

Bury Adult Social Care Market Overview 2026



Bury has **108 CQC registered care providers**, of which **98 providers** are commissioned by Bury Council and allocated to Quality Assurance Officers.

The quality of services across the borough remains strong, with 91.8% of CQC registered providers rated Good or Outstanding, significantly outperforming regional and national averages:

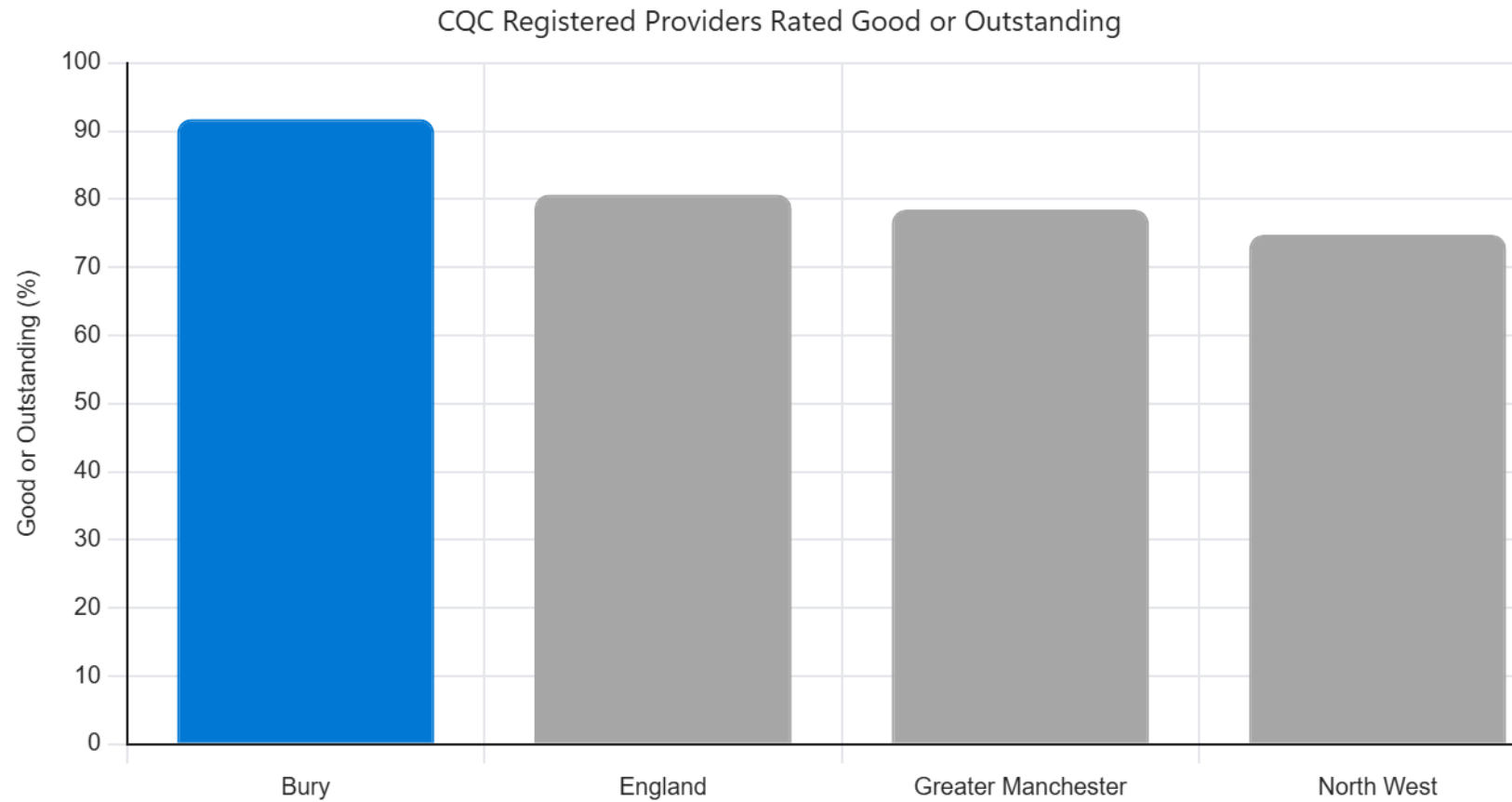
Bury: 91.8%

Greater Manchester: 78.5%

England: 80.7%

North West: 74.8%

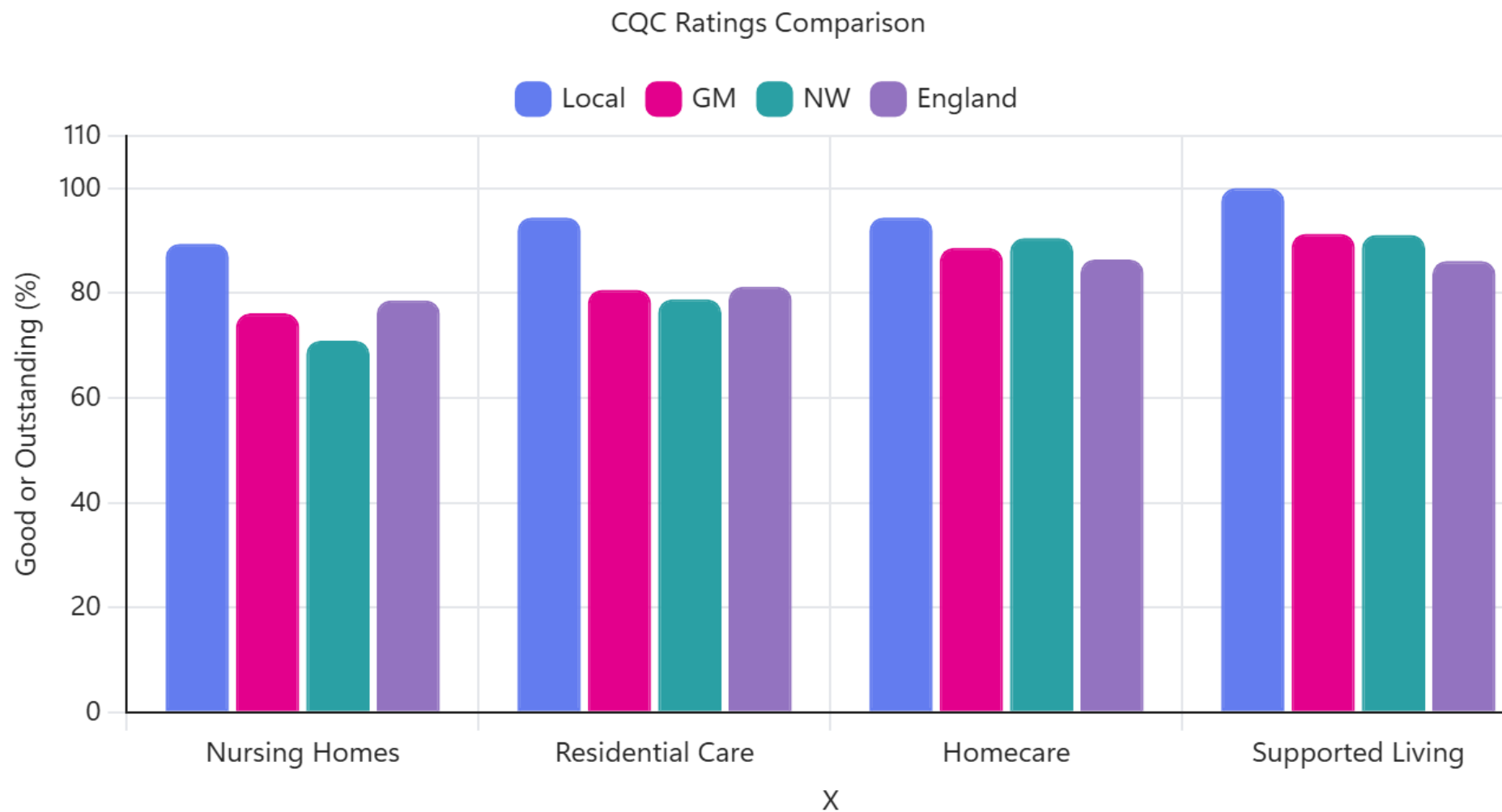
Providers CQC against GM/NW/England average



Performance by Service Type

- **Nursing Homes:** 89.4% rated Good or Outstanding (same as Wigan)
 - GM 76.1%
 - NW 70.9%
 - ENG 78.6%
- **Residential Care:** 94.4% rated Good or Outstanding
 - GM 80.6%
 - NW 78.8%
 - ENG 81.2%
- **Homecare:** 94.4% rated Good or Outstanding
 - GM 88.6%
 - NW 90.5%
 - ENG 86.4%
- **Supported Living:** 100% rated Good or Outstanding
 - GM 91.3%
 - NW 91.1%
 - ENG 86.1%

Performance by Service Type



Workforce Capacity and Capability

The adult social care workforce continues to demonstrate resilience and growth. Skills for Care's Adult Social Care Workforce Data Set (ASC-WDS) completion rate improved from 58.7% in Quarter 2 to 59.8% in Quarter 3, providing a stronger evidence base for workforce planning and market development.

Across independent care providers in Bury:

Total available posts: 4,500

Filled posts: 4,200

Full-Time Equivalent (FTE) workforce: 3,300

Vacancy rate: 8.1%

Turnover rate: 24.5%

Starters rate: 18.7%

Leavers during 2025/26: 950

Source: [Adult Social Care Workforce Data Set](#) accessed 10th August 2026.

Workforce Demographics

The workforce profile highlights both strengths and future challenges:

47% of the independent care workforce is aged over 55, indicating a highly experienced workforce but also highlighting the importance of succession planning and future recruitment.

53% of new recruits come from within the adult social care sector, demonstrating the sector's ability to retain skilled workers.

47% of recruits enter from outside the sector, evidencing success in attracting new talent into care careers.

Only 17% of the workforce is male, reflecting the continuing gender imbalance within adult social care and the opportunity to further diversify the workforce.

Bury Care Academy

The independent care sector has also seen a notable improvement in recruitment and retention, with vacancy levels reducing from **12% to 7% during the last quarter**.

This progress has been supported by the establishment of the **Bury Care Academy**, which has played a significant role in strengthening workforce capacity, supporting career development, and improving recruitment outcomes across the local care market.

Source: BCA academy Q2 report

Key Strengths

- 108 CQC registered providers operating across Bury.
- 98 commissioned providers supported through dedicated Quality Assurance arrangements.
- 91.8% of providers rated Good or Outstanding, significantly above regional and national averages.
- Strong homecare quality performance, with 94.4% rated Good or Outstanding.
- ASC-WDS completion improving from 58.7% to 59.8%.
- Vacancy rates reducing from 12% to 7% through targeted workforce initiatives.
- Successful establishment of the Bury Care Academy.
- No provider failures in the past two years.
- Effective intervention to prevent provider failure in May 2026, ensuring continuity of care and employment.
- Strong recruitment pipeline, with almost half of recruits entering the sector from outside adult social care.

Market Sustainability and Provider Resilience

Bury has experienced **no provider failures during the last two years**, reflecting the resilience of the local care market and the effectiveness of market oversight, quality assurance and commissioning arrangements.

In **May 2026**, a potential provider failure was successfully averted through a proactive and coordinated response led by the Commissioning Team. TUPE arrangements were implemented to ensure continuity of care and protect the workforce. As a result:

All customers were successfully transferred, and **no individual was left without care or support**.

All affected staff transferred to the new provider with **no loss of employment**.

Service continuity was maintained throughout the transition with minimal disruption

Strategic Consideration

While the market remains stable and high performing, workforce demographics indicate a need for continued focus on recruitment, retention and succession planning.

With **47% of the workforce aged over 55** and **only 17% male representation**, there are opportunities to broaden the workforce, attract younger workers, and increase diversity while continuing to build on the success of the Bury Care Academy and wider workforce development programmes.

Complaints (Community Commissioning)

Overdue Complaints

Total formal complaints 4

Concerns 1

LGSCO enquiries 1

Total open cases: 6

Case Status

1 Overdue case (**16.7%**)

5 cases within timescale/open (**83.3%**)

Formal Complaints Within Timescale

Complaints currently within timescale: 3

Total formal complaints: 4

Summary of formal complaints as at 12 August 2026

75% (3 of 4) formal complaints are currently within their response timescale

25% (1 of 4) formal complaints are overdue

The overdue complaint is ASC2627.39 which requires a response by 14 August 2026

Key points illustrated below: 1 overdue case (16.7%)
5 cases within timescale/open (83.3%)

Open Cases Status (11 Aug 2026)

