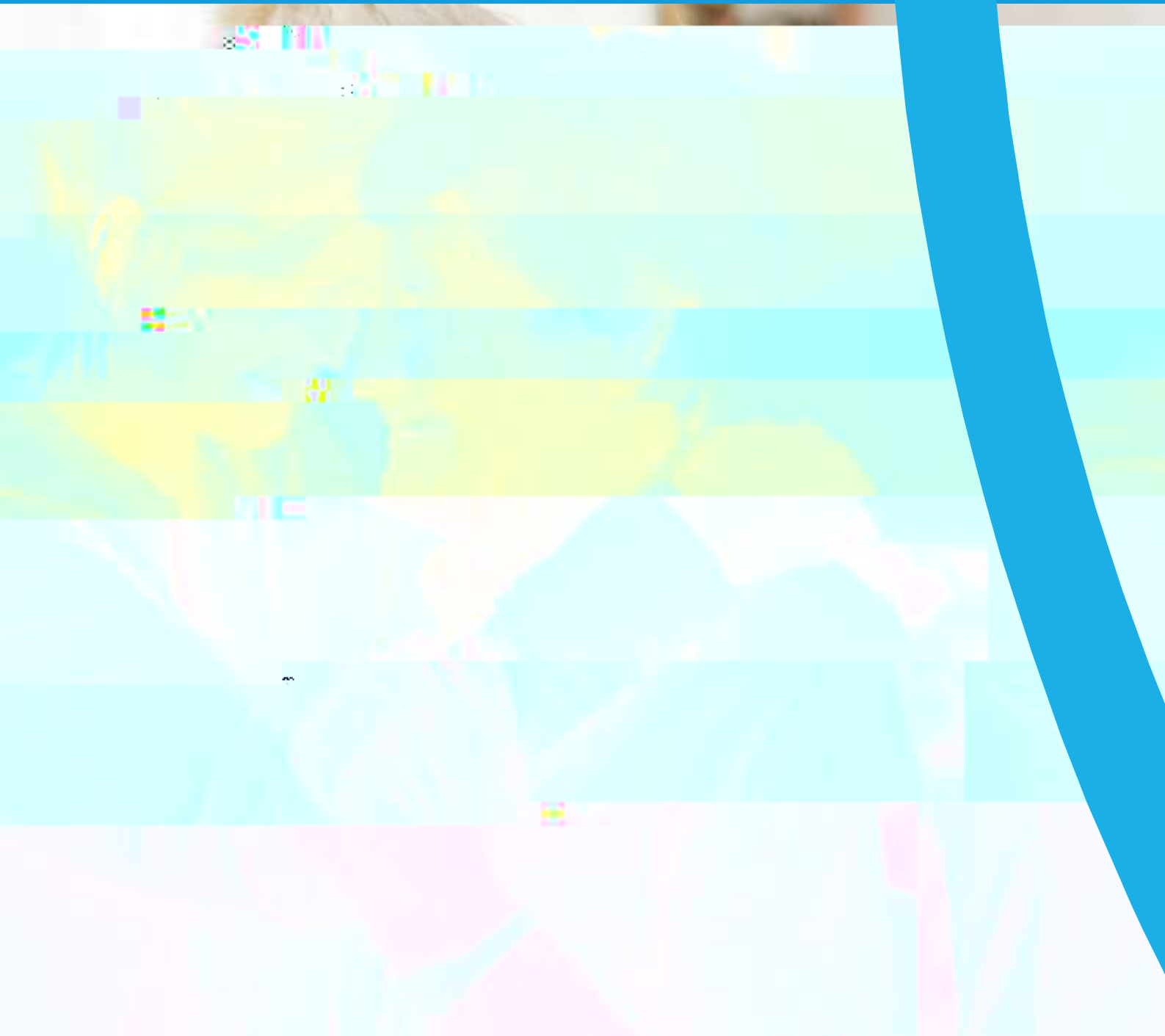




Updated February 2024



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Market overview

The profile of the Surrey home care market is as follows:

on 1 February 2024 there were 297 CQC registered community-based adult social care services. Of these, 244 were registered as homecare agencies supporting mostly older adults and 53 are registered for homecare and/or supported living supporting younger adults with disabilities or mental health support needs

of these providers, 112 Surrey based providers have joined the [Surrey Home Care within the Home DPS framework](#). Surrey County Council also contracts with 79 homecare agencies that are registered outside Surrey, mostly in adjoining local authority areas such as Hampshire and London Boroughs of Croydon and Kingston

of the 191 (as of February 2024) CQC registered homecare branches that have joined the [Surrey Home Care within the Home DPS](#), the majority are small local providers owned by private individual owners with only one or two local branches

there are 13 branches which are small privately owned companies but operate as [Everycare](#)

there are 12 branches which operate as part of large national or regional organisations with multiple branches, and two of these are owned by overseas large multinational companies. There are six branches owned by private equity institutional investors, these branches operate locally but are backed by well organised financial backers

there are also two branches owned by a charity and a housing association respectively. In summary, there is a large variety and spread of ownership and there is not an overreliance on a single organisation for delivery of care

Surrey County Council ASC, jointly with the NHS in Surrey, have well established contracting arrangements for domiciliary care via a Dynamic Purchasing System (DPS) which commenced in October 2021. As of February 2024, there are 191 CQC registered branches approved on the contract to provide regulated homecare and live in care to residents in Surrey. Providers have signed up to cover areas of Surrey split along existing postcode areas, of which there are 94. There is adequate coverage in all the 94 postcode areas with competition for work from multiple providers. This is important when considering business continuity and choice within the market and for residents.

Due to exceptional levels of interest from CQC regulated homecare agencies from across the country, the DPS was closed to new applicants in December 2023. The DPS can open again if there is an identified shortfall of care services in the county. The decision to close the DPS was taken with the care provider market following conversations about quality and competition. It was agreed that with levels of commissioned hours from the local authority remaining consistent, consolidating good provision was a priority alongside supporting sustainable growth of good care providers in the area. This approach will enable us to maximise existing available care hours and support improved workforce retention in the sector. This approach will also support our Greener Futures agenda as we look to consolidate business ultimately reducing travel requirements.

Prospective providers of homecare should [register with the Proactis portal](#) to be updated when future opportunities are advertised.

Of the providers that have joined the DPS:

the majority (155) are rated good or better, with 21 rated as requires improvement and 3 rated inadequate
the remainder are not yet inspected by CQC
providers that have received a poor rating are supported to improve services by Surrey County Council as required through a formal provider support and intervention process
the CQC Quality Assurance Team also visit providers regularly to provide support and guidance and they also visit all new providers that have been approved to join the contract but have not yet been inspected by CQC

Any providers that are rated Inadequate by CQC who are on the contract are immediately suspended and no further homecare packages awarded to them. Any providers who wish to apply to join the contract rated inadequate are unable to do so until their rating improves. Surrey will, through the Provider Support and Intervention Protocol and through our experienced team of commissioners work with providers to improve their service, improve their CQC rating and consistently strive for excellence in service

Also, due to the relative ease, of setting up a homecare agency and with increasing staff mobility, many homecare agencies from across the country are attracted to working in the Surrey market.