

Proud to Care

WEST SUSSEX

**Supporting you with
Recruitment and Retention**

**Promote job vacancies and careers
in the Adult Care market across
West Sussex for free**

Proud to Care Website

- Launched February 2019
- Advertising your job vacancies
- Employer hub
- One stop shop of resources for people considering a career in care including some great case studies.
- ARE YOU WITH US? – CAN WE HELP?
- 242 Live Adverts from 123 providers

1-2-1 Support visits - We come to you

- How to advertise on Facebook
- Improve your job adverts
- Review and improve your interview questions
- Support and guidance with recruitment & retention issues

Events and Campaigns

Deliver Recruitment Event days

- Free to you to attend
- We promote events to generate interest
- Recently in Chichester, Worthing and East Grinstead

☐ **Targeted Campaigns** – parents/overs 50`s/students

☐ **Promote jobs in care** - Job Centres/Colleges/Uni`s

☐ All advertising/expressions of interest are directed to your vacancies on the Website.

What are your Recruitment & Retention Challenges?

- ❖ Quality of staff
- ❖ No shows for interview
- ❖ Competition with other sectors who pay the same e.g supermarkets
- ❖ Not enough experienced staff out there.
- ❖ Not able to offer guaranteed hours
- ❖ Train them and then they leave
- ❖ Presumptions about working in Care – ‘no career progression’ etc

Addressing the challenge

- ✓ Today is about testing how we commission differently and if we do how might that affect the way you recruitment staff
- ✓ the 'do something different ' opportunity to consider change
- ✓ if we commissioned differently, how might that affect staff retention?
- ✓ how would you change your service and practice to enable that to happen?'

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Presentation notes

- You know your market we want to work with you to share insight with us about the future
 - How might the dom care service change in the future?
 - How might your business model need to change?
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- ☐ Prevention to stop hospital admissions
 - ☐ Supported living in your own home
 - ☐ New technology
 - ☐ Young people living in older peoples properties
 - ☐ Prevention to identify support needs as they arise
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- How might that affect the way you recruitment staff , their skills set , values, training, pay?
 - Demand for care is increasing and we are all struggling to meet care packages and have staff to provide services as they are currently arranged . What needs to change?

Workshop feedback

The following slides incorporate the feedback from all of the table discussions in the recruitment and retention workshops throughout the engagement day

How might the Domiciliary care service change in the future?

How might your business model need to change?

KEY THEMES:

- Block bookings and packages to be offered to providers
- Commission/brokerage team to offer groups of clients based on locations to providers
- Increase rates to cover staff travel costs
- Need to promote Care and remove stigma around the sector
- Educate people on what the role is really like
- Make the role more attractive to people
- Providers are keen to encourage and embrace re-ablement but feel longer call times needed to do this
- Need to commission longer call times
- Providers want to proactively work together
- Although technology available not affordable, readily available or fully utilised

What needs to change?

How might changes to your business affect the way you recruit staff, their skill sets, values, training and pay?

KEY THEMES

- Investment required to cover staff travel costs and increase wages
- More promotion of care as a sector as a whole
- Support for young people to do work experience as a gateway into the role
- Longer call times to allow for better quality person centred care.