MAC Review of the Shortage Occupation List

Page 2: About you

Q1. What is the name of your organisation?
Scottish Care

Q2. What is your email address?
becca.gatherum@scottishcare.org

Q3. Please indicate if you would like to be added to our database for future research purposes and updates on MAC work.
Yes

Q4. What is your type of organisation?
Business sector representative/bodies including recruitment agencies

Q5. Please tell us the location of your organisation? (Please select all that apply.)
Scotland

Q6. Please indicate which of the options below best explain your reason for completing this online form.
I would like to provide evidence on sector/wider shortages on behalf of members or as a recruitment business.

Page 7: Your evidence

Q25. Please indicate from which of these industries are you providing evidence?(Please select all that apply).
Residential and Social Care

Q26. If you wish, you can provide details of individual jobs titles you/your members have found hard to fill in the boxes below (maximum of 10). Please help us by matching the job titles you have provided with the closest standardised ONS job title and associated 4-digit occupation (SOC) code using the Office for National Statistics (ONS) Occupation Tool. There is also space to list the sector(s) where shortages of candidates to fill these job titles has been most acute. If providing this information, please refer to the list in question 24.

	Job title	Closest ONS job title	Closest ONS occupation code (4 digit)	Sector(s) most affected
1	Manager	Care, manager	1242	Residential care homes, nursing homes, home care
2	Supervisor	Care, supervisor	6145	Residential care homes, nursing homes, home care
3	Care worker	Carer	6145	Residential care homes, nursing homes, home care
4	Nurse	Nurse	2231	Care homes (nursing)
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-
9	-	-	-	-
10	-	-	-	-

Q27. What do you think are the main reasons for job shortages (answered in the question above), and or wider shortages in the sector(s)? (Not to exceed 500 words).

Recruitment and retention in the social care sector continue to be worsening issues, extending beyond those roles known to be challenging to fill in the social care sector such as nurses into all categories of care staff, management and domestic and ancillary workers. There is increasing uncertainty regarding Brexit and how it will impact on the current and future care home workforce where individuals from European countries are a crucial component. Current data suggests the total of EEA staff to be in the region of 12% nationally, however, for many rural and remote services this can rise up to 30%.
For care homes, Scottish Care's latest data tells us that 77% of services have staff vacancies including a third with vacancies for senior care/supervisory posts and nearly 20% with gaps in leadership and management roles. Around a fifth of all nursing posts in care homes are also vacant.
There are a multitude of reasons why posts in the social care are proving difficult to fill but the predominant reasons given to Scottish Care by members include a lack of individuals with the specific skills, knowledge and experience required for these roles, and an overall shortage of individuals available even if a service can provide the required training and support. This is especially true of nurses in the care sector.
Essentially, there is a severe lack of individuals available, willing and able to undertake roles in the care sector in the current recruitment pool. This is reaching such a critical level that crucial care services are ceasing to be sustainable and operational as a direct result, leaving vulnerable citizens at risk and putting additional and intolerable strain on other resources across the health and social care system.

Q28. Please explain what measures have been taken to reduce shortages in the sector as informed by your members and or research. (Not to exceed 500 words).

A number of measures have been progressed at national and local levels to address staff shortages in the care sector in Scotland. Scottish Care and providers have been closely involved in all of this. Measures have included local recruitment campaigns, work on raising the public profile of the care sector across various roles and perhaps most significantly, increases to the Scottish Living Wage which is paid to all staff in direct care roles. However despite the best intentions of raising the status of the sector and making it a more attractive career option, the Scottish Living Wage has not driven more individuals to enter and remain in the sector as highlighted by the worsening recruitment and retention challenges experienced by services. It points to a larger issue of insufficient numbers of individuals able to undertake these roles.

In previous years, many services have also sought to extend their recruitment pool through attracting individuals with the desired skills and knowledge from other countries, most notably those in the European Union. Recruitment from Europe has not surprisingly become more challenging in the last year with a majority of providers (60%) finding it much more difficult to recruit from Europe than in the previous year and 24% who have not even attempted because of perceived barriers. The continued lack of certainty related to Brexit is undoubtedly already having a negative impact and this is likely to grow.

Q29. Have these measures worked, if not why? (Not to exceed 500 words).

In 2017 91% of care providers indicated to Scottish Care that they were having difficulties filling nurse vacancies. Late 2018 data showed that some 60% of providers had found the recruitment of nurses to be more difficult this year than the previous year, which was itself one of considerable challenge.

Similarly, 41% of care home services 41% found recruitment of individuals for care posts more difficult this year and a fifth have experienced increased difficulty recruiting managers. This highlights the fact that existing measures are not working.

What's more, there is a growing strain on existing care staff and on services because of ongoing staff vacancies. The fact that this strain is driving more staff to leave the sector is one of the main impacts on service delivery as a result of unfilled vacancies and emphasises the urgency of addressing staff shortages through the Shortage Occupation List. If this doesn't happen, more services will be forced to close or reduce their provision dramatically.

Q32. If you have supporting evidence such as survey results from members please attach here. Please remember to omit sensitive details before attaching.

- File: Nursing Data 2018 f.pdf

32. If you have any other information that might be useful for our call for evidence please use the space below to explain (Not to exceed 500 words).
Scottish Care undertook two pieces of research in late 2018 which provided extensive data from independent care providers in Scotland, relating to the care home workforce in general and on nurses employed in care settings. The first of the resulting reports created from this survey data - Independent Sector Nursing Data 2018 - is attached. The second - Care Home Workforce Data 2018 - can be accessed at: http://www.scottishcare.org/wp-content/uploads/2018/12/Care-Home-Workforce-Data-Report-2018.pdf