

Diversity impact assessment

Appendix 1

TITLE Provision of Residential and Nursing Care Services for Older People (Aged 65+) Diversity Impact Assessment

DATE August 2025

LEAD OFFICER. Michelle Balderston, Senior Contract Management Officer, Adults Partnership Commissioning Team

1. Summary description of the proposed change

What is the change to policy / service / new project that is being proposed?
How does it compare with the current situation?

The proposal is to recommission the Residential and Nursing Care contract for Older People (Aged 65+), with the new contract commencing 2026. Residents with existing care packages will remain unchanged and will arrive at a natural conclusion, or the assessed needs of the resident changes.

All Residential and Nursing Care for Older People (Aged 65+) providers must be registered with the Care Quality Commission (CQC).

Currently, Medway Council uses a Framework of providers to purchase Residential and Nursing Care for Older People (Aged 65+), and the Council does not guarantee any volume of service to providers on the Framework.

The existing contract was drafted in 2007 and urgently requires updating to include current regulations and legislation; including the Care Act 2014 and its amendments, as well as local policies and procedures.

In addition to the above, there have been significant challenges and changes to the care sector, since 2007 including,

- a decrease in residential placements for older people (65+ age group)
- an increase in use of supported living and extra care accommodation
- a need for bedded accommodation to support older people with complex needs and behaviours that challenge
- national changes to hospital discharge pathways during COVID-19 have decreased residential and nursing care capacity locally for this age group

Current bandings for older people (aged 65+) are; standard dementia, dementia residential, standard nursing and dementia nursing. The recommissioning of this service presents an opportunity to review the existing band rates and scope out categories of care needs.

Medway Council's Brokerage Team process referral for assessed individuals requiring residential or nursing care and frequently report that sourcing

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placements for those with complex needs/ behaviours that challenge are difficult to secure. This is partly due to individuals with undiagnosed dementias but the lack of specific care provisions within our own geographical area which suit and can adapt to the individuals' needs. Some individuals are placed into both residential and nursing beds which are much more expensive than the agreed band rate. Medway Council individually purchases placements for older people outside of Medway's geographical area where specialist care provision cannot be found, often at a higher rate.

The commissioning intention is to;

- Reduce the need to spot purchase or individually contract for complex/specialist care for older people (Aged 65+) by amending the current bandings to reflect an individual's mental and physical level of need rather than a diagnosis of dementia
- Create comparative services for providers who operate across the Medway and Kent border, contributing to greater market management on a collective basis
- Supports the national and local principles of social care and health integration

2. Summary of evidence used to support this assessment

E.g.: Feedback from consultation, performance information, service user.

E.g.: Comparison of service user profile with Medway Community Profile

Medway community profile information

The [Adult Care and Support Joint Strategic Needs Assessment \(JSNA\) 2024](#) anticipated that the percentage of residents aged over 65 years will increase by 24% by 2040, representing an additional 11,400 number of people. The largest increases are predicted in the older age cohorts with particularly large increase of 55% in those aged 85+, representing an extra 3,100 people.

Care and support needs generally increase with age, with the number of people over 80 needing help and support with at least one self-care task and/or one domestic task projected to increase by 43% in women and 53% in men by 2040.

A large number of older people implies increasing age-related conditions such as dementia, multimorbidity (where someone has multiple health conditions), frailty and falls, as well as more older adults with disabilities.

Dementia

An ageing population is likely to see increases in conditions such as dementia. Applying the population projection method above, there is a sharp increase in the number of older people with dementia between 2023 and 2040. Other projections indicate a greater potential increase, with a rise by 46% over a shorter time period between 2019 and 2030.

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Internal analysis in 2024 showed a sharp increase in proportion of residential and nursing clients with dementia before the pandemic. Additionally, an estimated 3,170 people had dementia in 2019, of whom 1,835 severe dementia.

The Adult Social Care Market Position Statement (MPS), as a priority due to limited capacity, outlines the need for good quality nursing and high frailty dementia nursing care, ensuring we meet the complex needs of our most vulnerable population.

Care home resident activity

In July 2025, Care Quality Commission (CQC) data confirmed there are currently 14 nursing and 29 residential care homes in Medway for older people (aged 65+). These homes have a combined total of 1546 registered beds.

The table below shows the number of older people (aged 65+) (clients) living in Residential or Nursing Care homes in Medway.

Medway Adult Social Care Performance Data			
	Residential Care	Nursing Care	Total
Clients supported during 2023/24	561	376	937
Clients supported during 2024/25 (to date)	565	375	940
Clients in live placements as of 27/03/2025	442	228	650

Profile of care home residents (age/ethnicity/disability etc.)

Medway Adult Social Care Performance Long Term Digest Data (13 months as of 31 July 2025) showed:

- Nursing Care**
 More females than males, 84.8% white British, non-stated religion 81.9% followed by Christian (Church of England) 13%
- Residential Care**
 More females than males, 88.9% white British, non-stated religion 77.6%, followed by Christian (Church of England) 17.5%

Consultation

Internal (Medway Council) Consultation:

An options appraisal paper was presented to the Children and Adults Divisional Management Team (CADMT) in April 2025, followed by a Gateway 1 report to the CADMT in July 2025. The Gateway 1 report seeking permission to recommission the service, will be presented to Procurement Board mid-August 2025 and Cabinet late August 2025.

External Stakeholder Consultation:

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On 29 April 2025 Adult's Partnership Commissioning Team held an in-person market engagement event with Residential and Nursing Care providers, facilitating workshops around specific themes to gain feedback to inform and improve the existing service.

Healthwatch Medway representatives attended the event to promote the Kent and Medway Care Home Managers' Project which seeks views on development opportunities, system relationships and feedback on winter planning.

Healthwatch Medway also agreed to visit care homes to engage with residents both face to face and via a survey as part of their 'Have Your Say' workstream.

The outcomes and views captured by Healthwatch Medway will be shared with Adults Partnership Commissioning during August 2025 and considered as part of the wider stakeholder engagement exercise for the provision of Residential and Nursing Care for Older People (Aged 65+). In addition, the Adult Partnership Commissioning Market Shaping and Engagement Team will be engaging with care home residents, families, and care home staff through various surveys. The intention is to capture their views and use this to inform service design and further improve the quality of services commissioned.

3. What is the likely impact of the proposed change?

Is it likely to:

Adversely impact on one or more of the protected characteristic groups

Advance equality of opportunity for one or more of the protected characteristic groups

Foster good relations between people who share a protected characteristic and those who don't

(insert Yes when there is an impact or No when there isn't)

Protected characteristic groups (Equality Act 2010)	Adverse impact	Advance equality	Foster good relations
Age	NO	YES	YES
Disability	NO	YES	YES
Gender reassignment	NO	YES	YES
Marriage/civil partnership	NO	YES	YES
Pregnancy/maternity	NO	NO	NO
Race	NO	YES	YES
Religion/belief	NO	YES	YES
Sex	NO	YES	YES
Sexual orientation	NO	YES	YES

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Other (eg low-income groups)	NO	YES	YES
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4. Summary of the likely impacts

Who will be affected?

How will they be affected?

Recommissioning Residential and Nursing Care Service for Older People (Aged 65+) will advance equality for future residents, providers, and local health and community services.

Negative impact(s) on any protected characteristic groups listed above are unlikely and fostering good relations amongst groups is likely.

The service will give increased insight into the experiences of those with the below characteristics and whether there are differences in peoples experience, accessibility, and outcomes when placed in the residential or nursing care homes.

- Age
- Disability
- Gender reassignment
- Marriage/Civil partnership
- Race
- Religion/belief
- Sex
- Sexual orientation
- Other (e.g. low-income groups)

Residential and Nursing Care is for people aged 65+ and therefore pregnancy and maternity pathways are not supported by this service. The service will not exclude individuals from accessing the service based on any other protected characteristic.

5. What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?

What alternative ways can the Council provide the service?

Are there alternative providers?

Can demand for services be managed differently?

Under the Care Act 2014, Medway Council Local Authority has a statutory duty to provide residential and nursing care services to eligible adults.

There are 43 Residential and Nursing Care homes in Medway registered with the CQC to deliver care to Older People (aged 65+), a number of who are experienced in delivering support to individuals with dementia, complex and/or behaviours that challenge.

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The specification will be developed with particular attention on providing equity of service to all as well as accommodating additional needs such as those with sensory disabilities. The service provided will be sensitive to, and meet, the residents cultural and/or religious beliefs and must accommodate their needs and wishes when providing care.

6. Action plan

Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence

Action	Lead	Deadline or review date
Quarterly reporting on resident profiles by characteristic	Provider	October 2026
Resident representation involved in an advisory capacity for contract development	Adults Partnership Commissioning Team	April 2025

7. Recommendation

The recommendation by the lead officer should be stated below. This may be: to proceed with the change, implementing the Action Plan if appropriate, consider alternatives, gather further evidence

If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.


As part of the recommissioning process, we will undertake engagement with internal and external stakeholders, health and community sectors in order to inform the development of the service specification and outcomes for future residents.

The recommendation is to proceed with the change and recommission the Residential and Nursing Care Service for Older People (Aged 65+) and implement the Action Plan above.

8. Authorisation

The authorising officer is consenting that the recommendation can be implemented, sufficient evidence has been obtained, and appropriate mitigation is planned, the Action Plan will be incorporated into the relevant Service Plan and monitored

Assistant Director



Date of authorisation

12th August 2025