b>509,582</b>



**Table 11: Number of Domiciliary Care Visits Provided, by Sector, Length of Visit and HSC Trust (2020)**

Length of Visit	HSC Trust	2020				
		Statutory		Independent		Total
		No.	%	No.	%	
15 minutes or less	Belfast	10,102	20%	39,300	80%	49,402
	Northern	22,251	34%	43,811	66%	66,062
	South Eastern	6,489	21%	24,332	79%	30,821
	Southern	1,993	19%	8,665	81%	10,658
	Western	1,147	26%	3,287	74%	4,434
	<b>Northern Ireland</b>	<b>41,982</b>	<b>26%</b>	<b>119,395</b>	<b>74%</b>	<b>161,377</b>
16 to 30 minutes	Belfast	8,504	18%	37,883	82%	46,387
	Northern	15,519	30%	37,053	70%	52,572
	South Eastern	12,308	16%	65,076	84%	77,384
	Southern	15,338	38%	25,454	62%	40,792
	Western	9,052	15%	51,874	85%	60,926
	<b>Northern Ireland</b>	<b>60,721</b>	<b>22%</b>	<b>217,340</b>	<b>78%</b>	<b>278,061</b>
> 30 minutes	Belfast	992	13%	6,610	87%	7,602
	Northern	2,737	31%	6,181	69%	8,918
	South Eastern	1,877	10%	16,226	90%	18,103
	Southern	13,487	51%	13,026	49%	26,513
	Western	2,284	25%	6,724	75%	9,008
	<b>Northern Ireland</b>	<b>21,377</b>	<b>30%</b>	<b>48,767</b>	<b>70%</b>	<b>70,144</b>

**Table 12: Number of Domiciliary Care Visits Provided, by Length of Visit and HSC Trust (2020)**

HSC Trust	2020						All Visits
	15 minutes or less		16 - 30 minutes		> 30 minutes		
	No.	%	No.	%	No.	%	
Belfast	49,402	48%	46,387	45%	7,602	7%	103,391
Northern	66,062	52%	52,572	41%	8,918	7%	127,552
South Eastern	30,821	24%	77,384	61%	18,103	14%	126,308
Southern	10,658	14%	40,792	52%	26,513	34%	77,963
Western	4,434	6%	60,926	82%	9,008	12%	74,368
<b>Northern Ireland</b>	<b>161,377</b>	<b>32%</b>	<b>278,061</b>	<b>55%</b>	<b>70,144</b>	<b>14%</b>	<b>509,582</b>

**Table 13: Number of Clients who Received Domiciliary Care Visits, by Sector, Length of Visit and HSC Trust (2020)**

Length of Visit	HSC Trust	2020		
		Statutory	Independent	Total (excluding double counting)
15 minutes or less	Belfast	887	2,206	2,812
	Northern	1,419	2,308	3,573
	South Eastern	500	1,473	1,915
	Southern	221	717	937
	Western	120	249	369
	<b>Northern Ireland</b>	<b>3,147</b>	<b>6,953</b>	<b>9,606</b>
16 to 30 minutes	Belfast	940	2,178	2,959
	Northern	1,420	2,595	3,897
	South Eastern	947	3,188	3,999
	Southern	1,220	1,805	3,006
	Western	812	2,596	3,408
	<b>Northern Ireland</b>	<b>5,339</b>	<b>12,362</b>	<b>17,269</b>

**Table 14: Number of Clients who Received Domiciliary Care Visits Lasting Less Than 15 Minutes , by Sector, Number of Visits and HSC Trust (2020)**

HSC Trust	2020							
	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	90	412	259	126	84	586	692	844
Northern	59	404	510	446	69	597	1,070	572
South Eastern	30	197	163	110	51	382	550	490
Southern	42	119	43	17	63	273	262	119
Western	9	72	32	7	21	104	85	39
<b>Northern Ireland</b>	<b>230</b>	<b>1,204</b>	<b>1,007</b>	<b>706</b>	<b>288</b>	<b>1,942</b>	<b>2,659</b>	<b>2,064</b>

**Table 15: Number of Clients who Received Domiciliary Care Visits Lasting 16-30 Minutes, by Sector, Number of Visits and HSC Trust (2020)**

HSC Trust	2020							
	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	342	411	101	86	214	770	528	666
Northern	101	269	176	874	119	680	515	1,281
South Eastern	91	372	211	273	228	803	763	1,394
Southern	209	384	318	309	208	567	509	521
Western	66	442	192	112	217	720	629	1,030
<b>Northern Ireland</b>	<b>809</b>	<b>1,878</b>	<b>998</b>	<b>1,654</b>	<b>986</b>	<b>3,540</b>	<b>2,944</b>	<b>4,892</b>

**Table 16: Number of Clients Receiving Domiciliary Care Services, by Number of Visits and Contact Hours (2018 - 2020)**

Year	Total Number of Contact Hours	Number of Visits			
		1 or more	1	2 to 5	6 or more
2020	<b>Total</b>	<b>23,432</b>	<b>625</b>	<b>1,594</b>	<b>21,213</b>
	Less than 5 hours	7,365	579	1,206	5,580
	5 hours to less than 10 hours	7,339	38	183	7,118
	10 hours to less than 20 hours	5,002	*	*	4,867
	20 hours or more	3,726	*	*	3,648
2019	<b>Total</b>	<b>25,574</b>	<b>778</b>	<b>2,153</b>	<b>22,643</b>
	Less than 5 hours	8,831	716	1,736	6,379
	5 hours to less than 10 hours	8,008	50	222	7,736
	10 hours to less than 20 hours	5,118	*	*	4,978
	20 hours or more	3,617	*	*	3,550
2018	<b>Total</b>	<b>25,390</b>	<b>890</b>	<b>2,269</b>	<b>22,231</b>
	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

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 (2020)**

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	1,987	41%	1,356	28%	774	16%	717	15%	<b>4,834</b>
Northern	1,551	29%	2,137	40%	1,030	19%	578	11%	<b>5,296</b>
South Eastern	1,409	26%	1,594	30%	1,300	24%	1,032	19%	<b>5,335</b>
Southern	1,026	25%	1,170	28%	1,086	26%	894	21%	<b>4,176</b>
Western	1,392	37%	1,082	29%	812	21%	505	13%	<b>3,791</b>
<b>Northern Ireland</b>	<b>7,365</b>	<b>31%</b>	<b>7,339</b>	<b>31%</b>	<b>5,002</b>	<b>21%</b>	<b>3,726</b>	<b>16%</b>	<b>23,432</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 (2018 - 2020)**

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
2020	Belfast	995	403	86	61	992	953	688	656	1,987	1,356	774	717
	Northern	650	801	335	118	901	1,336	695	460	1,551	2,137	1,030	578
	South Eastern	486	421	214	119	923	1,173	1,086	913	1,409	1,594	1,300	1,032
	Southern	473	421	461	301	553	749	625	593	1,026	1,170	1,086	894
	Western	520	294	146	34	872	788	666	471	1,392	1,082	812	505
	<b>Northern Ireland</b>	<b>3,124</b>	<b>2,340</b>	<b>1,242</b>	<b>633</b>	<b>4,241</b>	<b>4,999</b>	<b>3,760</b>	<b>3,093</b>	<b>7,365</b>	<b>7,339</b>	<b>5,002</b>	<b>3,726</b>
2019	Belfast	1,274	485	88	67	1,015	897	540	539	2,289	1,382	628	606
	Northern	940	936	355	142	1,031	1,334	683	461	1,971	2,270	1,038	603
	South Eastern	505	425	176	143	1,099	1,263	1,040	816	1,604	1,688	1,216	959
	Southern	643	548	537	327	747	929	701	617	1,390	1,477	1,238	944
	Western	611	371	224	37	966	820	774	468	1,577	1,191	998	505
	<b>Northern Ireland</b>	<b>3,973</b>	<b>2,765</b>	<b>1,380</b>	<b>716</b>	<b>4,858</b>	<b>5,243</b>	<b>3,738</b>	<b>2,901</b>	<b>8,831</b>	<b>8,008</b>	<b>5,118</b>	<b>3,617</b>
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
	<b>Northern Ireland</b>	<b>3,966</b>	<b>2,723</b>	<b>1,376</b>	<b>655</b>	<b>4,972</b>	<b>5,041</b>	<b>3,721</b>	<b>2,936</b>	<b>8,938</b>	<b>7,764</b>	<b>5,097</b>	<b>3,591</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 (2018 - 2020)**

HSC Trust	Independent			Statutory			Total Clients Receiving Intensive Domiciliary Care		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Belfast	1,047	1,051	1,323	146	155	147	1,286	1,310	1,576
Northern	1,103	1,117	1,123	507	497	452	1,647	1,665	1,597
South Eastern	1,794	1,815	1,948	233	308	322	2,080	2,179	2,376
Southern	1,236	1,227	1,128	835	862	760	2,105	2,125	1,918
Western	1,278	1,235	1,132	290	261	180	1,653	1,625	1,428
<b>Northern Ireland</b>	<b>6,458</b>	<b>6,445</b>	<b>6,654</b>	<b>2,011</b>	<b>2,083</b>	<b>1,861</b>	<b>8,771</b>	<b>8,904</b>	<b>8,895</b>

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.

**Table 20: Number of Clients Receiving Intensive Domiciliary Care Services, by Client Group and HSC Trust (2020)**

HSC Trust	2020										
	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	1,158	254	*	30	5	*	*	*	394	1,182	1,576
Northern <sup>^</sup>	1,281	175	*	48	10	15	*	0	238	1,354	1,592
South Eastern	1,862	202	*	231	48	9	*	0	442	1,934	2,376
Southern	1,597	167	8	51	15	21	59	0	239	1,679	1,918
Western	1,167	141	10	40	8	5	57	0	186	1,242	1,428
<b>Northern Ireland</b>	<b>7,065</b>	<b>939</b>	<b>43</b>	<b>400</b>	<b>86</b>	<b>*</b>	<b>197</b>	<b>*</b>	<b>1,499</b>	<b>7,391</b>	<b>8,890</b>

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

Individual totals may not sum to the total value, as the age and client group of some clients is unknown.

<sup>^</sup>As the age and client group of 5 clients in Northern HSC Trust could not be provided, total clients for this Trust may differ from those recorded in Table 19.

**Table 21: Number of Clients Receiving Intensive Domiciliary Care Services, by Age Group and Client Group (2018 - 2020)**

Client Group	2018		2019		2020	
	Number of Clients	% of Total Clients	Number of Clients	% of Total Clients	Number of Clients	% of Total Clients
<b>Aged 18 - 64</b>	<b>1,470</b>	<b>17%</b>	<b>1,437</b>	<b>16%</b>	<b>1,499</b>	<b>17%</b>
Clients with a Physical Disability	984	11%	960	11%	939	11%
Clients with a Learning Disability	425	5%	405	5%	400	4%
Clients with Mental Health Needs	*	<1%	*	<1%	*	2%
Clients with No Material Handicap	*	<1%	*	<1%	*	<1%
<b>Aged 65 &amp; over</b>	<b>7,301</b>	<b>83%</b>	<b>7,466</b>	<b>84%</b>	<b>7,391</b>	<b>83%</b>
<b>Total<sup>^</sup></b>	<b>8,771</b>	<b>100%</b>	<b>8,903</b>	<b>100%</b>	<b>8,890</b>	<b>100%</b>

Components may not add to totals due to rounding.

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

<sup>^</sup>As the age and client group of 5 clients in Northern HSC Trust could not be provided, total clients in this table may differ from those recorded in Table 19.

**Table 22: Number of Clients Receiving Intensive Domiciliary Care Services, by Age Group and HSC Trust (2018 - 2020)**

HSC Trust	2018		2019		2020	
	Aged 18 - 64	Aged 65 & Over	Aged 18 - 64	Aged 65 & Over	Aged 18 - 64	Aged 65 & Over
Belfast	275	1,011	296	1,014	394	1,182
Northern*	242	1,405	248	1,416	238	1,354
South Eastern	464	1,616	434	1,745	442	1,934
Southern	271	1,834	272	1,853	239	1,679
Western	218	1,435	187	1,438	186	1,242
<b>Northern Ireland</b>	<b>1,470</b>	<b>7,301</b>	<b>1,437</b>	<b>7,466</b>	<b>1,499</b>	<b>7,391</b>

Individual totals may not sum to the total value quoted in previous tables, as the age and client group of some clients is unknown.

\*As the age and client group of 5 clients in Northern HSC Trust could not be provided, total clients for this Trust may differ from those recorded in Table 19.

# Appendix D: CC7B Information Return and Guidance

**DOMICILIARY CARE SERVICES FOR ADULTS PROVIDED DURING THE SURVEY WEEK**

**CC7B**

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

## Contact Details Regarding this Form

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

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

**Table 1 Domiciliary Care Contact Hours (excluding travelling time) during the Survey Week**

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 <b>TOTAL</b>		
	A	B
	✓	✓

**Table 2A Number of Clients who Received Domiciliary Care Services Provided Directly by HSC Trusts During the Survey Week**

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 <b>TOTAL</b>				
	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**

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**

1	Number of Clients Receiving Domiciliary Care Services from both Statutory & Independent Sectors	
		A

**Table 3B Total Number of Client's who Received Domiciliary Care Services during the Survey Week**

1	Total Number of Clients receiving Domiciliary Care	
		A ✓

**Table 3C Number of Clients Receiving an Intensive Domiciliary Care Service (More than 10 hours and 6 or more visits) during the Survey Week**

1	Number of Clients receiving Intensive Domiciliary Care	
		A

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**

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**

*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

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			
2 Independent			
3 TOTAL			

x

x

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

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

1	Total Number of Clients who Received 15-min or less visits
---	--



✓

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**

1	Total Number of Clients who Received 16-30 min visits		✓
---	---	--	---

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	Number of clients who received 15 mins or less visits by the following bands						✓
2	Number of clients who received 16-30 min visits by the following bands						✓
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.*

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

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

### 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	
1 Less than 5 hours	1			1
2 5 to 10 hours				0
3 10 to 20 hours		1	1	2
4 20 hours or more		1	1	2
5 <b>TOTAL</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>

A
B
C

## Guidance

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:** 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

<b>Contact Hours</b>	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.
<b>Normal Hours</b>	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.
<b>Out of Hours</b>	Out of Hours refers to services which are provided outside of the normal working day.
<b>Overnight Services</b>	Overnight Services refer to night sitting services which are carried out on a regular or adhoc basis.
<b>Live-In Services</b>	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.
<b>24 Hour Services</b>	24 Hour Services refer to round the clock domiciliary care services provided by several workers on a shift basis.
<b>15-Min Timeband Contacts</b>	15-Min timeband contacts refers to discrete 15 min-time periods that staff are in direct contact with or directly serving the client, excluding travel time during the survey week.
<b>Statutory Sector</b>	Statutory sector in this return refers to services provided directly by Health & Social Care Trusts.
<b>Independent Sector</b>	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.
<b>Provision Under Contract</b>	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.
<b>Total Hours</b>	<i>Total hours provided refers to the total number of hours of domiciliary care services provided to the client during the survey week.</i>

*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.*

<b>Number of Visits</b>	<p>Number of visits refers to the total number of visits to the client during the survey week.</p> <p>In Tables 2A and 2B, count each distinct individual staff visit separately, i.e. ,</p> <ul style="list-style-type: none"> <li>▶ <i>one domiciliary care worker visits twice during the same day should be recorded</i></li> <li>▶ <i>two domiciliary care workers visit a client at the same time should be recorded</i></li> <li>▶ <i>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;</i></li> </ul> <p><b>EXCEPTION: for overnight / live-in / 24 hour services count each 24 hour period covered as 1 visit.</b></p>
<b>Services provided by more than 1 sector</b>	<ul style="list-style-type: none"> <li>▶ 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;</li> <li>▶ In Table 2, 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;</li> <li>▶ 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.</li> </ul>
<b>Intensive domiciliary care service</b>	<p>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.</p>
<b>Personal Care</b>	<p>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.</p>

## INSTRUCTIONS & VALIDATIONS

Enter whole numbers only.

If services are not provided, enter "0".

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

### **Table 1:**

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.

The 'Statutory' total must equal the sum of the rows.

The 'Independent' total must equal the sum of the rows.

**Table 2A & 2B:**

Provide actual values rather than planned.

In Table 2A, enter services provided directly by HSC Trusts.

In Table 2B, enter services provided under contract using the voluntary or private sector.

The '1 visit' total must equal the sum of the rows.

The '2-5 visits' total must equal the sum of the rows.

The '6 or more visits' total must equal the sum of the rows.

The 'Total Clients Visited' total must equal the sum of the rows.

The 'Less than 5 hours' total must equal the sum of the columns.

The '5-10 hours' total must equal the sum of the columns.

The '10-20 hours' total must equal the sum of the columns.

The '20 hours or more' total must equal the sum of the columns.

**Table 3A:**

Enter the number of clients receiving domiciliary care services from both the statutory & independent sectors i.e. those who have been counted in both Table 2A and Table 2B.

**Table 3B:**

This figure must be equal to the sum of the total clients visited in Tables 2A & 2B minus Table 3A.

**Table 3C:**

This value may differ from the number of clients receiving intensive domiciliary care services from Tables 2A and 2B as some clients may receive services from both sectors.

**Table 3D: Intensive Domiciliary Care**

The 'Total Aged 18-64' must equal the sum of the 'Aged 18-64' rows.

The 'Total Aged 65 & Over' must equal the sum of the 'Aged 65 & Over' rows.

The 'Total Aged 18-64' plus the 'Total Aged 65 & Over' must equal Table 3C.

**Table 3D: All Domiciliary Care**

The 'Total Aged 18-64' must equal the sum of the 'Aged 18-64' rows.

The 'Total Aged 65 & Over' must equal the sum of the 'Aged 65 & Over' rows.

The 'Total Aged 18-64' plus the 'Total Aged 65 & Over' must equal Table 3B.

**Table 4: Number of Visits**

The 'Total Number of Visits' must equal the sum of the 'Statutory' & 'Independent' rows.

**Table 5: Number of 15-Min Timeband Visits**

The 'Total Number of 15-Min or less Visits' must equal the sum of the 'Statutory' & 'Independent' rows.

The 'Total Number of 16-30 Min Visits' must equal the sum of the 'Statutory' & 'Independent' rows.

The 'Total Number of 15-Min Timeband visits' must equal the sum of the total 'Statutory' & 'Independent' rows.

The 'Total' values for Statutory and Independent should be less than those in Table 4.

**Table 6A: Number of Clients**

The 'Total Number of Clients Receiving 15 Min or less Visits' must equal the sum of the 'Statutory' & 'Independent' rows.

The 'Total Number of Clients Receiving 16-30 Min Visits' must equal the sum of the 'Statutory' & 'Independent' rows.

The 'Total Number of Clients Receiving 15-Min Timeband visits' must equal the sum of the total 'Statutory' & 'Independent' rows.

**Table 6B: Number of Clients**

This value may differ from the number of clients receiving total 15-Min Timeband Visits in Table 6A as some clients may receive 15 Min Timeband Visits from both sectors.

In Table 6B, information should show the total number of clients receiving a 15 Min or less visit. Please take care not to double count clients receiving 15 Min or less visits from more than one sector. For example if a client is receiving a 15 Min or less visit from both the statutory and independent sectors, they should only be counted once in Table 6B, but will be counted twice in Table 6A.

**Table 6C: Number of Clients**

This value may differ from the number of clients receiving total 16-30 Min Visits in Table 6a as some clients may receive 15 Min Timeband Visits from both sectors.

In Table 6C, information should show the total number of clients receiving a 16-30 Min visit. Please take care not to double count clients receiving 16-30 Min visits from more than one sector. For example if a client is receiving a 16-30 Min visit from both the statutory and independent sectors, they should only be counted once in Table 6C, but will be counted twice in Table 6A.

**Table 7A & 7B:**

Provide actual values rather than planned.

In Table 7A, enter services provided directly by HSC Trusts.

In Table 7B, enter services provided under contract using the voluntary or private sector.

The '1-5 visits' total must equal the sum of the rows.

The '6-12 visits' total must equal the sum of the rows.

The '13-20 visits' total must equal the sum of the rows.

The '20 visits or more' total must equal the sum of the rows.

The 'Total Clients Visited' total must equal the sum of the rows.

The 'Number of clients who received 15 min or less visits by the following bands' total must equal the sum of the columns.

The 'Number of clients who received 16-30 min visits by the following bands' total must equal the sum of the columns.



## 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](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.