

STAND UP FOR SOCIAL CARE



Kevin Lucas
UNISON North West

End the crisis now!

Protect us | Pay us | Listen to us | Support us

UNISON

UNISON



UNISON

UNISON

Personal Care 07:30-07:47 (0.25) KeySafe	
Personal Care & Medication 07:54-08:07 (0.22) KeySafe	
Personal Care 08:24-08:39 (0.22)	
Personal Care 09:00-09:07 (0.08)	
Personal Care & Medication 09:18-09:28 (0.14) KeySafe	
Personal Care 09:38-09:39 (0.02)	
Food Preparation 09:41-09:49 (0.10) KeySafe	
Personal Care 09:58-10:16 (0.35) KeySafe	
Personal Care 10:21-10:30 (0.15) KeySafe	
Personal Care & Medication 10:41-10:53 (0.20)	
Food Preparation 11:00-11:14 (0.30) KeySafe	
Personal Care & Medication 11:24-11:31 (0.12) KeySafe	
Food Preparation 11:53-12:02 (0.15) KeySafe	
Food Preparation 12:02-12:11 (0.15) KeySafe	
Food Preparation 12:15-12:30 (0.25) KeySafe	
HomeCareSelect Core 13:25-13:55 (0.50) KeySafe	
Personal Care 13:58-14:10 (0.25) KeySafe	
Personal Care 14:10-14:40 (0.50)	

Time	Client Signature
Personal Care 14:10-14:40 (0.50) KeySafe	Bed.
Personal Care 14:40-14:55 (0.25) KeySafe	Bed.
Personal Care 15:15-15:30 (0.25) KeySafe	
Food Preparation 15:34-15:45 (0.25) KeySafe	
Personal Care & Medication 15:49-16:00 (0.25) KeySafe	
HomeCareSelect Core 16:00-16:30 (0.50) KeySafe	
Food Preparation 16:30-16:50 (0.33) KeySafe	
Food Preparation 16:50-17:10 (0.33) KeySafe	
Food Preparation 17:10-17:30 (0.33) KeySafe	
Food Preparation 17:30-17:45 (0.25) KeySafe	
Personal Care & Medication 17:45-18:05 (0.33) KeySafe	
Food Preparation 18:05-18:20 (0.25)	
Food Preparation 18:20-18:35 (0.25) KeySafe	
Personal Care 18:40-19:00 (0.33) KeySafe	
Personal Care 19:00-19:15 (0.25) KeySafe	
Personal Care 19:15-19:30 (0.25) KeySafe	
Personal Care 19:30-19:50 (0.25) KeySafe	
Personal Care 19:50-20:05 (0.25) KeySafe	

Time	Client Signature
Personal Care 20:05-20:35 (0.33) KeySafe	
Personal Care 20:25-20:45 (0.33)	
Personal Care & Medication 20:45-21:00 (0.25) KeySafe	
Personal Care & Medication 21:00-21:15 (0.25)	
Personal Care 21:15-21:30 (0.25) KeySafe	
Personal Care & Medication 21:30-22:00 (0.50) KeySafe	
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Personal Care 23:00-23:20 (0.33)	
Personal Care & Medication 23:20-23:50 (0.50) KeySafe	
Personal Care 23:50-00:20 (0.50) KeySafe	
Personal Care 03:00-03:45 (0.75) KeySafe	
Personal Care & Medication 03:45-04:00 (0.25) KeySafe	
Personal Care 04:00-04:15 (0.25) KeySafe	
Personal Care 04:15-04:30 (0.25) KeySafe	
Personal Care 04:30-05:00 (0.50)	
Personal Care 05:00-05:30 (0.50) KeySafe	

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Personal Care 07:33-07:47 (0.14)	
KeySafe	
Personal Care & Medication 07:54-08:07 (0.13)	
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Personal Care 08:24-08:37 (0.13)	
Personal Care 08:50-09:03 (0.13)	
Personal Care & Medication 09:18-09:31 (0.13)	
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Personal Care 09:38-09:51 (0.13)	
Food Preparation 09:58-10:11 (0.13)	
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Food Preparation 10:38-10:51 (0.13)	
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Food Preparation 11:08-11:21 (0.13)	
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Personal Care & Medication 11:28-11:41 (0.13)	
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Food Preparation 11:53-12:06 (0.13)	
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Food Preparation 12:08-12:21 (0.13)	
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Food Preparation 12:28-12:41 (0.13)	
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Home Care Select Care 12:48-13:01 (0.13)	
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Personal Care 13:08-13:21 (0.13)	
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Food Preparation 13:28-13:41 (0.13)	
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Time	Client Signature
Personal Care 12:10-12:30 (0.25) KeySafe	BED.
Personal Care 12:30-12:55 (0.25) KeySafe	BED.
Personal Care 12:55-1:15 (0.25) KeySafe	
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Personal Care	Client Signature
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23:30-00:00 (0.50) KeySafe	
Personal Care	
01:00-03:45 (0.75) KeySafe	
Personal Care & Medication	
03:45-04:00 (0.25) KeySafe	
Personal Care	
04:00-04:15 (0.25) KeySafe	
Personal Care	
04:15-04:30 (0.25) KeySafe	
Personal Care	
04:30-05:00 (0.50)	
Personal Care	
05:00-05:30 (0.50) KeySafe	

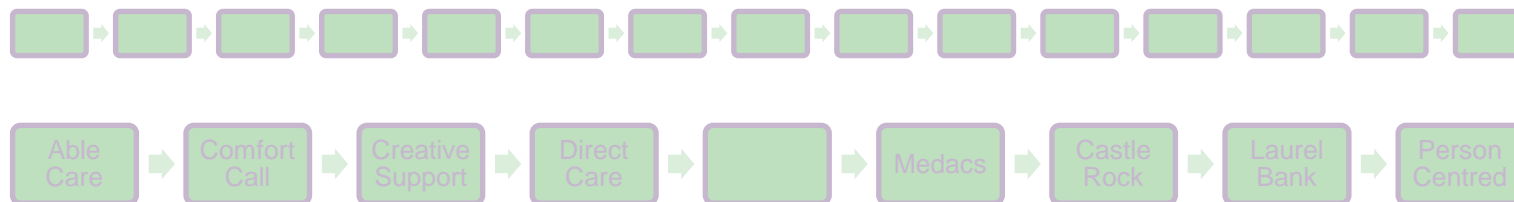
CITY & COUNTY HEALTHCARE £13m profit 2016





GRAPHITE CAPITAL
£124m Revenue

CITY & COUNTY HEALTHCARE



Key Initial Lessons:

Business model relies upon maintaining a low paid, precariously employed, resistless workforce.

Strong workplace trade unionism inconsistent with this model. Effective organising met with extreme employer hostility & aggression.

Care workers understand the workplace balance of power.

Strategy must acknowledge workplace weakness & organise care workers away from the workplace, targeting Cllrs as commissioners to secure minimum employment standards including right to organise.

CARE WORKERS vs. COVID-19

Support us to stop the spread

Careworkers VS Covid19 Survey

2,800 responses across 1,000 care settings



- **PPE Shortages**

"The best thing I can suggest is try & see if you can build some personal PPE from things at home ... I don't know if it will be 100% fool proof but if it eases your anxieties its worth a try" #keepyourchinuplady #allinthistogether. – Wirral Home Manager May 2020 (Govt App)

- **Clinically vulnerable workers forced to attend work despite NHS advice to shield**
- **8/10 believe they would not receive normal pay for Covid related absence for sickness, self-isolation or shielding. Poverty, or fear of poverty, was exacerbating transmission.**

"I started experiencing symptoms of coronavirus. I had a temperature while at work. I came home feeling really bad, and was struggling with my breathing so I had to self-isolate... I had a big deduction to my wages which I couldn't afford.... I did wonder if I should just try to work through it" . Wigan Careworker.

SUPPORT US TO STOP THE SPREAD



As care workers, we are calling for urgent action now to protect vital care workers, the elderly and those most at risk to the spread of COVID-19.

1.Protect Our Health – Priority testing for care workers to limit the spread of disease to vulnerable patients and service users. Guarantee all essential training and personal protection equipment (PPE) to all frontline workers (e.g. goggles, masks, hand sanitisers, thermometers) in line with Public Health England guidance.

2.Protect Our Pay – Full normal pay for all those required by government guidance to self-isolate or who become ill because of COVID-19, in order to prevent unnecessary spread of infection. This includes all staff on zero-hour contracts, bank/relief contracts or multiple contracts.

3.Protect Our Employment – Ensure no-one is dismissed or laid-off for staying at home to care for themselves or their family.

4.Protect Our Families – Carers leave on full-pay for workers caring for a dependent who has COVID-19 or for whom childcare is unavailable.

Thank You for Supporting us to Stop the Spread

Jackie Hinchliffe, care worker & activities coordinator and UNISON steward in Warrington

18 / 23 NW Commissioning Councils Signed

Eg Liverpool - £6.2m package

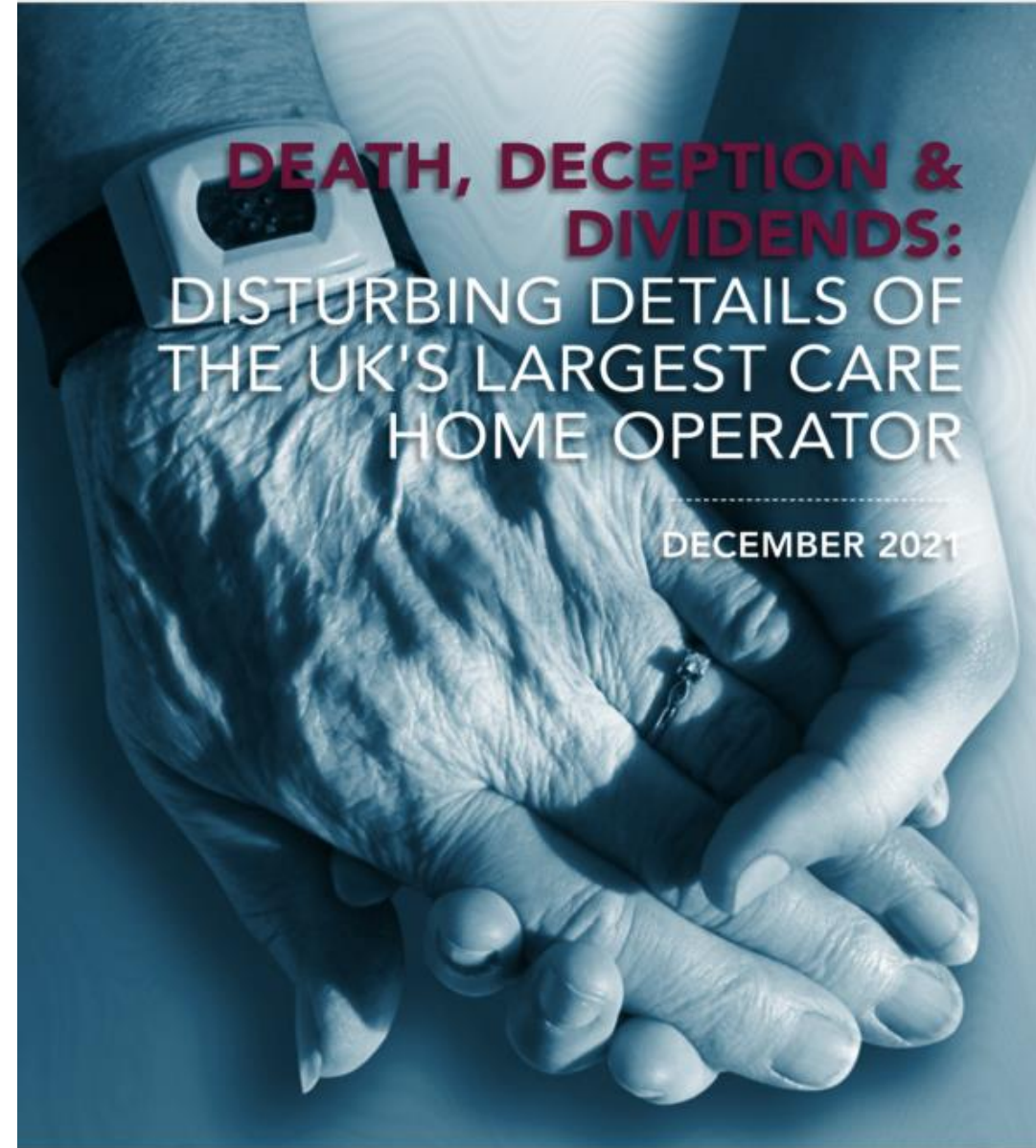
100% additional cost met by public sector

Some providers in some areas still refused to pay above SSP

Eg HCOOne – CICTAR Report / Panorama

2020

- £19m additional funding
- Called for more
- Reduced Staffing
- Increased Director Pay
- £5m dividend payments
- £18m interest / £25m lease payment to "related parties via Caymen Islands
- Dividends plus inflated internal costs – 30% income as profit



DEATH, DECEPTION & DIVIDENDS:
DISTURBING DETAILS OF
THE UK'S LARGEST CARE
HOME OPERATOR

DECEMBER 2021



Centre for
International
Corporate Tax
Accountability
and Research



Liverpool - £24m PA Home Care
2,400 Clients
23 Commissioned Providers. 3 = 60% care

- Liverpool Home Carers Ltd (10% profit + 19% overheads to Parent Co.)
- Local Solutions Charity (£468k director pay)
- Merseyside Julie Anne Charity (£2.6m reserves)

WHO CARES?

**Reinventing Adult Social Care:
Insourcing and restoring the public good**

This report was prepared by a Scrutiny Panel established by the Social Care and Health Select Committee of Liverpool City Council. The panel's members are Councillor Alison Clarke, Councillor Angela Coleman, Councillor Elizabeth Hayden, Councillor Sarah Jennings, Councillor Steve Murby (chair), Councillor Nick Small, Jayne Davies (GMB), Kevin Lucas (UNISON).

Alternative:

- £4m for Operational Overheads
- £20m - NJC LG Pay Spine / £11.18p/h (£20,300 PA) + LG Pensions
- Cost £25,680 = 780 Staff = 1 carer per 3 clients

1. Confirm that you will review your social value commissioning to ensure that providers are required to:

- a) Pay occupational sick pay from the first day of absence, and at a rate and for a duration that allows staff to stay away from work when they are ill.
- b) Pay holiday, sleep-ins and travel-time at the appropriate full hourly rate.
- c) Pay £10 per hour as a minimum starting salary End the use of zero hour contracts and ensure that staff can have contractual hours that reflect the actual hours that they regularly work.
- d) Recognise and negotiate with trade unions.

2. Join the [Stand Up For Social Care Councillors' Network](#) to strengthen social value commissioning and develop an alternative model of social care that will be delivered in-house and that will put workers and service-users before private profit

**STAND UP
FOR SOCIAL
CARE**

UNISON
North West

Care workers
FOR CHANGE

**End the
crisis now!**

Protect us | Pay us | Listen to us | Support us