



# Domiciliary care services in the adult social care sector 2023/24

## **Key findings**

## **Introduction**

# 1 Size and Structure

As at March 2024 there were 13,733 domiciliary care services registered with CQC across England. These care providing locations had an estimated workforce of 580,000 filled posts in the independent sector and 70,000 vacancies, making 650,000 total posts. There were also 18,700 filled posts in the local authority sector not included in this report.

The chart below shows that between March 2017 and March 2024 the number of CQC regulated domiciliary care services increased from 8,414 to 13,

## 2 Employment overview

In 2023/34 there was an estimated 505,000 direct care providing filled posts in domiciliary care services, 46,000 managerial filled posts, 1,700 regulated professionals and 28,000 other filled



## 4 Demographics

Around 79% of workers in domiciliary care services identified as female and 21% identified as male. The proportion of male workers was the same in managerial roles and direct care providing roles. This was also the same as the whole adult social care workforce.

Around 24% of the workforce were aged 55 and above in 2023/24, and this proportion has increased from 22% in 2017/18. The average age of workers in domiciliary care services in 2023/24 was 43.0, this was similar for care homes without nursing (43.3) and care home with nursing services (43.2).

## 5 Pay

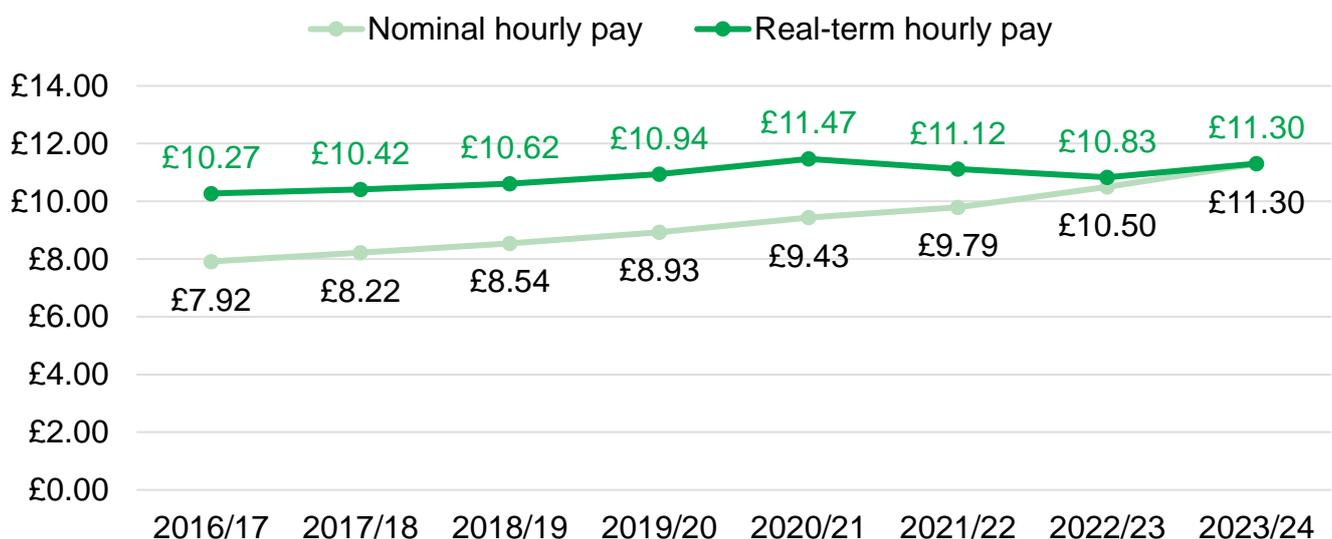
This section shows the mean hourly pay trend of care workers at domiciliary care services in the independent sector, in both nominal and real-term amounts. Nominal pay rates are not adjusted for inflation and present the rates as they were in each year. 'Real terms' means that pay rates have been adjusted to take inflation into account and have been calculated using the Consumers Price Index (CPI) (the official measure of inflation of consumer prices in the UK) and expressed in prices as at March 2024. As an example, a worker's wage may have increased by 2% in a year. However, if inflation also rises by 2% then the worker will be no better off as a result of the pay rise; the nominal pay rise was 2%, but in real terms, the 'rise' would have been zero.

Chart 6 shows the increase in nominal and real term hourly pay since 2016/17, when the National Living Wage (NLW) was introduced. The mean nominal hourly rate of care workers has increased every year from £7.92 in 2016/17 to £11.30 in 2023/24, an increase of 43% over the whole period.

Their real-term pay also increased every year up to 2020/21, therefore the nominal increases were usually above the change in inflation. However, their real-term pay has decreased by 1% between 2020/21 and 2023/24, which means care workers are paid relatively less now compared to three years ago.

### Chart 6. Average mean nominal and real-term hourly pay of care workers in domiciliary care services, independent sector only, 2016/17 to 2023/24

Source: Skills for Care estimates



## Further information

We provide valuable workforce intelligence which the Government, strategic bodies, employers,

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