

# **Submission from Nursing Homes Ireland to the Expert Group on Future Skills Needs (EGFSN)**

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## ***Removing Care Assistants from the Ineligible list for work permits (Second Submission)***



## **Attention: Head of Secretariat, EGFSN**

### **Executive summary**

Nursing Homes Ireland is the representative organisation for the private and voluntary nursing homes sector. This sector, and the care our members provide, are intrinsic to healthcare delivery in Ireland.

Having high quality nursing home care available to those who need it is an essential part of a well-functioning health service which delivers the care people need in a way that is affordable, accessible, and of the highest standard.

Some of the major challenges and issues which must be taken into consideration which are highlighted and expanded upon within this submission

- Aging demographics
- Resident dependency levels
- National employment rate
- Staff shortages – suitably qualified and interested Health Care Assistants
- Staff moving to other areas most notably the HSE
- Recruiting from Ireland and the EU – lack of suitably qualified and interested candidates, language and cultural barriers.
- Expansion and New builds – delays in openings due to lack of suitable health care staff
- Impact on national health care, most notably bed availability in hospitals
- Additional evidence from surveys January 2016 & September 2016 (Appendix 1& 1a, 6 & 6a)

Number required to fill all current member requirements (REF: Survey NHI Members September 2016)		
Extrapolated figures	Nurses	Carers
376	752	942



## **Extracts from NHI Briefing to Oireachtas Members (June 2015)**

Ireland has, relative to many of our European counterparts, one of the lowest numbers of long-term care beds per 1,000 of the population\*.

The current figures for Ireland indicate that approximately 22% of our over 85's require long-term care. This group is forecast by CSO to increase by 46% to year 2021\*\*.

The private nursing home sector is the majority provider of Specialist Dementia Care\*\*\*

### **Increased dependency levels of residents (requiring additional nursing staff to provide adequate levels of care)**

In the 2009 survey of residents in Private and Voluntary Nursing Home 54% of residents were in the high and maximum dependency category

Since then in the latest survey 2014/2015 (Annual private Nursing Home Survey 2014/2015) over 65% of residents in Private and Voluntary Nursing Home care are of high or maximum dependency

This increased figure alone shows a large increase in dependency which will of course have an increased need for additional Health Care Assistants and Nurses.

### **Unemployment rate – Ireland**

This recorded at 8.3 percent in August of 2016, unchanged from the revised July data and down from 9.1 percent a year earlier. The number of unemployed persons fell to 181.6 thousand, a decrease of 1.7 thousand and 15.4 thousand compared to July 2016 and the August 2015, respectively. Unemployment Rate in Ireland averaged 10.90 percent from 1983 until 2016, reaching an all-time high of 17.30 percent in December of 1985 and a record low of 3.70 percent in December of 2000. Unemployment Rate in Ireland is reported by the Central Statistics Office Ireland.

### **Recruiting in Ireland – Barriers**

- Numbers being trained are not a true reflection of the numbers available for work
- Candidates who have trained are
  - Not interested in becoming carers
  - Start their career in nursing homes with a view to moving to other acute opportunities as they arrive
  - Limits on the hours that the candidates can work due to social welfare payments
  - Competition for pay rates within many other sectors, for example Hotel and Catering, retail.
  - Candidates going onto further studies



- As a result the true figures of who is available for work and the required numbers do not reflect the true issue that is now faced by the Nursing Home sector.

Number required to fill all current member requirements (REF: Survey NHI Members September 2016)		
Extrapolated figures 376	Nurses 752	Carers 942

**Recruiting from the EU** has been explored as a possible options for some members however a large number of members have indicated that there are major barriers to this, the main issues being

- Language barriers – in this type of setting candidates must be able to converse with the residents and their colleagues in order to perform their duties effectively
- Cultural barriers
- Candidates who may have stayed in Ireland are now moving home as job opportunities come up in their own home country

### **Expansion and New Builds**

It is estimated that for every 1000 new beds made available in the sector 1,200 additional members of staff will be required to care for residents occupying these beds.

### **Impact on National Health Care**

Circa 75% of persons inappropriately delayed in our acute hospitals (delayed discharge) are awaiting long-term nursing care (HSE Performance Reports)

### **In January 2016 and again in September 2016 we undertook a survey of Members to ascertain what the actual current need is for nursing and care working staff.**

This highlighted that on average our member nursing homes are short of more than one in five nurses required and one in ten care workers, this figure has not changed since January 2016 in fact the required nurses and care assistants has increased in order for Nursing Homes to be fully staffed.

Nursing homes have, in severe cases, needed to close beds and suspend admissions of residents while working towards bringing their staffing levels to an appropriate level, we have also had reports of extensions that cannot be opened due to lack of suitable care assistants nationally.



### **Key recommendations include**

#### **NHI would ask that based on all of the above, the below options are again given serious consideration**

- Candidates who are interested in getting registered as a nurse to work in Ireland would be given permission to arrive into and work in Ireland (once suitably vetted) as a Pre-reg Nurse/Care Assistant while their registration is being processed – which can take a year or longer.
- As a minimum NHI are requesting that this suggestion is expedited, it is something that has been suggested and will work to assist in both the Nursing crisis and the issues of recruiting Care Assistants. The nurse candidates are coming to Ireland in any event and this will assist the candidate, the residents and the sector through this period of induction
- Additionally, suitably qualified health care professionals from Non-EU countries could get a work permit and permission to stay in Ireland based on the ongoing crisis in recruitment and retention of nurses and care assistants.

### **Advantages to this proposal**

- It will assist to combat both the carer and nursing shortages
- Staff will be fully trained and orientated when registered with NMBI comes through
- Level of English will improve over the period the candidate has been working with the nursing home
- Staffing within the Nursing Home
- Pipeline of staff will be easier to manage
- Continuity of care for residents
- Consistency for the Nursing home owners
- Settled in – on a human level a candidate will have time to learn the nuances of the nursing home but also of living in Ireland



## **Introduction**

The private and voluntary nursing home sector, through its 437 homes:

- Is providing care and a 'home from home' for 22,000+ persons
- Accounts for 80% of all long-term care beds in the country
- Provides direct employment to 24,000+ persons
- Facilitates direct and indirect employment to approx. 44,000 persons
- Is a very significant employer, with these dedicated health and social care settings acting as economic dynamos within urban and rural communities? In many instances the private or voluntary nursing home is the largest employer within the community, playing a key role in supporting local goods and services providers.
- Provides diverse, wide-ranging employment that includes nurses, carers, caterers, admin staff, and ancillary workers. The 437 private and voluntary nursing homes also play a lead role engaging local health and social care professionals including GPs, therapists, dieticians, physiotherapists.
- Has collectively invested up to €2 billion developing high quality specialist healthcare facilities that meet robust regulatory requirements.

Nursing homes provide a more appropriate and affordable setting for individuals whose specialist care needs would otherwise have to be met in an acute hospital setting. Significantly the costs of providing care in an acute hospital are a multiple of between five and eight times the cost of providing nursing home care. The net weekly cost to the Exchequer of private nursing home care is averaged at c. €1000 per resident versus a weekly cost of up to €7,000+ in the acute hospital sector. The Health Amendment Act 2013 informs daily charges for in-patient services within acute hospitals where accommodation is provided overnight can cost €1,000. This means that if 500 persons across the country are unable to access nursing home care and are within an acute hospital setting, the cost for the State across a week is €3.5 million. Annually €182 Million. By comparison the equivalent cost for nursing home care is circa €375,000 per week.

These dedicated health settings within our local communities fulfil a critical and key role for thousands across the country in healthcare delivery and job facilitation. Our current membership number is 376-member Nursing Homes country wide.

The considerable growth in our older population, outlined further within this submission, is to be welcomed but also presents severe challenges for our health social care services. The recruitment of suitably qualified staff to meet the clinical and healthcare needs of this cohort of the population is considerable. However, with the appropriate planning, focus and investment – led by the State – we can ensure required and suitable trained, skilled personnel are available to meet our older population's care needs.

A crisis in the recruitment of nurses has been presented not only to the private and voluntary nursing home sector but for the wider Irish health service and within international healthcare. The considerable challenges presented to our sector in filling posts have been



long-standing. This submission outlines shortages within our sector dating back five years, to 2011 and NHI engagement on the requirement to address. (Ref Appendix 5)

The seismic challenges in recruiting nurses have been exacerbated to a sizeable extent by inordinate delays (no exact timeframe is given for registration with the Nursing Midwifery Board of Ireland (NMBI) which can take in many cases up to a year, in comparison the NMC in the UK quote an approximate three month time frame) in the processing of nurse registration applications within the Nursing and Midwifery Board of Ireland (NMBI) and inadequate number of adaptation places being available, which has been somewhat addressed by the RCSI Aptitude test pilot programme, please see table below.

Disappointingly, this issue has escalated significantly and we now find ourselves in the centre of a major crisis in relation to the recruitment and retention of suitable Health Care Assistants along with the already critical issue of Nurse Shortages.

Members contact NHI on a daily basis with serious and justified anxiety with regard to current and future staffing, principally with regard to nurses and care staff, requesting assistance with options for the sourcing of potential staff. To help our members we have undertaken a number of measures to assist in the recruitment of Nursing and Health Care Staff.

In January 2016 and again in September 2016 we undertook a survey of Members to ascertain what the actual current need is for nursing and care working staff.

**This highlighted that on average our member nursing homes are short of more than one in five nurses required and one in ten care workers, this figure has not changed since January 2016 in fact the required nurses and care assistants has increased in order for Nursing Homes to be fully staffed.**

**Nursing homes have, in severe cases, needed to close beds and suspend admissions of residents while working towards bringing their staffing levels to an appropriate level, we have also had reports of extensions that cannot be opened due to lack of suitable care assistants nationally.**

While there are no precise guidelines in relation to staffing levels (reference the Health Act 2007 section below on staffing) one of the widely acceptable tools for measurement is the “Barthel index” method of calculating the numbers of nursing and care staff required based on the dependency levels of residents

*EXTRACT - HEALTH ACT 2007 (CARE AND WELFARE OF RESIDENTS IN DESIGNATED CENTRES FOR OLDER PEOPLE) REGULATIONS 2013 re Staffing*

Staffing 15. (1) The registered provider shall ensure that the number and skill mix of staff is appropriate having regard to the needs of the residents, assessed in accordance with Regulation 5, and the size and layout of the designated centre concerned. (2) The person in charge shall ensure that the staff of a designated centre includes, at all times, at least one registered nurse. (3) Where the Chief Inspector is satisfied that no resident of the



designated centre concerned has been assessed in accordance with Regulation 5 as requiring full time nursing care, paragraph (2) does not apply to the staff of that centre. Training and staff development 16. (1) The person in charge shall ensure that— (a) staff have access to appropriate training, (b) staff are appropriately supervised, (c) staff are informed of the Act and any regulations made under it. (2) The person in charge shall ensure that copies of the following are available to staff: (a) the Act and any regulations made under it; [415] 9 (b) any relevant standards set and published by the Authority under section 8 of the Act and approved by the Minister under section 10 of the Act; (c) relevant guidance published from time to time by Government or statutory agencies in relation to designated centres for older people.

### **Health Care Staff Recruitment**

#### **REF: Appendix 5**

#### **Survey Summary 2001 – 2016 on staffing numbers**

Central to this submission is the availability of suitably qualified and interested Health Care Assistants which Nursing Homes are hugely dependent on to run their facilities.

The referenced survey summary highlights that the issue in question re nurse and carer recruitment and shortages, has been ongoing since at least 2011, thereby proving with statistical evidence that the delays are a long term issue which have not been resolved yet and in fact have become a serious crisis and are set to get worse.

As you can see from our survey summary (Appendix 1, 1a & 5) the number of Health Care Assistants required has not abated in any way. ) This is also borne out in the survey undertaken by NHI in January 2016 as well as September 2016 with an average of 3 additional carers required per nursing home. This figure has not changed since the initial survey done by NHI on January 2016 (Appendix 1 & 1a)

Anecdotal evidence from NHI nursing homes supports this claim (Ref member comments in appendices)

Please note a summary below of the main points in the National Skills Bulletin 2105 in Appendix 2.

The Vacancy Overview (EGFSN) (Appendix 3) has noted that between 2013 – 2014 there was an increase in the overall numbers of caring vacancies notified.



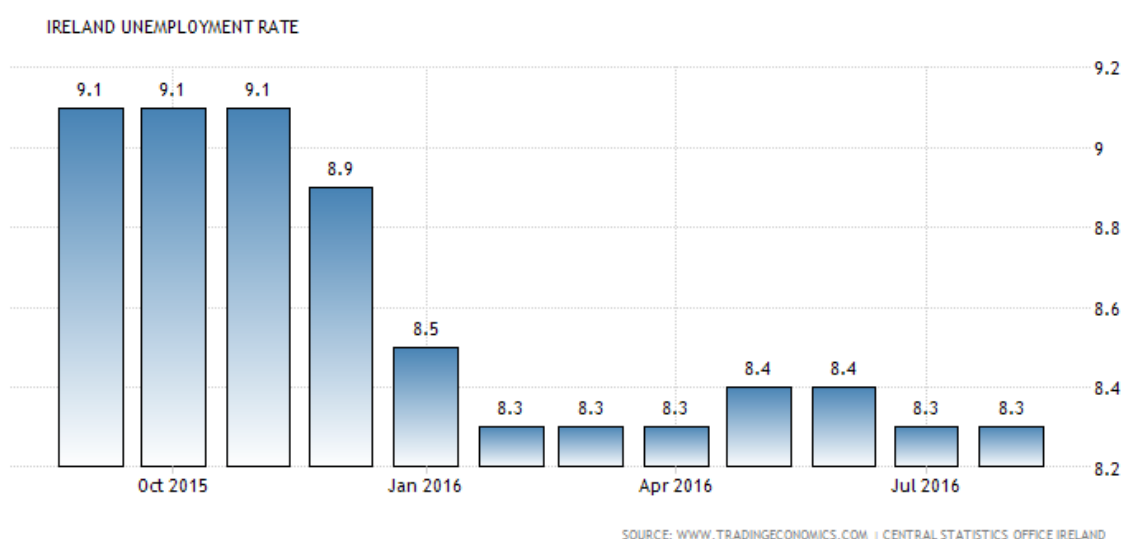
## Other important issues to consider

Other areas to consider and of vital importance when assessing present and forthcoming necessity for healthcare assistants are the following:

**Unemployment rate – This has decreased significantly which as a result has had a knock on affect for this sector, many have chosen to taken other positions which have become available again**

## Ireland Unemployment Rate 1983-2016 | Data | Chart | Calendar | Forecast

Ireland unemployment rate was recorded at 8.3 percent in August of 2016, unchanged from the revised July data and down from 9.1 percent a year earlier. The number of unemployed persons fell to 181.6 thousand, a decrease of 1.7 thousand and 15.4 thousand compared to July 2016 and the August 2015, respectively. Unemployment Rate in Ireland averaged 10.90 percent from 1983 until 2016, reaching an all-time high of 17.30 percent in December of 1985 and a record low of 3.70 percent in December of 2000. Unemployment Rate in Ireland is reported by the Central Statistics Office Ireland.





## Press Release Quarterly National Household Survey Quarter 2 2016 (REF CSO)

*Date Published: Tue, 23 Aug 2016*

<b>Main Results</b>	<b>Quarter 2 2016</b>	<b>Annual Change</b>
Employed	2,014,900	+56,200
Unemployed	187,900	-23,400
In labour force	2,202,700	+32,800
Not in labour force	1,434,900	-2,200

### Number of Persons in Employment

- There was an annual increase in employment of 2.9% or 56,200 in the year to the second quarter of 2016, bringing total employment to 2,014,900.
- On a seasonally adjusted basis, employment increased by 20,000 (+1.0%) over the previous quarter. This follows on from a seasonally adjusted increase in employment of 16,100 (+0.8%) in Q1 2016.

### Number of Persons Unemployed

- The seasonally adjusted unemployment rate was unchanged over the quarter at 8.4%.
- Unemployment decreased by 23,400 (-11.1%) in the year to Q2 2016 bringing the total number of persons unemployed to 187,800.
- The long-term unemployment rate decreased from 5.5% to 4.4% over the year to Q2 2016. Long-term unemployment accounted for 51.1% of total unemployment in Q2 2016 compared with 56.1% a year earlier and 57.6% in the second quarter of 2014.

### Labour Force

- The total number of persons in the labour force in the second quarter of 2016 was 2,202,700 representing an increase of 32,800 (+1.5%) over the year. The number of persons not in the labour force in Q2 2016 was 1,434,900, a decrease of 2,200 (-0.2%) over the year.



## Aging demographics

### **Extracts from NHI Briefing to Oireachtas Members (June 2015)**

Ireland has, relative to many of our European counterparts, one of the lowest numbers of long-term care beds per 1,000 of the population\*.

The current figures for Ireland indicate that approximately 22% of our over 85's require long-term care. This group is forecast by CSO to increase by 46% to year 2021\*\*.

The private nursing home sector is the majority provider of Specialist Dementia Care\*\*\*

In the 2009 survey of residents in Private and Voluntary Nursing Home 54% of residents were in the high and maximum dependency category

Since then in the latest survey 2014/2015 (Annual private Nursing Home Survey 2014/2015) over 65% of residents in Private and Voluntary Nursing Home care are of high or maximum dependency

This increased figure alone shows a large increase in dependency which will of course have an increased need for additional Health Care Assistants and Nurses.

Additionally nursing and care staff will be required to staff the increase in beds that are required to meet the care requirements of our ageing demographic – both in the nursing home sector and also the home care sector. Nursing homes are constantly challenged for the most part to staff the current requirements due to the ongoing shortages of fully trained and interested staff; the situation has deteriorated over the last number of years as evidenced in Appendix 5. With increased dependency of nursing home residents together with the additional bed requirement staffing will continue to be a major issue into the future unless there is a change made in the current models that we are working with.

Circa 75% of persons inappropriately delayed in our acute hospitals (delayed discharge) are awaiting long-term nursing care (HSE Performance Reports)

\* *Health's Ageing Crisis: Time for Action*, BDO, February 2014

\*\* *Population & Labour Force Projections 2016 – 2046*, ESRI

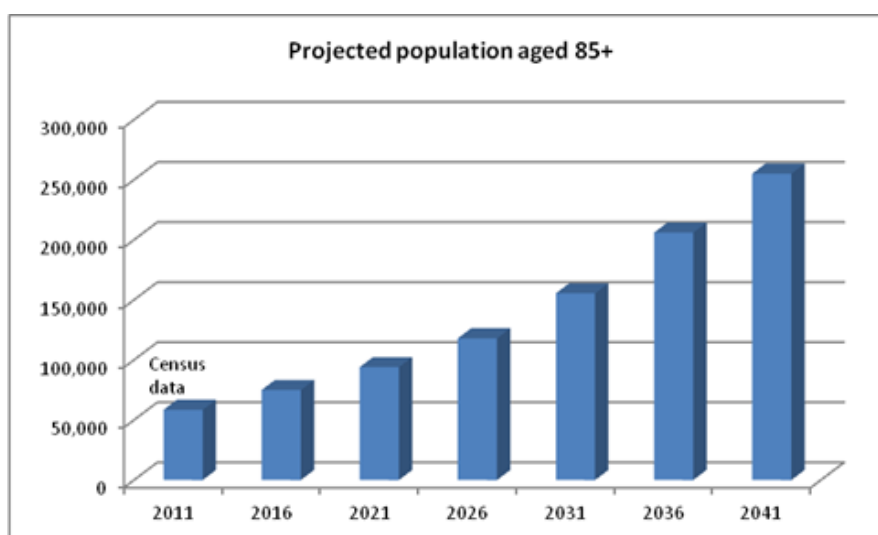
\*\*\* *An Irish National Survey of Dementia in Long-Term Residential Care*, Dementia Services Information & Development Centre, January 2015

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"The old population (i.e. those aged 65 years and over) is projected to increase very significantly from its 2011 level of 532,000 to between 850,000 and 860,700 by 2026, and to close to 1.4 million by 2046. The very old population (i.e. those aged 80 years of age and over) is set to rise even more dramatically, increasing from 128,000 in 2011 to between 484,000 and 470,000 in 2046 depending on the scenario chosen," CSO Population and Labour Force Projections 2011 - 2046, April 2013



Population projections 2011 - 2031	2011 (actual)	2016	2021	2026	2031	Percentage increase 2011 – 2031
65+	531,600	624,500	734,200	860,600	1,001,000	88%
80+	128,000	148,600	175,600	220,200	281,000	120%
85+	58,200	69,900	85,200	104,600	136,600	135%



In the decade from 2011 – 2021 the number of people aged 85+ will increase by 46% in the Republic of Ireland (CSO).

By 2041 the number of people aged 85+ in Republic of Ireland is projected to quadruple (an additional 164,000)

Of the population aged 80+ in 2011, 12% resided in nursing homes.

Over a five-year period to 2011, the number of persons aged 65+ grew by 14.4%, from 535,393 in 2011 compared with 467,926 in 2006. (Source: CSO Census)

The CSO projected the numbers aged 65+ would total 532,000 in 2011, increase to 926,000 in 2030 (74%) and 1.236 million in 2045 (141.8% increase from 2011).

The Activity in Acute Public Hospitals in Ireland 2012 Annual Report was published 10th December 2013 and key findings included:

REF: Appendix 8: Key industry indicators which supports this discussion document

REF: Appendix 9: Potential measures to encourage provision of nursing home and community nursing unit facilities- Final report to the department of health



- Two-thirds of the total extended stay days in public hospitals in 2012 (66.7% - 657,614) were by persons aged 65+. 10,140 of the stays during the year were by persons aged 65+.
- Over half the total acute stay days were by persons aged 65+ (50.2% - 1,086,927). 34.7% of these stays were by persons aged 65+ (167,378).
- The 65+ age group represented 36.4% (511,145) of total discharges in 2012. This represented a 6.4% increase on 2011 number and 5% increase since year 2008.

The number of people over the age of 65 which is projected to more than double over the next 30 years with the greatest proportional increases occurring in the 85+ age group (Source: Department of Health Press release, *Launch of Healthy Ireland- A Framework for Improved Health and Wellbeing 2013 – 2025*)

Circa 75% of persons clinically fit for discharge from our acute hospitals are awaiting long-term nursing care. The critical and central importance of nursing home care to facilitate healthcare delivery was outlined in a reduction of the waiting period to access the Fair Deal scheme last year. Speaking before the Oireachtas Health Committee last October, Minister for Health Leo Varadkar said: “I have taken a personal interest in emergency department overcrowding and have secured almost €85 million in additional funding this year to alleviate the problem. This has allowed us to reduce the waiting time for the fair deal nursing home support scheme from 15 weeks to four, which in turn has reduced delayed discharges in hospitals from 850 at its peak to under 600 now, freeing up 250 acute beds every day.” He informed Dáil Éireann in November the additional capacity created within nursing homes arising because of supporting timely discharge to nursing homes had created capacity the equivalent of a new medium-sized hospital within the health service.

Again a para re increased dependency

With requirement for additional nursing home beds projected to increase to meet increasing demand for this specialist care amongst, predominantly, our ‘older old’ population, enabling access to nursing home care is of critical importance for our wider health service and healthcare delivery at large. **It is estimated that for every 1000 new beds made available in the sector 1,200 additional members of staff will be required to care for residents occupying these beds.**

What is in no doubt is that the requirements for care staff will only increase into the future and without a sustainable model of proactive workforce planning to ensure that we have the appropriate number of care staff within nursing homes Irish society at large will face an even bigger health care crisis that we are already facing.



## **Workforce planning**

A report published by the All Ireland Gerontological Nurses Association (AIGNA) in conjunction with Nursing Homes Ireland in 2013 warned the specific skills of nurses to provide clinical care to older population have never been so much in demand and yet so much under threat. It warned decision makers and educators in the nursing field of the real requirement to recognise the unique skills applicable to gerontological nursing that are imperative for a proper functioning health service. It stated efforts to undermine the profession would leave the country unable to cope with the realities of an ageing population. NHI reiterates our warning that increased longevity of older people, increased dependency together with the rapid increase in ageing population will lead to similarly rapid growth in requirement for gerontological nursing care. Given the importance and indispensability of gerontological nursing for the healthcare sector, the Department of Health must lead with other relevant Government Departments and immediately engage in workforce planning to avert future crisis. There is urgent and imperative requirement for engagement with stakeholders to deliver a workforce plan that will place the substantial growth in requirement for gerontological nursing at the centre of it. Failure to do so will result in a serious crisis in healthcare, with our health services not capable of meeting our older population's clinical care requirements. Key planning in this regard should be a key component of the Department of Health-led Forum on Long-Term Residential Care that NHI reiterates its long-standing call for establishment of.

Workforce planning and workforce development are essential factors in the delivery of high quality care. Recruitment and retention, training and qualifications, continuous learning and skill development all have to be part of a Workforce Plan for our sector to meet current and future needs.

Over half of the persons who require the continuous, specialist care provided by nursing homes – 65% - are categorised as having high or maximum care dependency requirements, the NHI National Survey 2015 informed. 46% are 'older old' persons - above the age of 85. The dependency needs of persons requiring nursing home care are significantly increasing. NHI's 2009 Annual Survey informed 54% of residents were high or maximum dependency and this increased to 65% in 2014. Approximately half – 45% - of residents in nursing home care have been clinically diagnosed with dementia.

The Department of Health's Review of the Fair Deal Scheme stated average length of stay in nursing homes has reduced from four years, when the scheme first commenced (2009), to 1.9 years. This is reflective of the increased dependency levels of residents requiring nursing home care and increases in the complexity of their care requirements.



**The increased dependency levels of residents (requiring additional nursing staff to provide adequate levels of care)**

In the 2009 survey of residents in Private and Voluntary Nursing Home 54% of residents were in the high and maximum dependency category

Since then in the latest survey 2014/2015 (Annual private Nursing Home Survey 2014/2015) over 65% of residents in Private and Voluntary Nursing Home care are of high or maximum dependency

This increased figure alone shows a large increase in dependency which will of course have an increased need for additional Health Care Assistants and Nurses.



## Summary

Based on the evidence within this document, both statistical and anecdotal, our argument that the recruitment of Health Care Assistants in the Nursing Home Sector is an issue is based on fact and evidence. This has been an issue for some time and remains an issue, this is indisputable.

Number required to fill all current member requirements (REF: Survey NHI Members September 2016)		
Extrapolated figures	Nurses	Carers
376	752	942

- Irelands population is getting older
- As a result, additional beds will be required into the future in Nursing homes
- Residents in nursing homes are older and more dependant which again means that additional nursing and care staff will be required for these residents
- We are already in a crisis in relation to Nursing and Care staff recruitment and retention, based on both the January 2016 and September 2016 surveys this issue has not abated in any way,
- It is a long term issue that requires a proactive time bound plan
- Care staff recruitment and retention is majorly adversely affecting the private and voluntary sector of the Health Care industry as well as the Public sector
- A solution must be found

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## In conclusion

Nursing Homes Ireland and its members are faced with the reality of day to day consistent, ongoing and sustained recruitment issues, both of Nurses and Health Care Assistants.

While there has been a very marginal reduction in the pressure surrounding the recruitment of Nurses, what our survey and all available evidence points to is that sourcing suitably qualified and interested Health Care Assistants has become much more of an issue.

It is understood that the first option for hiring Health Care Assistants is qualified candidates in Ireland and the EU however we would contend that for the above reasons these labour markets are not fulfilling the criteria or have the numbers of suitable, available, qualified and interested candidates.

Taking all of this into consideration as well as the supporting information in this document and appendices, NHI on behalf of its members request that Health Care Assistants are



added to the eligible list for work permits which as mentioned above will assist with non-EU nurse recruitment and retention

We would urge you to consider the arguments in the enclosed documents.

We would welcome an opportunity to discuss this further and are available to meet if appropriate



## **APPENDIX 1**

### **Member survey summary - January 2016**

**Number of members in total: 376**

**Responses received: 118**

**Percentage response: 31.5% response rate**

	Are you short Nursing staff at present?	Are you short Care assistant staff at present?	How many Nurses are you recruiting for at present?	How many Carers are you recruiting for at present?	Do you have difficulty recruiting suitably qualified care staff?	Would you be happy to recruit care assistants from outside of Ireland
Totals	66% Yes	58% Yes	300	356	70% Yes	86% Yes
Averages	44% No	42% No	3	3	30% No	14% No

	How many Nurses do you require to be fully staffed?	How many Carers do you require to be fully staffed?
Totals	1350	3424
Averages	11	29

### **Notes Ref Survey summary**

- Represents 118-member Nursing homes surveyed
- Numbers of Nurses and Care assistants for additional Nursing Home members will be in excess of this figure

### **The private and voluntary nursing home sector, through its 437 homes:**

- Provides direct employment to 24,000+ persons



## Appendix 1 (a)

### Member survey summary – September 2016

**Number of members in total: 376**

**Responses received: 110**

**Percentage response: 29% response rate**

Responses	110						
29% response rate	Are you short Nursing staff at present?	Are you short Care assistant staff at present?	How many Nurses are you recruiting for at present?	How many Carers are you recruiting for at present?	Do you have difficulty recruiting suitably qualified care staff?	Would you be happy to recruit care assistants from Non-EU countries	Would you be happy to recruit care assistants from Europe
Totals	61% Yes	55% Yes	241	314	64% Yes	85% Yes	95% Yes
Averages			2	3			

	How many Nurses do you require to be fully staffed?	How many Carers do you require to be fully staffed?
Totals	1507	3799
Averages	14	35



## APPENDIX 2

### Summary with regard to Care workers

#### National Skills Bulletin 2015

#### 9.7 Social and Care Occupations

- In 2014 there were approx. 102,000 persons employed in the selected social and care occupations, representing 5.3% of Ireland's workforce.
- With 52,000 persons employed, care workers/home carers accounted for 50% of overall employment in the selected occupations
- Between 2009-2014, overall employment levels in social and care occupations remained relatively static, with a modest average annual decrease of .4% (or equivalent to 2000; this rate of decline was similar to the national average rate)

#### Shortage indicators

- In 2014 there were 51,000 care workers of whom approx. half were part time and majority were female.
- This occupation is characterised by **high turnover rates**.
- In addition, this was among occupations with the highest number of transitions between employment, unemployment and economic inactivity.
- Based on transitions to economic inactivity, replacement demand was estimated at 7000 for care workers.
- **Given such a large level of movement, it is recognised that some employers may be experiencing difficulty attracting and retaining qualified care workers**

#### Graduate output

- 2014 3,300 in caring/nursing at NFQ level 5
- In addition, there were 4,800 job ready carers
- **Total: 8100 (surplus based on the 7000 requirement)**

Ireland's aging population will be a key driver of the future demand for care workers.

The CSO projects that by 2046, over one quarter of the population will be aged 65 and over while persons aged over 80 are expected to grow to half a million.

The extent to which this requirement translates into employment growth will partly depend on Government policy, given that a significant share of the care services are publicly funded.

Some employment expansion was already evident in recent job announcements including those by Euromedic Ireland, Bluebird care, Moorehall Lodge, RHS, Daffodil care etc

**NOTE Press release 17<sup>th</sup> July 2015 – it was noted “With improved job prospects across all sectors of the economy, issues with attracting and retaining staff are emerging in some areas eg hospitality, care and meat processing”**



## **APPENDIX 3**

### **Vacancy overview 2014 (Expert Group in Future Skills Needs – EGFSN) (published May 2015)**

#### **Caring, Leisure and other Services Occupation (Section 9)**

##### **Main points**

- Vacancies for caring occupations were more likely to be notified through DSP jobs Ireland and Irishjobs.ie.
- There was an increase in the overall number of caring vacancies notified between 2013 and 2014.
- In terms of sectors, vacancies most often occurred in the healthcare sector.
- Only 10% of care worker positions required candidates to be fully experienced.
- 2% of work permits issued in 2014 were for caring occupations, 63% of these permits were for spousal/dependant permits.



## **APPENDIX 4**

### **Nursing Homes Ireland**

#### **Member anecdotal evidence**

##### **Member – Letterkenny**

- There is a short fall of approximately 150 short term care beds in Cavan Monaghan at present
- To meet this need I considered opportunities to fit out short term bed facilities of up to 30 beds. To do this I would need to have a minimum of 5 care assistants per day. This means I would need to hire up to 25 care assistants immediately and 6 nurses. Because there are no care assistants or nurses available in the area I was unable to proceed with project.
- It is important to note that a shortfall of 150 short term care beds across Cavan/Monaghan would require a minimum of 900 care assistants at a ratio of 1:6 care assistants to residents to meet this demand.

##### **Group Member (Nationwide)**

Recruiting approximately 800 Care Assistants annually

Care Assistant turn over – on average 25%

Issues recruiting care staff a feature all over Ireland and in particular for this member in North county Dublin it is a major issue

##### **Issues that have come up in relation to recruitment and retention of staff**

- Candidates who have not worked in the health care industry previously, the staff are qualified but when they start work on a practical level they are not interested in progressing.
- Levels of English in relation to EU candidates



## Appendix 5: Summary of staffing surveys 2011 – present

Survey Summary 2011 - 2016				
August 2011	February 2012	August 2013	2014	January 2016
<p>61% of those surveyed had one or more nursing vacancy. 68% of the respondents said they had difficulty filling nursing vacancies in the past; 32 % said they did not. The survey indicates that there are 448 nursing posts immediately available in the nursing home sector.</p> <p>71% said they would be in a position to offer nursing employment in the next 12 months; 25% said they may be able to offer such employment and just 4% replied they would not be in a position to do so.</p> <p>Asked to give an indication as to the projected numbers of posts that would be offered, the survey indicated that up a total of 1,364 nursing posts will be created in the private and voluntary nursing home sector in the next 12 months.</p> <p><b><u>Respondents reported difficulties in fulfilling nursing vacancies, despite advertising such positions in local and national media. Respondents said that similar to the wider healthcare system they have had to recruit from abroad to fulfil nursing vacancies.</u></b></p>	<p>69 homes indicated they expect to create employment for 1,881 people during 2012</p> <p>61 homes expect <b><u>1,440 jobs to be created</u></b> during the construction of new builds/extensions during 2012</p> <p>60 homes (28.2%) of 213 respondents plan on creating additional capacity at their nursing home during 2012</p> <p>36 homes (17.5%) of 206 respondents are planning a new build during 2012</p>	<p>Nursing Homes Ireland (NHI) has announced that there are over <b><u>256 current vacancies ready to be filled in the nursing homes sector.</u></b></p> <p>The findings are <b><u>according to an NHI survey of 103 members</u></b> based across Ireland.</p>	<p>More than <b><u>200 nursing opportunities</u></b> exist within the gerontological care sector and the number is expected to grow in the next six to 12 months, a new survey by Nursing Homes Ireland reveals. The survey was conducted to coincide with Nursing Homes Week 2014 (16<sup>th</sup> to 22<sup>nd</sup> June) the annual celebration to promote nursing home care.</p> <p>232 opportunities were presently available for nurses</p> <p>241 opportunities were anticipated to become available in the forthcoming six to 12 months</p> <p>86% of opportunities presently available were for registered general nurses, 7.5% for Clinical Nurse Managers/4% for Directors of Nursing / 2.5% for other nursing roles. 94 nursing candidates within the surveyed homes were awaiting adaptation</p>	<p>118 member responses (31.5%)</p> <p>66% short Nursing Staff, 300 being recruited for on this date</p> <p>58% short care assistants, 358 being recruited for on this date</p> <p><b><u>**Based on these figures approximately 1000 nurses &amp; 1174 Care staff required by NHI members at this date (** Total respondents multiplied out to represent 100% ]</u></b></p>



## Appendix 6

### Geographical information from January 2016 survey

County	Number of Members	How many nursing homes responded	% of members who responded to survey	% of respondents recruiting nurses at present	% of respondents recruiting care staff at present
Carlow	5	2	40%	100%	50%
Cavan	4	3	75%	33%	33%
Clare	10	2	20%	100%	50%
Cork	45	15	33%	60%	40%
Donegal	9	2	22%	50%	50%
Dublin	90	28	31%	82%	71%
Galway	26	12	46%	50%	67%
Kerry	14	4	29%	25%	25%
Kildare	20	5	25%	60%	100%
Kilkenny	10	3	30%	100%	67%
Laois	3	1	33%	0%	0%
Leitrim	1	1	100%	100%	100%
Limerick	16	5	31%	80%	60%
Longford	0	0	100%	0%	0%
Louth	10	1	10%	100%	100%
Mayo	11	3	27%	33%	100%
Meath	16	4	25%	50%	25%
Monaghan	4	0	0%	0%	0%
Offaly	4	0	0%	0%	0%
Roscommon	7	5	71%	60%	60%
Sligo	5	1	20%	0%	0%
Tipperary	20	4	20%	50%	25%
Waterford	8	4	50%	50%	25%
Westmeath	7	3	43%	100%	67%
Wexford	13	7	54%	57%	43%
Wicklow	18	3	17%	100%	100%
<b>Total</b>	<b>376</b>	<b>118</b>			
<b>% of counties with 50% or more need for Nursing Staff or carers (of respondents)</b>		<b>73%</b>			



**Appendix 6 (a)**  
**Geographical information from September 2016 survey**

County	Number of Members	How many nursing homes responded	% of members who responded to survey	% of respondents recruiting nurses at present	% of respondents recruiting care staff at present
Carlow	5	3	60%	100%	50%
Cavan	4	1	25%	33%	33%
Clare	10	3	30%	100%	50%
Cork	45	15	33%	60%	40%
Donegal	9	1	11%	50%	50%
Dublin	90	28	31%	82%	71%
Galway	26	10	38%	50%	67%
Kerry	14	4	29%	25%	25%
Kildare	20	4	20%	60%	100%
Kilkenny	10	2	20%	100%	67%
Laois	3	1	33%	0%	0%
Leitrim	1	0	0%	100%	100%
Limerick	16	3	19%	80%	60%
Longford	0	0	100%	0%	0%
Louth	10	4	40%	100%	100%
Mayo	11	2	18%	33%	100%
Meath	16	3	19%	50%	25%
Monaghan	4	2	50%	0%	0%
Offaly	4	1	25%	0%	0%
Roscommon	7	3	43%	60%	60%
Sligo	5	2	40%	0%	0%
Tipperary	20	4	20%	50%	25%
Waterford	8	3	38%	50%	25%
Westmeath	7	3	43%	100%	67%
Wexford	13	5	38%	57%	43%
Wicklow	18	3	17%	100%	100%
<b>Total</b>	<b>376</b>	<b>110</b>	<b>32%</b>		
<b>% of counties with 50% or more need for Nursing Staff or carers (of respondents)</b>		<b>73%</b>			



## Additional member feedback September 2016 Survey

<p>A lot of the candidates may be in the process of doing their Fetac level 5 but <b><u>lack experience working in a nursing home</u></b> or Caring for the older person. It would appear <b><u>candidates are taking completely different career directions, many see the Fetac course as an easy options.</u></b></p>
<p><b><u>Finding quality Care Assistants is difficult. Seems a lot of people have completed Fetac L5 because they had to and are not committed to working in the Care industry</u></b> we take work experience Fetac L5 students and overseas students each year</p>
<p><b><u>I have a nurse from India working as care assistants here. Her visa will expire in December and then she will end up going back to her country ,they can't apply for a work permit as this is not in shortage list</u></b>.As she doesn't have required score for IELTS she can't apply as a nurse as well. We are impressed with the way she speak and deal with the resident. We always say we are short of nurses, but we actually have lots of graduate nurses with other countries registration and lots of experience who can't apply for registration in Ireland just because of IELTS exam. If NHI can come up with a solution it will be appreciated.</p>
<p><b><u>Not all care staff has suitable experience despite having QQI L5</u></b></p>
<p>Very difficult given <b><u>competition from the HSE</u></b> who are able to offer much higher other employers outside the industry</p>
<p>Plenty of people available but <b><u>most have only student visas or others have poor English or don't have the relevant qualifications</u></b>,ie they have FETAC but not in Healthcare !!</p>
<p>Yes, working within this specialty comparative to other care areas is very challenging. Stability is vital to the delivery of individualized resident care. The competencies of the staff required to safeguard the residents is very high. The workload is very difficult and ensuring that staff are kept motivated is a constant challenge.</p>
<p><b><u>Quality of candidate CV's is poor</u></b></p>
<p><b><u>European candidates typically have very little English literacy and are low skilled in this sector</u></b>, we would have much more opportunity to employ non EU candidates ( Philippines / India / Brazil) who's level of English and skills in caring are higher and with more expertise.</p>



**We are finding it very difficult to recruit suitable and appropriately skilled Healthcare Assistants.** Our location and the cost of renting locally is also a big issue for us.

**A lot of carers have moved to HSE nursing homes and hospitals**

Shortage of female HCA

We are financially unable to compete with the rates of pay and allowances paid by the HSE and the various charities (disability services)

I have difficulty at times because my Residents are mostly high to maximum dependency and the **type of Care Assistants applying for employment are very inexperienced or are really not interested in working with Older people. They are not suited to the position.** We need well qualified Carers who have experience and understanding of the level of care Older People require. I find often our best Carers are Nurses or Social Workers in their own country who cannot register in Ireland. I often pay them a different rate of pay for their experience and skills.

Salary is the most vital factor, we cannot afford to pay more experienced staff more money

**Level of English needs to be high to be able to converse offering Person Centred Care.** We only employ Fetac qualifications in care of the older person. A quality bench mark would be necessary for any overseas carers

Funding for paying HCAs the living wage rates as is now being driven by the likes of Aldi etc. Competitive pay is a real issue.

**It is imperative that all carers speak perfect English in order to be able to communicate clearly with Residents and Colleagues**

**Many reluctant to take on full time hours due to social welfare constraints. Others who have undertaken Fetac L5 Health Care Assistant course don't always work out as they don't like to job once tried.**

**LACK OF SUITABLE CANDIDATES**

**only getting inexperienced candidates for interview**

**we presently have 2 new units ready to open but can't get staff** if we could open the units it would empty beds in the acute hospitals



<p><b><u>It is very frustrating when there are experienced, trained staff available but we are not allowed to employ them</u></b> and yet nobody making that decision has spoken to us to find out what it is like on the ground.</p> <p>There are not enough experienced carers in Ireland</p>
<p>lack of enthusiasm for night/weekend work</p>
<p>We are under more and more pressure re the pay scales which no longer match our budget. Have heard of up to €15 an hour for carers</p> <p><b><u>Difficult to get people with good communication skills, correct qualifications and personality suited to caring</u></b></p> <p>FETAC Level 5 or equivalent, healthcare associated training required.</p>
<p><b><u>Quality of applicants over last quarter very, very poor</u></b></p>
<p><b><u>This year our staff have been targeted by the HSE and the charities</u></b> (Ability West, Daughters of Charity etc) that pay a higher rate than we can afford for less work - they pay €15 per hour and €30 on Sundays</p> <p><b><u>We accept students for the work experience module that are completing the fetac level 5 health assistance course on Ce schemes etc however my experience is that these students are undertaking the course in order to fulfil the criteria for social welfare benefits and have no intention of taking up employment in the sector. These schemes need to be examined carefully and people genuinely interested in the sector facilitated to undertake the training. I feel there should be a stipulation for the student to commit to at least 6 - 12 months paid employment on completion of the training</u></b></p> <p><b><u>Suitability &amp; qualifications</u></b></p>
<p><b><u>Some cares are restricted to the amount of hours they can work.</u></b></p>
<p><b><u>The clinical effectiveness of some graduates of QQI courses that are taken on line is not very good</u></b></p> <p>The impact of a "living wage" or any further increase in the minimum wage will have a serious impact on our ability to recruit care staff</p>
<p><b><u>Some of the current applicants have no awareness of the job and seem to have completed Fetac because they had to do a course. The older applicants do not hold Fetac and do not have the confidence to return to education to complete same.</u></b></p>
<p>People with common sense hard to come by</p> <p>Difficult to get staff who are happy to work nights</p>



Challenges: level of English; **genuine** motivation for elderly care; caring competence; availability for flexible, **full-time** hours; reputation of Nursing Homes as a professional career; Garda Vetting process taking too long if there is a problem with the notification email going to candidate. As we cannot track the status of the notification we must chase candidates to ask if they have made the submission; NH competition for talent; Salary and benefits

### **Additional member feedback (from initial submission April 2016)**

Further discussion with Nursing Home members in relation to carers has brought up the following issues that they are facing in relation to the recruitment and retention of Care Assistants

- Delays in getting Nurses registered with the Nursing and Midwifery Board of Ireland (NMBI) is adding to pressure on all staff in Nursing Homes
- Additional care staff are required to assist in alleviating some of this pressure where possible
- Care staff with experience, a qualification and a genuine interest in the type of work required of this role. **HIQA** – The sector is highly regulated by HIQA standards, one of the key areas of non-compliance due to the issues of recruiting Nurses and Care staff. Courses are being run countrywide with QQI Level 5 however the feeling is that while there are numbers doing the course, many of these applicants are not interested in progressing their career with the caring industry, in fact it has been suggested that a certain number are only doing the course because they are under obligation to do a course of some kind to maintain their status with the department of social welfare.
- **REF Appendix 6 in relation to specific counties which are struggling with the recruitment of care staff including Nurses and Health Care Assistants.**
- Early feedback suggests that as the economy improves the numbers doing these courses is decreasing, I was unable to get statistics from Solas and The Education and Training Board (ETBI) to back this theory up statistically.
- Some member Nursing Homes who are in a position to provide work experience to the QQI courses can find it easier to recruit from this initiative that they run, however it has been noted that the turnover of staff can be anything as high as 25% - 50% per annum.



Additional member feedback from Survey completed by NHI January 2016
The problem is not whether a carer has the qualification or not. It is the suitability to the role. I often find suitable carers with no Fetac 5 which in turn is an issue for HIQA.
care staff with experience and understanding of person centered care and dementia can be difficult to find
We get plenty of applications from qualified Fetac level 5 carers. Also we take students on placement and if we have a vacancy when they finish we keep them on.
Donegal and Derry training centres are training very high numbers of Fetac L5 care staff who regularly placed at this nursing home for their clinical placement It is my policy to seek full Garda clearance and references prior to commencement of the placements The outcome, having ensured that the students have been supervised during a 26 week placement renders a high number of suitably experienced prospective carers available (and seeking work) once they receive their Fetac L5 certs. There is no doubt that the process is time consuming at the commencement of the training programme, but the outcomes are excellent!
I would say that the supply of carer's has slowed and a lot of applicants have no qualifications or experience  very little cvs coming in over last 2 months- despite ads in paper and on website and in local shops
We need highly skilled Nursing Staff and highly qualified Healthcare Staff. Our nursing home depends on this very high skills mix due to the dependency level of our clients. It is difficult to obtain suitably qualified staff with the temperament for the job.
yes, tend to have FETAC level 5 but only minimal work experience as home help We have had increased difficulty recruiting RNs.  Healthcare assistants are leaving the nursing home to join the HSE, we train up new employees, provide further education and training in line with standards and then they leave.
we require a minimum of 2 FETAC level 5 relevant courses at least.



Staff do not have experience Staff have fetac training but often without work placement Some have fetac and work in community but are not suitable Very difficult to recruit nurses but have secured two nurses recently.
Not at the moment sometimes. We recruit only HCA with Fetac 5
Very difficult to find suitable carers at present, they may have fetac but not of caring nature. Just persons who do course after course - useless!
Very difficult to get qualified and experienced care staff. I would like recruit diploma of nursing candidates who has worked as nurses in eg. India but can not get nurse registration in Ireland .
People that don't mind doing hard work difficult to find  hard to gt interested and experienced staff
Nursing Staff are difficult to recruit due to HSE embargo been lifted. HSE are recruiting from Nursing Homes where new graduates are trained up by nursing homes. Agencies are placing staff & when the minimum 3mth period is completed they are re contacting staff with alternative offers. The NTPF fees paid to private nursing homes particularly in west of Ireland & north west restrict pay scales for staff and make it impossible to complete with HSE rates & sick pay etc .
We have had considerable difficulty recruiting nurses in the past year. However, we were fortunate to get a full time nurse on staff in December and this has relieved the shortage for the present time.
There are absolutely no nurses available to even interview. We have been to every agency, advertised locally and abroad and are with PCQ, none of which have been successful. 1 nurse has left to go to the HSE and another leaves in a month. If we cannot replace them, we will need to shut beds to maintain safety. HIQA has already assessed us as being understaffed with nurses and have quoted a ratio of 15:1 which we cannot meet
From recent experience we find that the quality of applicants does not met the standard we require.
Nursing staff is difficult to recruit



## Appendix 7 – Preferred supplier agency costs for the recruitment of nurses

# Agency packages – November 2015 - 16

Agency Fees negotiated with NHI at a reduced rate

Agency Fee costs		
Range from	€1950	To €4000 Plus 23% VAT

Some of the additional costs associated with recruiting a non-Eu Nurse		
Stage	Official Cost	
IELTS Testing	€350 (Review + Test cost)	
NMBI Assessment Fee	€350	
NMBI Registration Fee	€145	
Entry Visa Processing	€100+	
Atypical Working Visa Fee	€250	
GNIB Application (Atypical Work Visa)	€300	
Candidate flight to Dublin (Return)	€400 +	
Initial accommodation provided	€220+	
Critical skills employment permit/visa	€1,000	
GNIB Application (Critical skills permit)	€300	
Independent medical assessment – Where applicable	€180	
CPR/Manual Handling	€140	
Cost for adaptation or RCSI Aptitude test	€1,000/€2,500 (inclusive of NHI member discount 10%)	
Salary during adaptation (not applicable to RCSI Aptitude test)	€7.79 P/H	
*Costs as of today, environmental factors may change figures provided		

### Other factors to be considered

Costs related to deposits for long term accommodation/uniform costs/subsistence on arrival



## Appendix 8 – Key Industry Indicators

### Key Industry Indicators

The table below outlines the key industry indicators reported in each survey completed between 2003 and 2014. (Between the years 2003 and 2006 the survey was commissioned by the Irish Nursing Homes Organisation. This organisation subsequently joined with three other nursing home representative organisations to form NHI.)

	INHO Survey 2003	INHO Survey 2004	INHO Survey 2005	INHO Survey 2006	NHI Survey 2007	NHI Survey 2009/ 2010**	NHI Survey 2014/ 2015
Occupancy	89.00%	86.80%	86.10%	89.40%	91.20%	86.40%	90.58%
Weekly rates*	€557	€578	€640	€694	€778	€850	€896
Number of beds	14,946	16,461	17,722	17,909	18,883	20,590	22,342
Number of homes	408	427	431	433	435	447	437
Population ≥ 65 per private bed	29.1	26.5	24.6	24.3	24.8	22.7	23.8
Staff costs as a % of turnover	56%	56%	57%	60%	60%	62%	61%
% of respondents planning to create additional beds within a year	42%	21%	24%	29%	22%	20%	42%
% of total beds contracted to HSE in homes with HSE contract beds	Not captured in 2003 Survey	32%	41%	30%	28%	32%	9%

\*This is representative of the **national average** 'Fair Deal' rate across all room types and all regions. Large variances exist amongst the various HSE regions.

REF: Appendix 8: Key industry indicators which supports this discussion document

REF: Appendix 9: Potential measures to encourage provision of nursing home and community nursing unit facilities- Final report to the department of health



## Appendix 9

**An additional report done in 2015 by DKM Economic consultants states the following which strengthens our position stated within this document**

***“Potential measures to encourage provision of nursing home and community nursing unit facilities – Final report to the department of health”***

**30<sup>th</sup> July 2015**

A number of other barriers have been identified during our consultations and analysis of the sector, and are discussed below.

### 3.3.1 Suitably Qualified Staff

The availability of suitably qualified staff appears to be an increasingly important issue for the private sector, both in terms of nurses and management.

With respect to nurses, issues include:

- dependence on overseas recruitment;
- the process of adaptation of overseas recruits in order to gain registration in Ireland, which is dependent on the public hospital system and NMBI; it is noted that registration is significantly slower than in the UK, taking months instead of weeks;
- competition for staff with the HSE, now that the latter has recommenced hiring. We note that the HSE itself is experiencing difficulties in recruiting staff in the care of older person's area at the moment.

Potential Measures to Encourage Provision of Nursing

Home & Community Nursing Unit Facilities – Final Report

With regard to management, it has been stated to us in confidence that investors looking at consolidation or expansion in nursing homes in Ireland may not see current management in the industry as sufficiently experienced to run larger groups of homes to very high standards. Likewise, parties looking at consolidation or expansion may need to bring in experienced management from abroad