

Appendix 1 – Feedback from Engagement with Providers Oct 2023

- All providers cited staff pay, recruitment and retention as the largest pressure on costs
- Some providers feel that the requirements for carers to register with Social Care Wales will see more pressures on time/finance as well as some workers leaving the sector.
- There are varied borrowing / finance arrangements for homes, these arrangements, interest rates and business models impact greatly on what providers see as their bottom line.
- Smaller homes have tighter margins, meaning even one or two voids could erode any profits.
- Some homes reported utility costs as having an impact on their running costs. Others said that they were in fixed term contracts, meaning they have yet to feel the impact of any increases.
- Other costs impacting care homes include a rise in insurance premiums and a rise in food costs.
- Queries raised in relation to whether the aspirations of the Social Services and Wellbeing Act are truly reflected in the methodology used to calculate fees, questioning whether Welsh Government are actually willing to pay what it would cost to deliver under the Act.
- There is a genuine appetite for more engagement with the Local Authority, all providers said that they would welcome a relaunch of the Provider Forum.