

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

**CARE AND SUPPORT WHERE I LIVE STRATEGY – FEEDBACK FROM CONSULTATION
AND FINAL DRAFT STRATEGY
22 January 2015**

1.0 Purpose of Report

- 1.1. The purpose of this report is to inform members of the Care and Independence Overview and Scrutiny Committee of the results of the public consultation in relation to the draft Care and Support Where I Live Strategy.
- 1.2. The report also asks members to give their views on the proposed final draft of the Care and Support Where I Live Strategy, which will be considered by the County's Executive on 2 February 2015.

2.0 BACKGROUND

- 2.1 At its meeting on 24th July 2014 the County's Executive decided to consult with the public on a draft Care and Support Where I Live Strategy
- 2.2 The Care and Support where I Live Strategy sets out the Council's proposed approach to the future provision of care and support, with a focus on how we can help people live within the community for longer with the appropriate support.
- 2.3 The key proposals within the draft strategy were that by 2020 we will have:
- Developed local accommodation, services and activities which will enable people to be safe and can live independently at home for as long as possible
 - Improved the way people can choose, buy and fit equipment and Telecare so that more people can live independently at home
 - Expanded the number of extra care housing schemes across the County and developed community hubs in some of these schemes
 - Explored different models of accommodation, such as Homeshare, to see if they might be beneficial for some North Yorkshire residents
 - Increased the availability and choice of accommodation and services for people with:
 - complex needs
 - mental health issues
 - learning disabilities
 - physical disabilities
 - sensory impairment
 - autism
 - young people with disabilities moving from childhood into adulthood
 - age-related frailty and disability

- Established a regular basis for involving people who use these services now, or in the future, including people already living in extra care housing, in having their say about services

2.4 The consultation was launched on 18th August and closed on 17th November. A questionnaire was made available to as many people as possible by printing the document and publishing it online. Seven drop in events were held in the main library in each District of the County. The consultation was publicised through press releases, letters to key partners, through the Councils internet site and newsletter to residents. We included information in our regular newsletters to our different provider groups, and through voluntary sector partners. Staff attended our Partnership Boards and the Housing Forum.

2.5 During the consultation we received 402 responses to the questionnaire, and 110 people attended the drop in sessions. We received 8 written responses from individuals, external partners and organisations.

3.0 MESSAGES FROM THE CONSULTATION

3.1 Annex 1 contains a report outlining the results of the consultation, with appendices providing more detailed comments

- Appendix 1 – comments from the questionnaires
- Appendix 2 – other comments from the drop in sessions and written submissions
- Appendix 3 – views from residents in the Council's residential care homes

3.2 Response to consultation

Analysis of the responses to the questionnaire shows:

- Responses to the questionnaire were received from all districts of the council, with the highest number received from people living in Scarborough (26%) and the lowest in Selby (6%)
- Of those responding 27% of responses were from males and 73% were from females
- The majority of responses 28% came from those people aged 65-74 with the least responses 1% from those aged 18-24
- The majority 96% were of white (British, Irish and other) background with 3% declining to respond
- 32% considered themselves to have a disability or a long term limiting condition
- The majority of responses 57% were received via a paper copy of the questionnaire, whether that was a standard, large print or easy read version

3.3 Key messages

3.3.1 A large majority of people responding agreed to the Council's ambition to help people to live independently in their own homes (94%).

3.3.2 The top priorities for people were around services being provided in their own homes, that is:

- good quality home care,
- help with home adaptations
- access to good quality information and advice
- telecare/equipment to help them stay safe.

3.3.3 Whilst the majority of people (89%) supported the expansion of extra care housing throughout the County, there was less support for replacement of care homes. There was still a majority in favour of the replacement proposal (59%). Of the rest 22% of respondents expressed concern around the closure of the Council's elderly persons' homes and 19% did not know.

3.3.4 The most popular services that people wanted to see in their local area or in a community hub to allow them to remain in their own homes were health related (GP or pharmacy). Many people wanted to see social activities, meeting rooms, and cafés being held in schemes and there was a strong message that community transport was needed to help them to access these services if they were not available locally.

3.3.5 Only 25% of respondents had heard of Homeshare schemes. 18% of respondents would consider using a Homeshare scheme, but many felt that help would be needed to help set up an arrangement and somewhere to go for help if there were problems.

3.3.6 74% of respondents agreed we should also focus on developing supported accommodation for younger adults with complex needs.

3.3.7 Partners in District and Parish Councils and housing providers were supportive of the strategy and are keen to work with the County Council to help shape the delivery of the strategy. Some questions have been raised about whether the Strategy can be clearer about how the County Council might support the development of new extra care schemes.

3.3.8 Concerns, which were picked up in the comments in the questionnaires and in the written submissions from partners, focussed on:

- Ensuring we considered location and access - particularly for those in villages and rural locations but also for those who might want to community facilities that Extra Care schemes could offer. This was linked to concerns about transport
- The importance of understanding housing need and the demand for Extra Care
- The importance of the care and support model, with some concerns about help being available when needed and some views that there will be people will still need residential or nursing care
- Concerns about affordability, primarily for residents of the schemes, but also the need to consider the costs for the whole of the public purse
- There were some views that we should adapt what we have and use current assets better.

4.0 Proposed changes to draft strategy

4.1 A revised draft strategy is attached as Annex 2, with a revised Equality Impact Assessment appended to this. Changes to the original wording of the draft strategy have been highlighted.

- 4.2 No significant changes are proposed to the overall objectives and proposals in the draft strategy, but account has been taken of the comments and concerns. In particular on page 5 of the revised draft there is a commitment that the Extra Care Programme will to address the issues of:
- Affordability – for individuals and for organisations
 - Ensuring the care and support model can meet changing needs
 - The need for quality care homes alongside extra care
 - Developing the options and opportunities for community facilities within schemes
 - Working closely with partners in health, housing and the voluntary sector to make best use of our resources, assets and expertise.
- 4.3 A summary of the findings from the consultation has been added at paged 18-20.
- 4.4 On page 29 there is a more explicit commitment to look to use our land and assets to support the development of new extra care schemes where we are replacing our current Elderly People’s Homes.
- 4.5 On page 30 there is a commitment to keep the affordability of extra care and the *Flexicare* model under review.
- 4.6 On page 32 we have added a clearer statement about ensuring there will be times when a care home might provide the right care for someone and ensuring that where this is the case people can still choose homes which offer good quality care and a homely environment.

4.0 RECOMMENDATIONS

- 4.1 The Care and Independence Overview Scrutiny Committee is asked to:
- i. Note and give comments on the consultation report;
 - ii. Note and give comments on the proposed changes to the Care and Support Where I Live Strategy in the light of the consultation feedback and make its views known to enable officers to take them into account in preparing recommendations for Executive.

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January 2015



North

ANNEX 1

Yorkshire County Council

Care and Support Where I Live

Engagement report

Yvonne Pottinger

11/28/2014

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Background

Between August and November 2014 as part of the Draft Care and Support Where I Live strategy consultation we asked members of the public to tell us their views on the services the Council provides which enable people to live independently in their own homes. In order to meet the requirements of an ageing population we asked about different types of accommodation e.g. extra care housing, and the replacement of Council owned Elderly Persons' Homes along with suggestions for accommodation to meet the needs of younger disabled people.

We created a questionnaire and made it available to as many people as possible by printing the document and also publishing it online. We publicised 7 drop in events, one being held in the main library in each District of the County. These events gave people the opportunity to find out more about extra care housing, telecare, Ask Sara and to ask staff questions about the draft strategy, enabling them to make a more informed response to the questionnaire.

The questionnaire was made available in different formats and was supplied to various organisations working with older, disabled or vulnerable client groups.

The information collected from the questionnaires and the comments received from the drop in events will inform the final version of the Care and Support Where I Live Strategy.

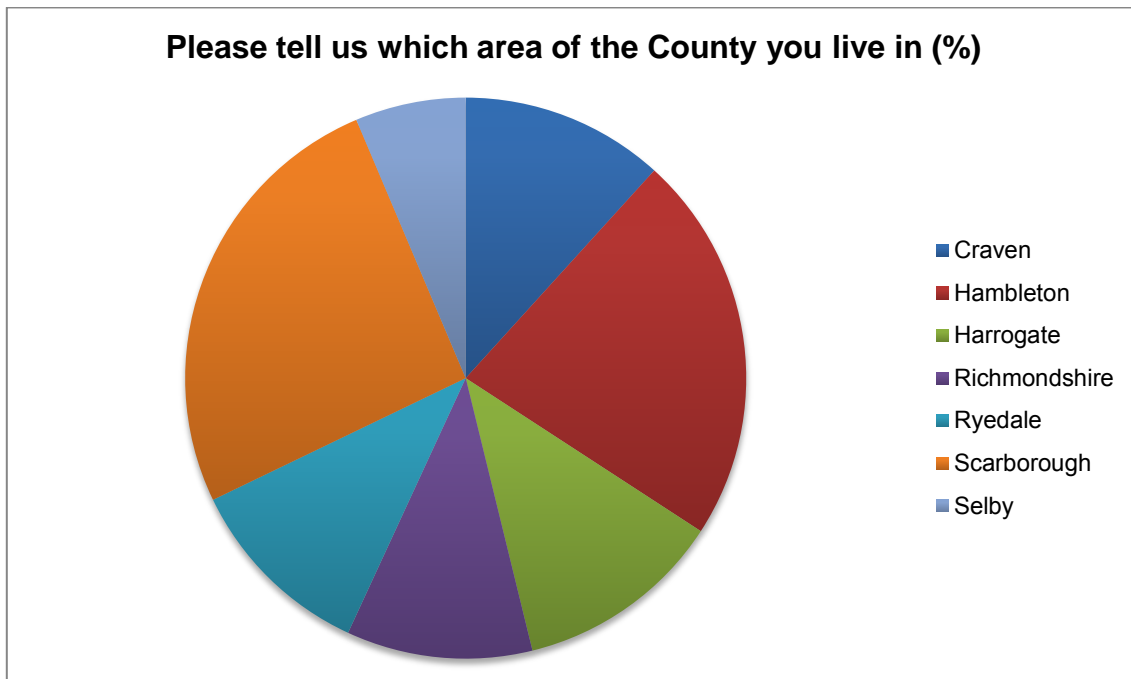
Findings

During the consultation we received 402 responses to the questionnaire.

The majority of people, 94%, agreed with question 1 regarding the Council's ambition to help people live independently in their own homes, whether this is their existing home or in accommodation with care. Responses were collated and covered the following themes:

General information

- Responses to the questionnaire were received from all districts of the council
- Of those responding 27% of responses were from males and 73% were from females
- The majority of responses 28% came from those people aged 65-74 with the least responses 1% from those aged 18-24
- The majority 96% were of white (British, Irish and other) background with 3% declining to respond
- 32% considered themselves to have a disability or a long term limiting condition
- The majority of responses 57% were received via a paper copy of the questionnaire, whether that was a standard, large print or easy read version



The majority of respondents 26% live in the Scarborough area, whilst only 6% of respondents live in the Selby area.

Question 2; Services to help people live independently

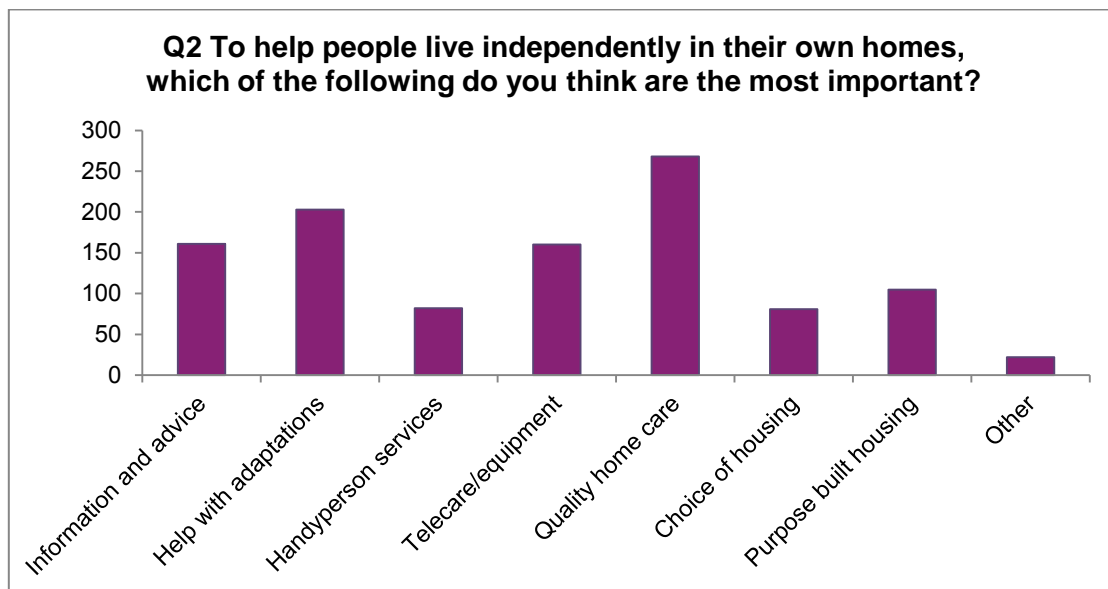
To help people live independently in their own homes, we think that the following are very important. Which do you think are the most important? (Top 3 requested)

- Access to good quality information and advice
- Help to adapt your home if you start to have difficulties
- Handyperson services to help you maintain your home
- Telecare and equipment to help you stay safe in your own home
- Good quality home care services
- A choice of accommodation with support to rent or buy
- New Housing stock designed with the needs of older and disabled people in mind
- Other

The responses indicated that the top 3 choices for most people were:

1. good quality home care services,
2. help to adapt your home if you start to have difficulties and
3. equal in 3rd place; access to good quality information and advice and telecare and equipment to help you stay safe in your own home.

The least popular choice was split equally between a choice of accommodation with support to rent or buy and handyperson services to help you maintain your home.

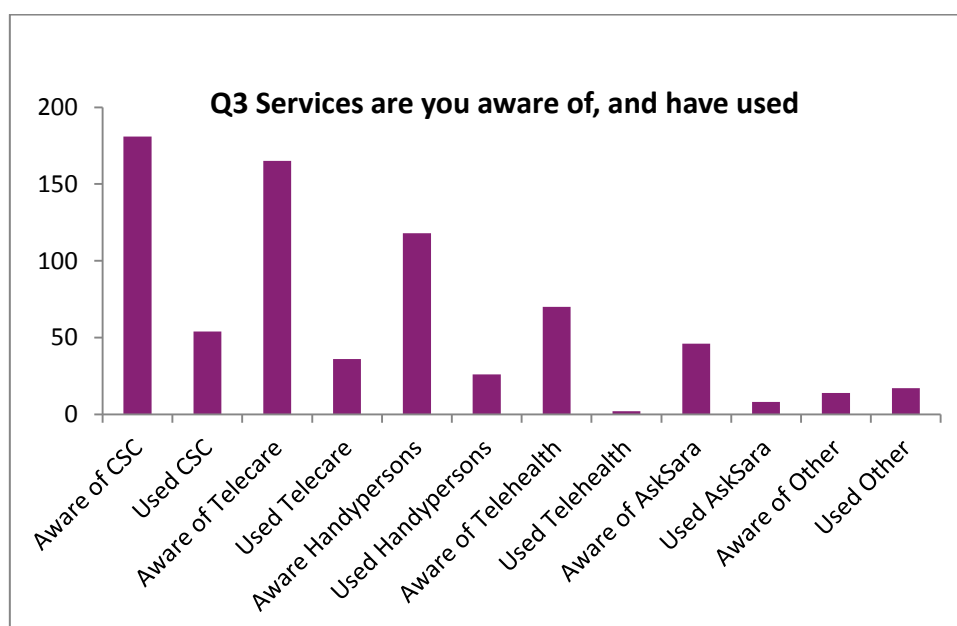


Other suggestions included care homes, concerns were expressed around affordability and social isolation, whilst some felt that all of the options listed were important.

Question 3; Awareness of existing services

Thinking about the way people find out about services to help them to live more independently at home. Which of the following services are you aware of and which, if any have you used?

- County Council's Customer Service Centre
- Telecare
- Handypersons
- Telehealth
- Ask Sara
- Other

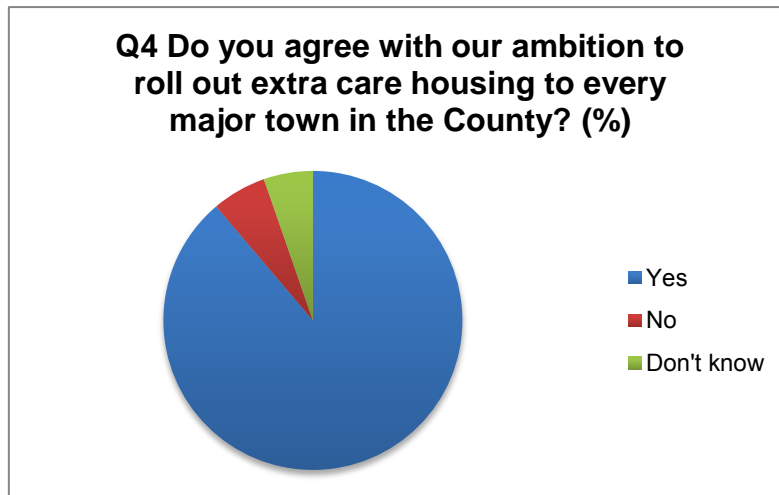


181 people replied that they were aware of NYCC's Customer Service Centre however only 46 stated that they were aware of the new Ask Sara facility.

Question 4; Provision of extra care housing

Do you agree with our ambition to roll out extra care housing to every major town in the County?

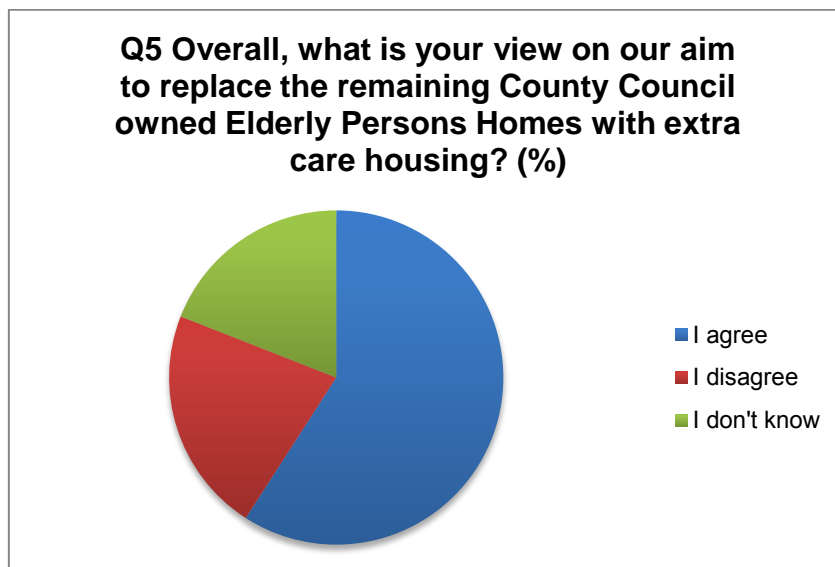
89% replied yes compared to 6% of people stating no and 5% who didn't know.



Question 5; Replacement of EPHs

Overall, what is your view on our aim to replace the remaining County Council owned Elderly Persons Homes with extra care housing?

59% agreed compared to 22% of people who disagreed and 19% who didn't know.

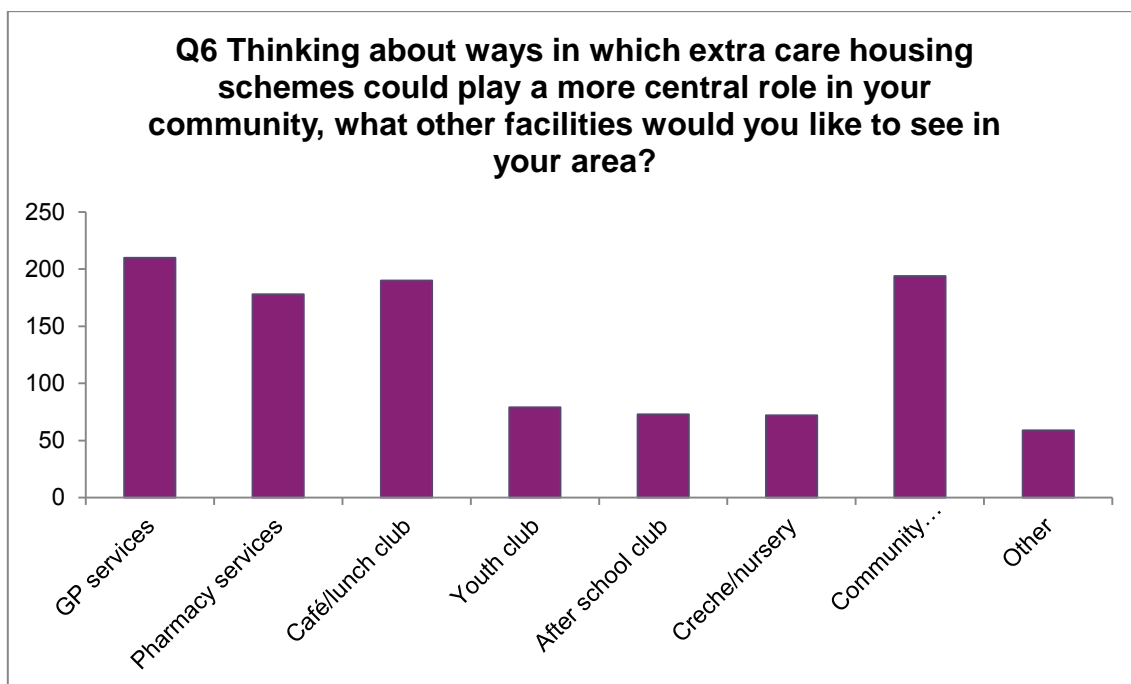


This contrasts with the previous question in that more people were keen to have a greater provision of extra care housing, but were less sure about the replacement and therefore closure of the Council's Elderly Persons Homes.

Some of the comments received indicated that the respondents feel both should be provided to give people a choice or that different services are required in order to meet individual needs.

Question 6; Other facilities in your local area

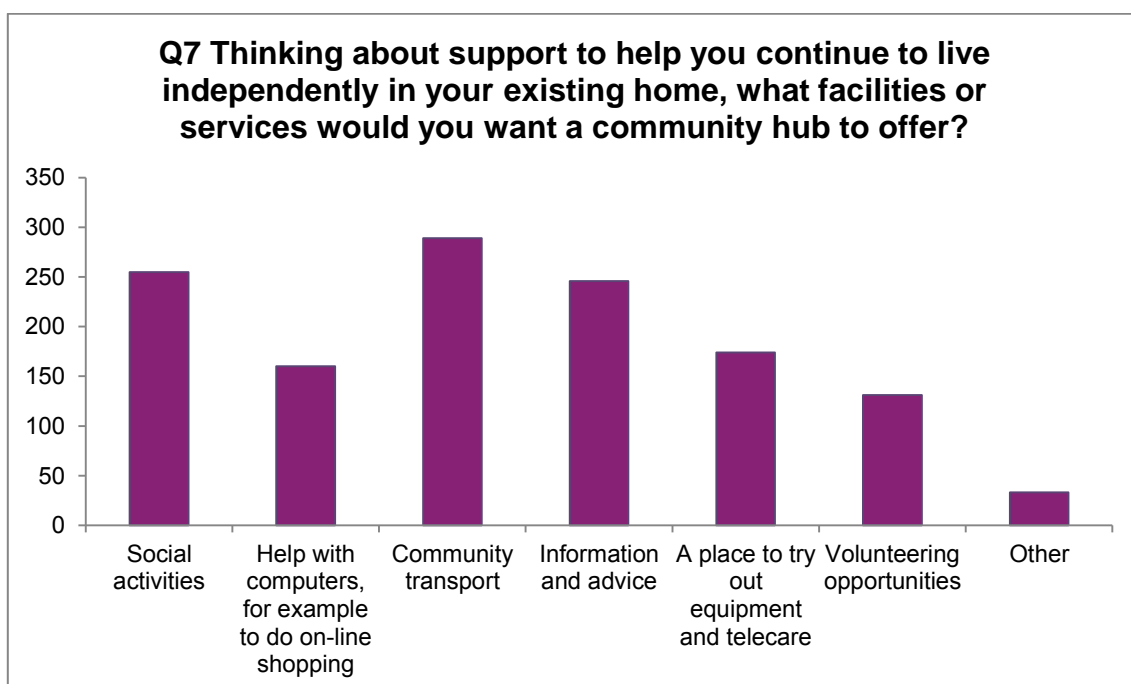
Thinking about ways in which extra care housing schemes could play a more central role in your community, what other facilities would you like to see in your area?



The majority of people 52% would like to see GP Services in their area. Other suggestions included sports facilities, better transport, social activities and libraries.

Question 7; Facilities or services in a community hub

Thinking about support to help you continue to live independently in your existing home, what facilities or services would you want a community hub to offer?



The most popular response, selected by 289 individuals, identified community transport as the facility most wanted to help people to continue to live independently in their own home.

Question 8; Comments re extra care housing

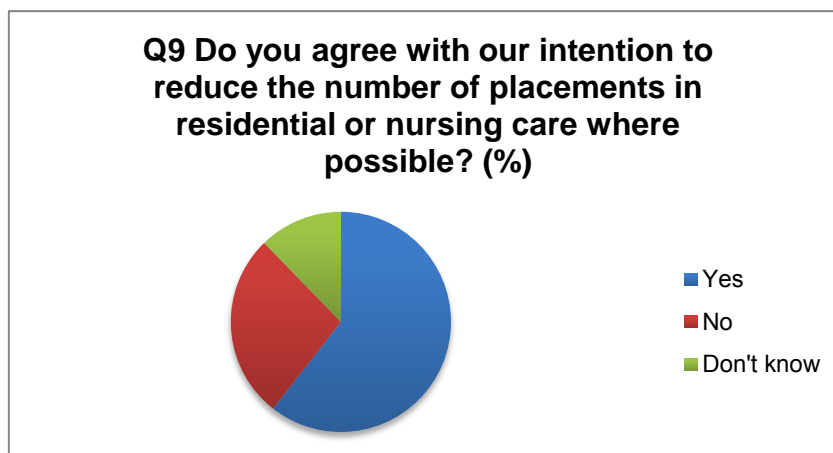
Do you have any comments about the provision of extra care housing in north Yorkshire?

An analysis of comments is listed on page 8, with the general comments attached at Appendix 1.

Question 9; Reduce placements in care

Do you agree with our intention to reduce the number of placements in residential care or nursing care where possible?

61% replied yes compared to 27% of people stating no and 12% who didn't know.



Question 10; Homeshare

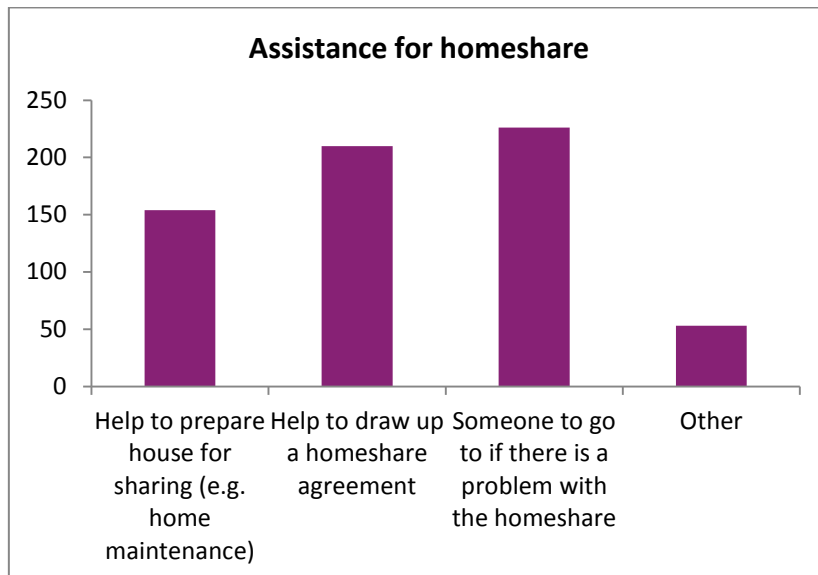
We are exploring different models of accommodation to see if they might be beneficial for some North Yorkshire residents. Homeshare is one model that other parts of the country are developing.

25% replied they had heard of Homeshare compared to 73% of people stating they hadn't and 2% who didn't know.

18% replied they would consider using Homeshare for themselves or a relative compared to 50% of people stating they wouldn't and 32% who didn't know.

Comments received about Homeshare related to it being perceived as a bad idea with concerns around the potential for abuse, the need for a trial period and an agreement to share the cost of bills.

The following graph shows what people feel they would need to have in place to consider Homeshare as a possible option;



Question 11; Other models of accommodation

What other models of accommodation with care do you think we should consider?

An analysis of suggestions is listed on page 10, however the most popular ideas were for sheltered/warden controlled accommodation, care homes and to have support services delivered to their own home.

Question 12; Younger people

The Council is also focusing on supported accommodation for younger people with complex needs and smooth transition to adults’ services.

74% agreed these are the right areas to focus on compared to 7% of people who disagreed and 19% who didn’t know.

Some of those who disagreed commented that the focus should be on services for the elderly, citing an ageing population as the reason.

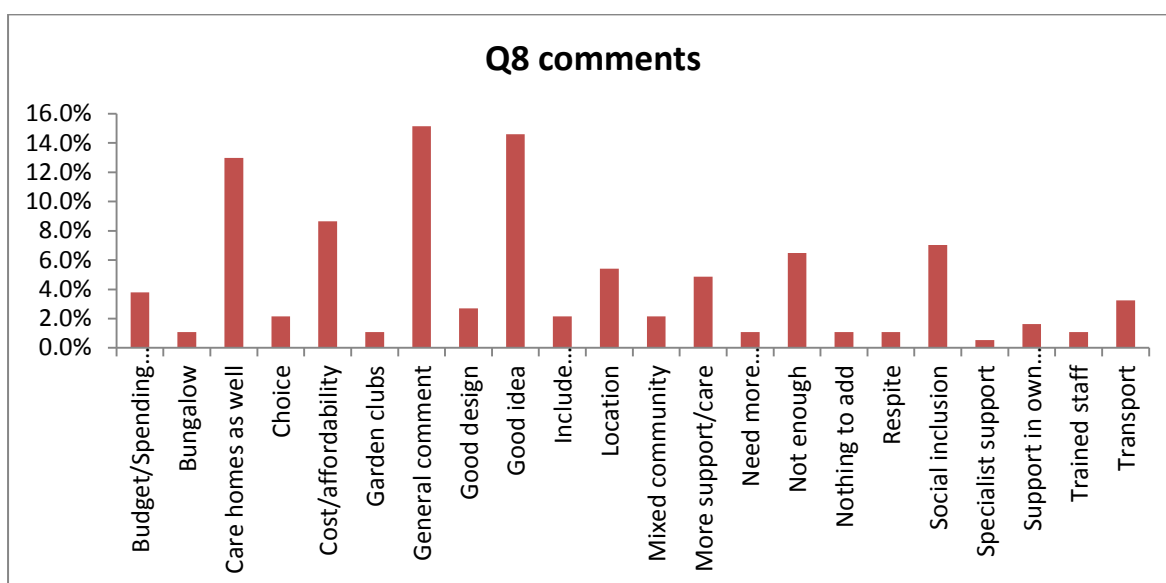
Qualitative responses

Question 8; Comments re extra care housing

A large number of the comments received were general comments about the provision of extra care housing. Comments were also received about extra care being a good idea and about giving people choice and retaining the provision of residential care.

Themes	Number of comments	% of comments
Budget/Spending cuts	7	3.8%
Bungalow	2	1.1%
Care homes as well	24	13.0%
Choice	4	2.2%

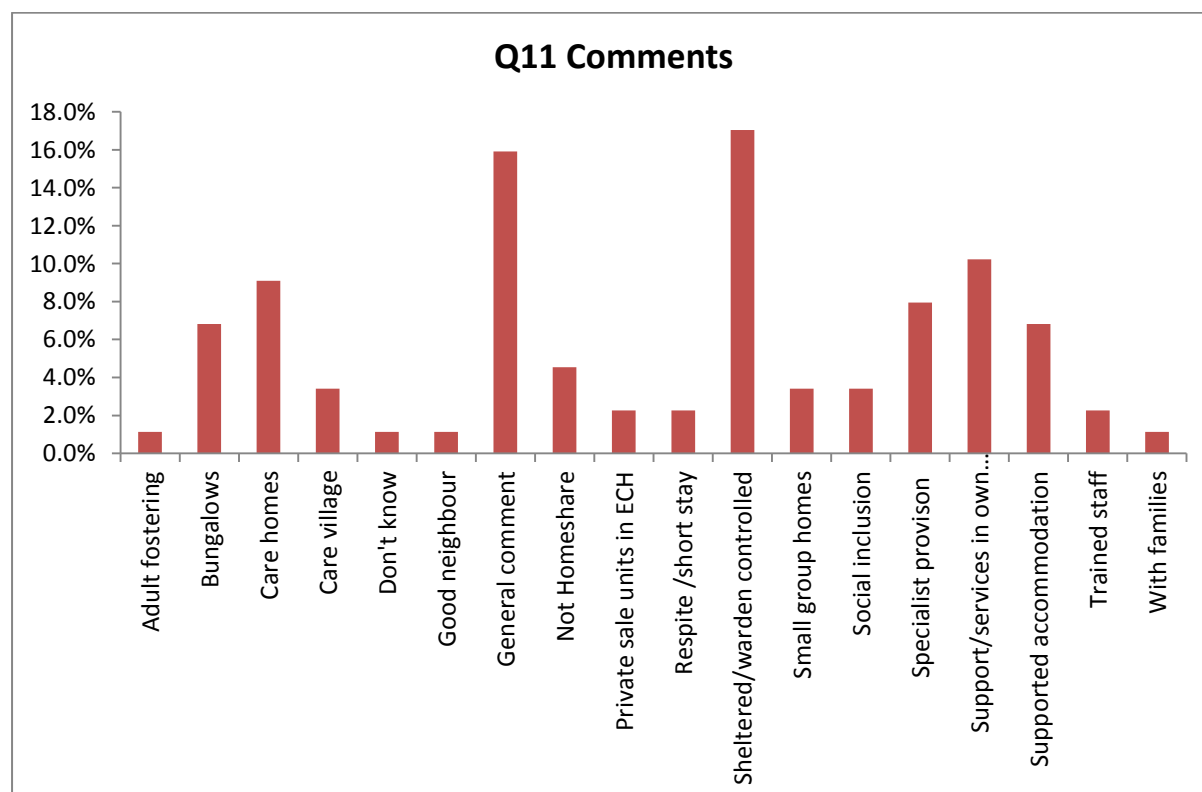
Cost/affordability	16	8.6%
Garden clubs	2	1.1%
General comment	28	15.1%
Good design	5	2.7%
Good idea	27	14.6%
Include younger/disabled people	4	2.2%
Location	10	5.4%
Mixed community	4	2.2%
More support/care	9	4.9%
Need more information	2	1.1%
Not enough	12	6.5%
Nothing to add	2	1.1%
Respite	2	1.1%
Social inclusion	13	7.0%
Specialist support	1	0.5%
Support in own home	3	1.6%
Trained staff	2	1.1%
Transport	6	3.2%



Question 11; Other models of accommodation

Whilst the most popular suggestion was for sheltered or warden controlled accommodation other comments were received about providing specialist services e.g. for dementia, MS or autism, with the provision of small group homes, supported accommodation or care homes.

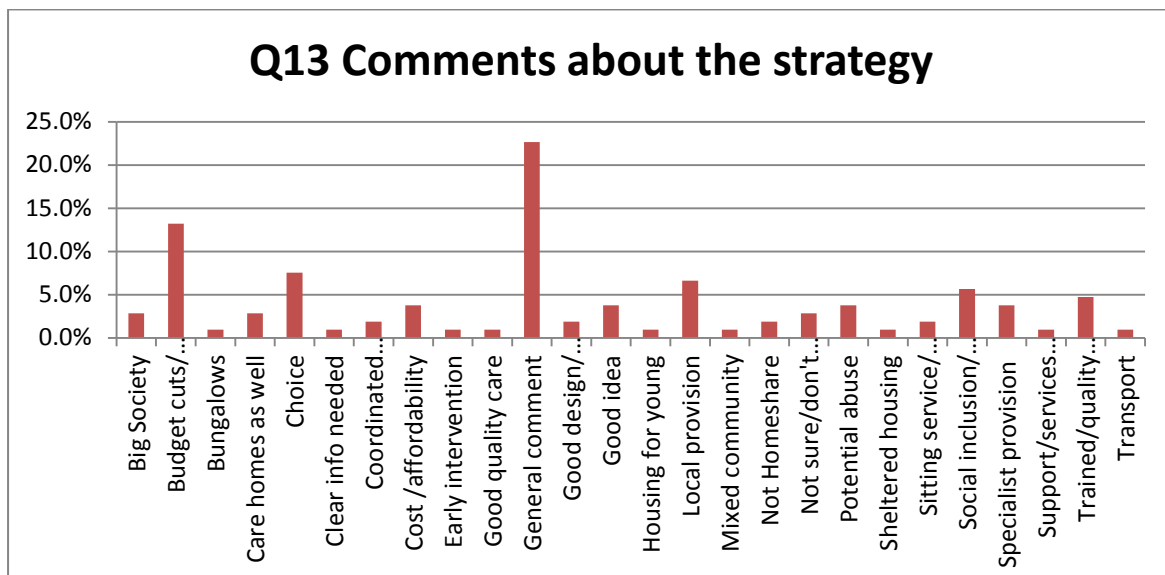
Themes	Number of comments	% of comments
Adult fostering	1	1.1%
Bungalows	6	6.8%
Care homes	8	9.1%
Care village	3	3.4%
Don't know	1	1.1%
General comment	14	15.9%
Good neighbour	1	1.1%
Not Homeshare	4	4.5%
Private sale units in ECH	2	2.3%
Respite /short stay	2	2.3%
Sheltered/warden controlled housing	15	17.0%
Small group homes	3	3.4%
Social inclusion	3	3.4%
Specialist provision	7	8.0%
Support/services in own home	9	10.2%
Supported accommodation	6	6.8%
Trained staff	2	2.3%
With families	1	1.1%



Question 13; Comments on the strategy

There were a number of themes that have been consistently mentioned throughout the comments sections of the previous questions which were re-iterated under question 13. Comments were made around the strategy being driven by a need to cut spending, about the need for choice and local provision along with the need for community transport to help people access services and reduce social isolation. The general comments are listed at Appendix 1.

Themes	Number of comments	% of comments
Big Society	3	2.8%
Budget cuts/ funding	14	13.2%
Bungalows	1	0.9%
Care homes as well	3	2.8%
Choice	8	7.5%
Clear info needed	1	0.9%
Coordinated services	2	1.9%
Cost /affordability	4	3.8%
Early intervention	1	0.9%
Good quality care	1	0.9%
General comment	24	22.6%
Good design/ planning	2	1.9%
Good idea	4	3.8%
Housing for young	1	0.9%
Local provision	7	6.6%
Mixed community	1	0.9%
Not Homeshare	2	1.9%
Not sure/don't know	3	2.8%
Potential abuse	4	3.8%
Sheltered housing	1	0.9%
Sitting service/ carer respite	2	1.9%
Social inclusion/ loneliness	6	5.7%
Specialist provision	4	3.8%
Support/services in own home	1	0.9%
Trained/quality staff	5	4.7%
Transport	1	0.9%



Other Feedback

Various comments about the strategy have been received from stakeholders and partners, and from members of the public attending the ‘drop in’ events held at NYCC libraries. The analysis of these comments is attached at Appendix 2.

Consultation meetings took place in NYCC’s Elderly Persons’ Homes, where the residents were invited to watch a DVD about extra care housing and then discuss the idea of providing more extra care apartments across the County. The results of these discussions are attached at Appendix 3 and show that whilst the residents thought extra care housing was a good idea for future provision it was not somewhere that they would wish to move in to at their present stage of life.

Conclusions

The majority of people responding agreed to the Council’s ambition to help people to live independently in their own homes. This was reflected in the response to question 2 where the top 3 priorities for people were around services being provided in their own homes i.e. home care, help with home adaptations and telecare/equipment to help them stay safe.

Whilst the majority of people supported the expansion of extra care housing throughout the County, some concerns were expressed around the closure of the Council’s elderly persons’ homes. Comments were made regarding the availability of choice and the provision of different types of accommodation and/or services as someone’s needs change.

Services that people wanted to see in their local area or in a community hub to allow them to remain in their own homes were health related (GP or pharmacy), referred to social inclusion (social activities, meeting rooms, cafés) otherwise community transport was needed to help them to access these services if they were not available locally.

This was also reflected throughout the comments on the strategy, where people cited the desire for services to be provided in their own locality irrespective of how rural their community may be. However, in order to be able to access facilities and to prevent social isolation concerns were raised around the availability of transport and the cost/affordability of services and accommodation.

The option of services for younger people (youth club, after school club, crèche) in a community hub was less popular but could be a reflection of the age profile of respondents as those respondents aged 75-84 years were less keen to focus on facilities for younger people.

Overall the majority of respondents were in favour of the proposals put forward in the strategy, and supported findings from previous surveys where people have expressed a desire to be supported to live independently in their own homes.

Question 8 - General Comments re extra care housing

- Concern that a community hub within extra housing could cause additional issues.1. People in extra care housing feel they live in a community centre. 2. vulnerability as lots of people coming/going in their home environment and extra care should prevent that and would need careful monitoring.3. contact instead of isolation would be good but would need very experienced staff to monitor.4. Do those in extra care housing have a choice? Some may feel they have no home without intrusion. Needs a careful balance. Some may retreat into their rooms for privacy. Extra care means extra needs and it needs confidence when disability has created barriers of inclusion. Social inequalities are ingrained and need careful transition.
- Housing provided needs to compare to the aspirations of older people and reflect the changes that have occurred - people driving for longer, increased use of computers etc
- If Risendale is an example I am not impressed!!
- In Leyburn, it seems Brentwood is to be replaced with this sort of housing. What's the matter with just updating Brentwood?
- Possibly limited and overstretched
- I do not know of any other extra care apart from the one at Brayton and I am unsure where that covers individual support for 24 hours per day
- Wheelchair access
- Do you have older lesbian or gay men even trans people or provisions for them to live independently in your homes
- I couldn't understand many of the things online due to memory problems. Don't want to choose online equipment. Not everyone on computer. Want to see my social worker/OT more. More communication required. I have hard of hearing, complex health problems but community Matron does not want to look after me. I feel devalued, put on scrap heap, need to be given more hours so I can go out with my carers as voluntary agencies have let me down. I would be concerned about a stranger living with me just prefer my carers visiting me.
- please re-educate lawyers (county council and social services) at very earliest opportunity that care home residence should be VERY LAST RESORT only once every other option has been explored.....whilst having NO experience of NYCC, decades of personal and professional experience elsewhere bear out that most local govt lawyers simply don't 'get' this vital point which will become even more vital once ECH is rolled out
- People move into extra care housing because they think there will be help when they need it, but if they call for help it takes a long time to come. They do not get the help they are promised.
- Try visit Plaxton Court housing
- If its needed I am gradually finding out its there
- As long as the care is constant
- What demand is there for extra care housing, this will depend on area by area and will have to be monitored carefully
- The prime need will be for continuity of care which is reliable, appropriate to need. The present day system is fragmented and driven by targets, time and costs. It is not customer centred or care focussed.
- North Yorkshire neglects it's elderly residents It leaves old ladies unsupported then bangs them in nursing homes Social workers do not help
- This document should have been sent out 3 or 4 months ago at least. Following the links and long email addresses is far too complicated
- Referrals from appropriate people. Not money-lead.
- It needs to provide joined up services GP/social services/all helping agencies
- Using telecare diminishes the quality of life - it is a cheap option to keep people safe but it does not mean that people talk to you
- ...from my limited experience there is a danger that over time and as residents health deteriorates, there is a danger that residents become increasingly unable to benefit from the facilities provided and have needs which stretch the limited resources and skills available and block places for others who might benefit more.

- ...Public awareness needs promoting, Introduce pilot scheme
- Elderly people living alone can have accidents therefore access to emergency facility would help...
- ...how many care entities could successfully be provided?
- I believe that people should stay in their own homes as long as possible with the right kind of support and care provided with an assessment of their need and links with other services provided. Communication with other professionals is important.
- It seems a good idea as long as it does not overload the infrastructure of local villages or houses built on green belt

Question 11 - General Comments re Other models of accommodation

- keep accommodation with care as local as possible
- Why build new? work with what we have and adapt. Children's nurseries housed in present elderly care homes. Dementia support groups meeting in libraries/cafes. Schools involved in local communities.
- Are you OLGA friendly
- Exercises in studying whether modern student accommodation buildings provide examples of how units for care accommodation could be designed / adapted may be useful. Could redundant church buildings be adapted and in part used?
- It might be constructive to recruit local volunteers in every community to offer support services to the elderly in the community.
- First option on sheltered accommodation to be offered to people who have lived in the area/village for more than 10 years.
- Legislation needed to ensure usage of underused buildings (e.g. above shops/developers buying but not using property)
- Plaxton Court at Scarborough is a good model.
- Re Homeshare above, good idea but lacking in detail. What happens to those who already live in a one bedroom flat or bungalow? How will this affect claims for housing benefit/Universal Credit and Council Tax Support? Will this have an impact on disability premiums paid to poorer disabled people? It sounds like 'care on the cheap' and not what the vast majority of disabled people want.
- Close your own antiquated, expensive care homes and invest more funds providing a better service with the private sector.
- How about social workers who listen to concerns and help get support in rather than leaving elderly to be abused by other older folk then when it all hits crisis dumping them in a home and walking away
- Individual accommodation in a safe building
- All these things are OK when 70s and 80s but by the time they are in their 90s they want looking after not ignoring
- As people age their needs change hence the need for the hub system which caters for a range i.e. from drop in provision, to end of life care

Question 13 - General Comments about the strategy

- MORE GROUND STAFF NEEDS TO BE EMPLOYED TO MAINTAIN SERVICES IN THE EXTRA CARE/COMMUNITY SERVICES.
- Full engagement with people needs to be done who may use these services in the future. Ask those who have needed the services of extra care homes and their experiences...learn from those already having knowledge.

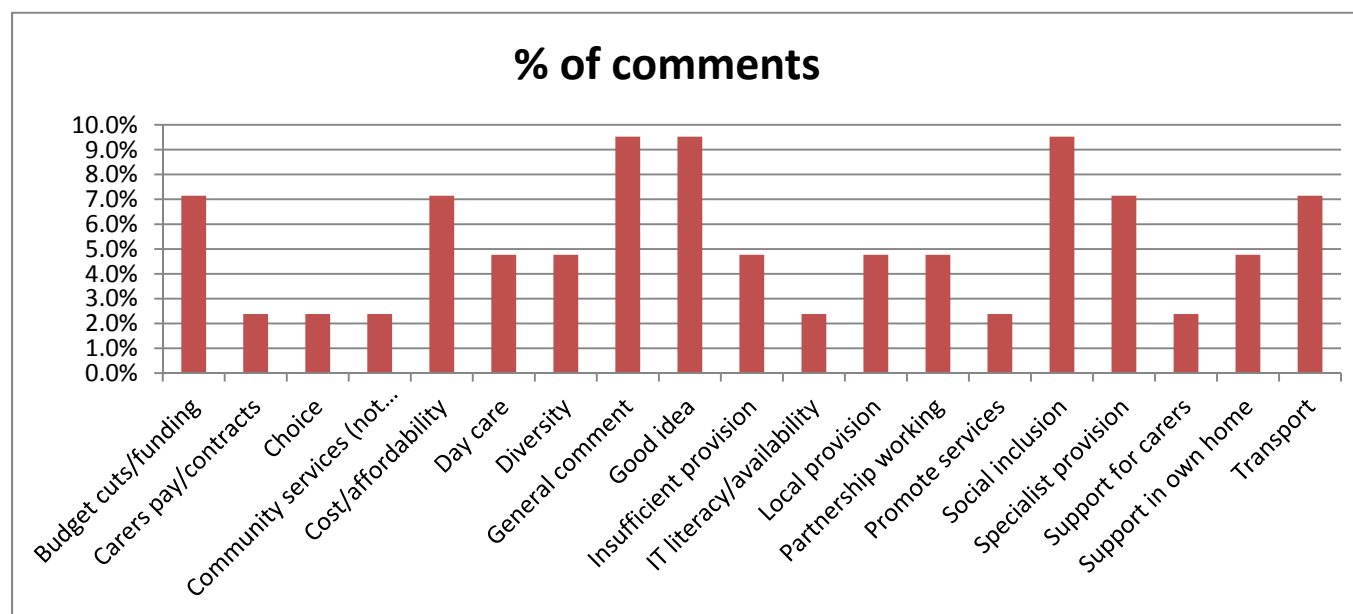
- Make sure houses have 1 bedroom for council tax purposes - what happens if people need night care how will you deal with bedroom tax issues here? People should not be penalised financially because the council stock does not meet their needs. They either need flexibility to move to place that suits their needs and be rehoused if necessary within same community where they are settled or be exempt from things like bedroom tax
- My daughter was offered a place in a house sharing with another person plus twenty four hour care but it fell through (the care provider pulling out at the last minute) and nothing has been offered since. We are not desperate for her to leave but would like her to be settled whilst we are still alive.
- As a non-user at present, it is not easy to imagine what might be needed. We did require help some years ago for a disabled son, and nothing like this was available at that time. We had to buy a property, then adapt it at our own expense, before we could move in.
- I think help and advice for people wanting to move to a different area of the country (say to be nearer to family support) should be available. Offering for example transfer options.
- With regard to supported employment for young adults with disabilities this is an important issue. My concern is that two of my sons who have supported employment as part of their care packages have to pay for the privilege! I find this unacceptable - not only do they not get paid even minimum wage but they have to pay to work for whichever organisation they are with. Slavery is clearly not dead and they are paying for the opportunity to work for nothing.
- People should be vetted thoroughly before moving into an area where they might upset the current residents
- Why does there appear to be no involvement with the successful bidders for Whitby community services contract? Surely you need to be talking very seriously to these organisations?
- Working for an organisation which already provides an excellent independent living service for both its tenants and other vulnerable people living in the local area, I am pleased to see that these services are being recognised and continued to be supported and provided by the council. We are about preventing people having to access costly services, such as hospital admissions, emergency services etc. and supporting them to remain living independently in their own homes.
- Criteria for access is everything and the accessibility in volume terms.
- It is hoped you have a good response to this strategy - especially from people already using the various services
- To see areas where disabled, elderly or people with health and mobility problems live that the areas are kept well gritted
- Rather a broad policy/wish list. Glad though there is open consultation
- I work for an organisation which provides support to help older/vulnerable people live independent lives - this is all valuable to continue our work.
- The access roads, paths. Lighting, so elderly can walk in evenings and feel safe with pets in mind
- There needs to be more council houses and people who live in council houses who don't need to should be made to move out, my daughter has a serious heart condition and can't work her partner works to support her and their son but they are renting a house that is not right for her needs and the rent is massive. They have no chance of saving for a mortgage and can't get a council house as the point system won't allow it, something must change.
- Activities such as arts and health need to be funded
- ? question in future. 1) elderly and ?/disabled. 2) Younger disabled
- Not to reduce quickly and upset people. People need time to adjust/accept
- When my mother-in-law had dementia I had just retired but my husband, her son, was working. She became very upset and confused by the number of phone calls/visits she received from NYCC officials and yet these people would not speak to me because I was not next of kin/blood relative

- This has been poorly advertised - suggest sizeable posters in High Street, shop windows - town hall and bus, doctors surgery, shop notice boards etc. instead of 2-3 lines in area newspaper not purchased by every household - if you want a public response let them know the your questions with plenty of time to reply
- ...Perhaps North Yorks ought to look at its finance department because its invoicing for services the Council provides is abysmal, there must be substantial sums outstanding to the Council for incompetent invoicing - irrespective of the computer system.
- I think the strategy is impressive and ambitious. Is it really affordable in the current economic climate. It also important to ensure that the community hubs and accommodation facilities are not too large and impersonal, so that they become isolated from the surrounding community.

DRAFT

OTHER COMMENTS

Comments about the strategy were received from stakeholders and points discussed at the 'drop in events' were noted and listed below. Whilst 9.5% of the comments were supportive of the strategy, the main themes raised by stakeholders reflected the concerns raised by those responding to the questionnaire i.e. social inclusion, cost/affordability, transport, budget cuts and the need for specialist provision. Stakeholders were also keen that partnership working should continue and be developed.



Budget cuts/funding	3	7.1%
Carers pay/contracts	1	2.4%
Choice	1	2.4%
Community services (not just in ECH)	1	2.4%
Cost/affordability	3	7.1%
Day care	2	4.8%
Diversity	2	4.8%
General comment	4	9.5%
Good idea	4	9.5%
Insufficient provision	2	4.8%
IT literacy/availability	1	2.4%
Local provision	2	4.8%
Partnership working	2	4.8%
Promote services	1	2.4%
Social inclusion	4	9.5%
Specialist provision	3	7.1%
Support for carers	1	2.4%
Support in own home	2	4.8%
Transport	3	7.1%

Comments received via e-mail:

Please note that Draughton Parish Council supports the strategy in principle.

I would like to provide a brief response from Housing and Care 21 to the 'Care and Support Where I Live' Consultation.

Firstly we welcome the scope and ambition of NYCC in launching this strategy, it recognised the changing economic and social environment in which people live. With regard to the ambitious plans for extra-care development I would like to submit the following comments.

Demand planning – we would like to work with NYCC and other providers to develop a tool and methodology to support local demand planning. It is essential that providers have good data and local market intelligence in order to predict future demand and develop proposals that address need and affordability. We need to have a good understanding of the right scale and tenure mix for each location.

Care Profile – we would like to work with NYCC to develop our approach to getting the right profile of residents care needs to achieve a sustainable mix of high, medium and low care needs. Experience shows that this has a significant impact on the well-being of residents and the ability of providers to create vibrant and active communities. It can have a significant impact on the viability of on-site services such as salons and restaurants and the utilisation of communal facilities.

Community Hub – whenever possible we would like our extra-care facilities to be an integral part of the communities we serve by providing a hub for other community services and activities. In order to achieve this we need to develop partnerships with a range of community organisation. We would like NYCC to actively facilitate and promote the community hub model by involving local community and voluntary groups in the early planning of schemes.

Specialist care – providing specialist support for people with dementia and mental health needs is essential if they are to live successfully in extra-care. We have experienced people with dementia being marginalised and stigmatised if they do have the support needed to integrate into the community life in a scheme. We need to learn better ways of providing specialist support without creating 'care home' environments.

Flexi-care or well-being service – we would like to work with NYCC and other providers to develop an evidence base for good practice to demonstrate the value of well-being services. There is a risk that flexi-care services can be narrowly focused and be used to fill gaps in planned care. If this happens it would be an opportunity missed. Housing and Care 21 would like the opportunity to demonstrate that a well designed and commissioned well-being service can have a significant impact on a wide range of outcomes.

Technology – the continuous development of assistive technology is a great opportunity to support people to live well and independently in their own homes. We need to design platforms that will allow us to keep pace with new developments in order to maximise these opportunities. Sharing good practice and experience across the sector could be facilitated by NYCC by hosting regular conferences and market place events.

Thank you for the opportunity to respond to this consultation. (H&C21)

RDC response - I refer to your recent letter enclosing a copy of the above Strategy and inviting the Council's comments thereon, which we welcome.

As a Council and Housing Authority we broadly welcome the new strategy and its aspirations and our general comments/observations are set out below:-

- 1) There is bound to be a tension between the need for NYCC to make significant savings and the need to improve / enhance / re-shape housing and housing related support. These tensions appear to be “brushed over” and more commentary on how this tension will be managed would be useful.
- 2) Related to point one, the continued commitment to working with Districts / Boroughs is to be welcomed – extra care would not have been such a success without these partnerships. However, these partnerships cost money, a lot of money, so how can this be sustained in the context of reducing budgets? For example, is there a continued commitment, in general terms, for NYCC to gift or sell their assets at less than best value in order to make new housing schemes deliverable?
- 3) There is growing anecdotal evidence that extra care is becoming more expensive to end users. This issue needs to be dealt with head-on otherwise we run the risk of delivering more supported housing that people simply cannot afford to live in, particularly self-payers. The only real way to make housing costs affordable is to increase the subsidy that goes into the construction of housing schemes – however, this goes against the current trend to reduce upfront subsidy and let the benefit system “take the strain” (or not as the case may be).
- 4) The document makes specific reference to “securing nomination rights from providers” and we need more clarity around what this means. With extra care, for example, we have joint nomination arrangements between the district councils, NYCC and housing associations already in place which work well. Does this reference mean that NYCC wishes to strengthen their position in this respect? If so, this will create tensions in partnerships which need to be enhanced and not undermined.
- 5) There needs to be an acknowledgement that extra care is not necessarily a home for life. There will still be a need to residential / nursing provision where the needs of older people are very high. There is a danger that reduced investment in this area, if not handled carefully, will lead to significant problems in terms of greater, inappropriate reliance on acute health services.
- 6) This whole agenda is heavily reliant on improved working with health colleagues. All interested parties around the integration table are sending out the right messages but the jury is still out on whether there is genuine intent to share resources to make joined up services really happen.
- 7) Telecare and telehealth have a role to play moving forward but they need continued investment and clarity is needed around NYCC’s intentions in this respect.

PSI Partnership Board comments - Members of the Board said that they thought that accessible housing was very important, and that there was not enough of it available. This had an impact on the ability of people with physical impairments to live independently.

After reading your documents laying out plans for providing accommodation for Older people and people with complex needs. I am sure that it is already a done deal. Speaking as a pensioner

While the accommodation is modern and attractive and for those who have unsuitable housing it is attractive, most older people would much prefer not to be in a communal living group but the home they have chosen and improved to their own liking. I can however appreciate that some people may be lonely and benefit from the proximity to others and if a hot meal is available is a focal point as well as ensuring that they have the opportunity to eat well even if cooking is difficult or someone is feeling unwell. I have heard complaints about the huge costs of living there.

There is clearly a need for this provision but it cannot be the be all and end all.

In circumstances where someone is beginning to suffer from dementia a move to this sort of housing away from what is familiar will have serious adverse effects, and should never be suggested.

The best option is with a non-intrusive telecare package allow the person to remain in their long term home, with people around who will keep a discrete eye without being intrusive. allow them to function as long as possible without any move and when they do become a serious risk to themselves or others to move to a good residential care home which is safe and secure providing for people with dementia. Keep all options open.

Luttons Parish Council considered your consultation document at their bimonthly meeting on 18th November; Council have asked me to forward their comments.

There is an understandable emphasis on major towns, including Malton, but little consideration of the rural communities, in a county with a high proportion of rural area.

Whilst the creation of community hubs is seen as key to supporting the elderly in the community, there was no consideration of public or volunteer transport to provide access.

Broadband is to be employed to provide information and monitoring in the home, but there was no mention of IT literacy amongst the elderly or the affordability/availability of broadband to the elderly, particularly in rural areas.

Council thanks you for the opportunity to consider the strategy.

I read the 'Care & Support Where I live' Consultation document with interest, and would like to submit the following comments:

As a charity providing 'hospice at home' services to people in Hambleton & Richmondshire for the past 22 years, we welcome the proposals to enhance independence and choice for local residents, and see the move to increase the provision of 'Extra Care' accommodation as very positive.

We believe that the proposals should give additional consideration to the need to ensure high quality support for those affected by life-limiting illness and who wish to remain at home (whether that be council-run or otherwise) for as long as possible, including provision for them to die at home, if that is their choice.

Whilst we understand the rationale and potential cost-savings involved in the move to contract with a smaller number of home care providers, we are concerned that this may preclude the opportunity for high quality, small-scale 'specialist' providers like ourselves to provide services which sit 'between' the NHS and social care, but which enhance the quality of life of those with life-limiting illness, and enable them to remain at home for much longer than would otherwise be the case.

We would welcome the opportunity to work with the Council in exploring how 'hospice at home' provision might be extended to/delivered in Extra Care Schemes across North Yorkshire. Herriot Hospice.

Extract from Hambleton over Fifties Forum Newsletter – September 2014 edition

Since the forum began some 15 years ago it has tried to be a voice for older people and to work for improvement for older people in the area. We have had some small successes over the years and provided local service providers with a means of ensuring that they could say they have been consulted. Have things improved?

The answer is NO. Austerity has had and is having a big effect on older people and despite consultations the bad news keeps coming. Changes to Social Care, Public transport, Health services have been proposed, we have challenged the policies and yet they have all been pushed through usually on the grounds of safety and more recently on the grounds of saving money.

We have a social care system that will only support people financially when their health is so bad they are unable to get to the toilet without help.

We have a public transport system that does not serve a rural population and cannot even deliver people to doctors' surgeries.

We no longer have sheltered housing as wardens are now mobile and deal with people wherever they live but the sheltered site purpose built meeting rooms are now under threat.

Extra Care is now seen as the new way forward but who can afford it? Many who moved in on the promise of their health needs being met as they declined are finding that they have to pay for the care as they do not qualify for Adult and Community Care help and those that cannot afford the help....?

The new strategy of building more Extra Care Homes and making them a local hub for services may well work in a village setting but in a town, unless the building is centrally placed people will not be able to access the services offered due to poor transport links. Are the Extra Care Homes going to be full of people who do qualify for Social Care help and therefore will these homes become the very care homes/ high dependency units that NYCC are planning to close? Is Extra Care suitable for someone who needs a high level of care and support?

What about the rest of us? No sheltered housing to go to. So we live in our own homes supported, if we qualify or can afford to pay, by Telecare, Social Care providers and isolated, probably lonely. Homeshare is also raised as an option.

The only care homes will be independent ones of varying quality and unaffordable to most who will be offered one choice Extra Care Homes. Do Extra Care Homes work with a Dementia Section? The jury is still out on that one. This is a personal opinion and you may disagree but please respond to the consultation.

Comments received from drop in events:

I really like the idea of extra care housing and people staying independent. However, it's really important that people still have access to things in the community and not just in the extra care complex.

You need to promote Ask Sara – have leaflets that can be distributed.

Really concerned about zero hour contracts and low pay for carers – there are good carers but they can't afford to pay their rent etc.

It's very important to make sure elderly people still have plenty of things to do and can meet other people. Carers need more support as well.

Here are some positive views I've been lucky enough to pick up from experts. Day care (daily, a few times per week or weekly) can enable elders and less able clients stay at home. Recall guidance timely day care support may help prevent the need for residential care.

- 1) Hotel/friendly 'club' atmosphere ambience for day centres can be helpful. Personal details/family preferences considered
- 2) Personal touches e.g. decorated cups etc.
- 3) Relative involvement – relatives encouraged not just at set times – to help, visit, etc. Relatives' discussion groups
- 4) 'Skill maintenance' group activity
 - o Simple healthy fayre
 - o Budget work
 - o Dealing with benefits
 - o Crafts/cards for celebrations (just for e.g.)
- 5) Valuing activities
 - o Group discussion – consultation – where would clients like to go for trips/which visiting speaker or talker would you like for discussion activities?
- 6) Special treats (they've worked so hard!)
 - o E.g. pie and peas – old films
 - o Pampering sessions
 - o Trips
- 7) Small coffee bar area/magazines and books
- 8) VIP – cater for those from various groups with challenges so requiring care e.g. (elderly and sick and minority religions) Consult with community leaders/training staff in cultural aspects (e.g. NYCC booklet) Make all feel welcome and included.

Special attention for elders of people of different backgrounds.

Consultation with local experts/NYCC booklet is really good.

Catering important

Sensitive allocations near to relatives who are close and supportive

A lot of people don't want to move out of their local community, which means currently they have to move to the nearest extra care, which might not be as local – especially in the Dales.

Issues in Richmond: Waiting list for Greyfriars – concerns that have to have extensive needs before considered for extra care.

- Loss of both Lyle Close and Richmond House – created an issue in terms of capacity.
- No day service facility – which is a loss/need. Impact on social interaction when have high level of needs.

Negative experience of people moving to Deansfield – distress having to make own decisions again

People feeling more isolated in the village as bus services have been cut

Wonderful idea (independent in own homes) but don't think there is the money at the moment to provide the services.

Care & Support Where I Live Consultation. In–House Older People’s Homes Summary 17/11/14.

Q1 Do you think it is a good idea to have more extra care housing for older people as shown in the film?

Q2 If the council agreed a new plan the result would be to have more Extra Care Housing for older people and less homes is this a good idea/ bad idea?

Q3 if ever you were asked to move to a place like the one in the film would you want to?

Name of Home	Date of Meeting	No of Residents	Q1 Yes	Q1 No	Q1 no concrete opinion	Q2 Good Idea	Q2 Bad Idea	Q2 No concrete Opinion	Q3 Yes	Q3 No	Q3 no concrete opinion
1, Larpool	5.11.14	17	4	3	10	4	3	10	-	10	7
5 Whitby Road	22.10.14	9	3	-	6	3	-	6	-	6	3
Ashfield Malton	22.10.14	11	-	6	5	-	6	5	-	6	5
Silver Birches	27.10.14	11	2	-	9	2	-	9	-	6	5
Carentan Hse	7.11.14	5	1	-	4	1	-	4	-	3	2
Benkhill Lodge	25.9.14	11	3	-	8	3	-	8	-	5	6
Ashfield Skipton	28.10.14	10	6	-	4	6	-	4	-	5	5
Neville House	28.10.14	14	6	8	-	6	8	-	1 possible	8	5
Southfield Garth	20.10.14	5	3	-	2	3	-	2	2	3	-
Woodfield (Is/staff)	9.11.14	7	-	4	3	-	4	3	-	4	3
Total		100	28	21	51	28	21	51	3	56	41
%		100%	28%	21%	51%	28%	21%	51%	3%	56%	41%

N.B: Brentwood & Braeburn no residents meetings as an active extra care housing project.

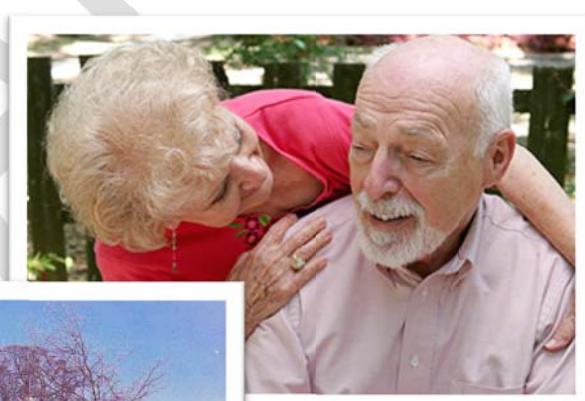
101Prospect Mount Road / Station View no permanent residents (other than Willow unit at 101) so not included in this consultation.

Selection of representative residents comments during consultation events

- It looks smart – looks like a nice place
- The DVD was good
- Is it too expensive, is care 'all in' the price
- I have everything I need here, what more could I ask for
- It sounds a good idea for those not already in a residential home who move straight from home
- I have been encouraged to cook, but I feel it has been years since I did and I am still thinking about it
- I would like to go out every day but need to go in wheelchair friendly transport, which costs too much
- I do not want things to change, I pay to be here and do not feel I should do more without a reduction in what I pay
- Wouldn't want to be alone, like company.
- A bit late in the day for me, very much for the future.
- A good idea but you need to be younger to appreciate it.
- Like the idea of it.
- Don't like the idea as likes people around all the time
- Would worry, would be on my own.
- Happy at present and knows everyone & would not want to go back to being alone.
- Like the company of others in the sitting room & would not want to have to go to a larger communal area to be in company.
- People in the DVD were a lot younger & more able, do not feel the extra care housing would be suitable.

Health and Adult Services

2020 North Yorkshire Care and Support Where I Live Strategy



Foreword

People in North Yorkshire have told us that they want to live independent, healthy and fulfilling lives, based on choices that are important to them. This Care and Support Where I Live Strategy represents a significant part of the Council's vision to meet people's needs now and into the future.

Based on the Council's Our Future Lives Policy, between 2003 and the end of 2015, the Council will have supported the building of twenty specialist developments, known as extra care housing, providing 949 apartments and bungalows and five new supported living schemes providing 24 apartments with housing support for adults, mainly younger people with a learning disability.

There is however, more to do.

Whilst this programme has been successful, the Council is now planning ahead so that we can respond to the increasing number of people who need care and support where they live along with the increasing number of people who need specialist support, such as those people living with dementia. We know from the experience of the existing extra care housing schemes that they are popular with people and that developing more extra care housing is the right thing to do. The development of more extra care housing will also assist the Council with the challenging financial climate.

We understand that people's health and wellbeing is best met in their own homes and from within their own communities and the extra care housing programme has supported this so far but in this Strategy we set out what will be new in the future.

The Council will build on the success of the extra care programme to make more solutions available for delivering accommodation with care and support for a wider range of people, and for making a major contribution to the vitality of towns and villages across the County.

The Council proposes to roll out extra care housing in every major town in North Yorkshire and will accelerate its plans to develop services and support by working with partners to deliver accommodation and services which will help people stay more independent and be part of their local communities for longer.

Together we will ensure that people are able to get care and support where they live, when they need it, and that our future investment makes a difference to individuals and communities across North Yorkshire.



Councillor Clare Wood
Executive Member, Adult Social Care and Health
Integration
North Yorkshire County Council

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Executive Summary

This Strategy sets out proposals for how Health and Adult Services will transform services to ensure people can remain safe and independent in their own homes, improve the amount and quality of accommodation with care and support across the County by 2020 and meet financial savings.

The Strategy replaces the Council's Our Future Lives Policy which is now out of date and also reflects that:-

- The economic circumstances have changed
- We have reviewed our current extra care housing programme and want to change what's offered so that, in particular, we are better placed to meet the needs of people living with dementia and the changing aspirations of the wider population
- We want to ensure that extra care housing schemes are able to meet the requirements of future generations and that they play a pivotal role at the heart of the community in ensuring that North Yorkshire towns and villages are active, thriving and stronger places in which to live
- We want to roll out more extra care housing schemes across all the major towns and locations within the County
- We want to develop our approach beyond extra care housing to include supported living and other models of accommodation with care and support which keep more people independent and well
- Where practicable, we will replace the Council's remaining Elderly Persons' Homes with extra care housing schemes

The Strategy is an ambitious set of proposals and we wanted to hear people's views. We held a public consultation about this strategy between August and November 2014. We have looked at the responses to produce a final Strategy for consideration by the Council's Executive.

In general people have been very supportive of our proposals, and we are not making any major changes to the strategy.

However the consultation has shown that there are some areas where people and partners have concerns about how we will be able to achieve our objectives. These concerns will inform our work going forward:

- Ensuring extra care remains affordable – both for individuals and for organisations
- Making sure the care and support model can meet increasing needs, and the likely need for quality care homes to remain a choice for some people, alongside extra care
- Developing the community offer, and particularly ensuring people can access the opportunities offered in extra care by addressing location and transport issues.
- Working closely with partners in health, housing and the voluntary sector to make best use of our resources, assets and expertise.

There were still some uncertainties about the aim of replacing our care homes with new extra care schemes, but over half of those responding support the proposal. We recognise the level of support is lower amongst current residents of care homes and we will consult further on each specific proposal:

- We will carry out a consultation with the residents, people using services, relatives and staff at any of the Council's Elderly Person's Homes at the time when an extra care housing opportunity is available
- As part of the planning process, local planning authorities will consult with the public about any new development proposals

Once it has been approved by the North Yorkshire County Council Executive, this Strategy will then underpin our future plans for the provision of care and support where people live.

1.0 About this Strategy

This strategy sets out the Council's proposed approach to the future provision of care and support where you live, including ensuring that extra care schemes play a role at the heart of the community in key locations where people can go for advice and support and to be able to use facilities and services.

It is for:-

1. People who use services and their carers
2. Council staff delivering those services
3. People who are thinking about their next accommodation move
4. Organisations who provide services to people
5. Elected Members, the wider Council, partner agencies and the public

2.0 Our Vision for 2020

2020 North Yorkshire is the vision and approach of the Council that will result in a changed and modernised Council.

Within Health and Adult Services there are several reasons why we need to change how we work:

- People's changing expectations about what they need, and how they want to live their lives
- The growing number of older people in North Yorkshire – by 2020 nearly a quarter of residents will be over 65
- An increase of over 8,000 people who have a limiting long-term illness
- The number of people predicted to be living with dementia will increase by more than 20% by 2020
- The availability of new technology that can help us to work more quickly and efficiently
- Changes in national social care policy, including the Care Act, the biggest change to social care law in over 60 years
- The national deficit reduction programme which has resulted in the Council needing to save £74 million by 2020, of which £21.5 million will need to be met by Health and Adult Services

Within the Council's Health and Adult Services Directorate the 2020 vision is designed so that:

People in North Yorkshire will live longer, healthier, independent lives

- The Council will be recognised by our partners, and people who use support, as an innovative and effective leader, working collaboratively with a wide range of partners and local communities to deliver better results for people, and value for money
- Support will be centred on the needs of people and their carers, so they are able to take control of their health and independence

- Good public health services and social care that improve people's daily lives will be available across our different communities
- Everyone will have a responsibility to keep vulnerable people safe, with individuals, organisations and the wider community all having a part to play in preventing, identifying and reporting neglect or abuse

Due to the savings being made as part of the national deficit reduction programme, we will need to think differently, and work differently with the people of North Yorkshire and our partners.

How we work will reflect the changes taking place across the Council as part of the 2020 North Yorkshire programme to look at how services are delivered. We will be working closely with our partners to provide a quicker response and better results for people, these include:

- Being clear about our priorities, and what we are able to provide
- Being clear about what we want to achieve
- Making the most of our strengths, including our committed staff

These changes mean that Health and Adult Services will focus more of our efforts on:

- Prevention – for example, investing in locally-based services and activities that mean people can continue to live independently in their communities, close to family or friends
- Resolution - for example, our Customer Resolution Centre will offer advice, information and support that means people have the help they need to resolve their concerns at an early stage
- Support – for example people have more choice and control over the support to meet their social care needs
- Commissioning (arranging and buying services from external organisations) – for example, home care services to help people live independently at home
- Digital by default – for example, encouraging people to contact us through the website and our staff using more technology

The Council will continue to undertake assessment and care management services through its own staff. However, it will not necessarily be a direct provider of services such as care homes, day services and short breaks services. We will look for opportunities in the community and other sectors to run and develop these services, including alternative models of staff mutuals and community ownership, but may continue to provide some services ourselves.

Within the 2020 Vision there are four key themes that will help us to deliver our objectives. These themes will direct the changes that we will make by 2020:

- A distinctive Public Health agenda for North Yorkshire
- Independence – with support when I need it
- Care and Support Where I Live
- Better value for money

In Health and Adult Services there will be the implementation of a new operating model across the service, with a particular focus in the following areas:

- Investment in prevention and community services to reduce demand
- Reviewing and developing the current START (Short-Term Assessment and Re-ablement) service to provide a more comprehensive service with a greater emphasis around rehabilitation
- Develop more extra care schemes across the County to enable the Council to move away from its own residential provision and help enable older people to live within the community with reduced support packages of care
- To develop and implement models of integrated working between social care and health

This Strategy focuses on how we can help older people live within the community for longer with the appropriate support.

3.0 Care and Support Where I Live

Choosing where you live has a huge impact on your quality of life, and having well-designed supported accommodation is an important part of the Council being able to deliver our 2020 vision. We know that people want more choice and control over their support, particularly when this is over a longer period of time. This might be when they are living at home, or in other accommodation with support. A range of services such as care homes and home care will be provided by others or directly by the Council where it is practicable to do so.

By 2020 we will have:

- Developed local accommodation, services and activities that mean that people are safe and can live independently at home for as long as possible
- Improved the way people can choose, buy and fit equipment and Telecare so that more people can live independently at home
- Expanded the number of extra care housing schemes across the County and developed community hubs in some of these schemes
- Explored different models of accommodation, such as Homeshare, to see if they might be beneficial for some North Yorkshire residents
- Increased the availability and choice of accommodation and services for people with:
 - complex needs
 - mental health issues
 - learning disabilities
 - physical disabilities
 - sensory impairment
 - autism
 - young people with disabilities moving from childhood into adulthood
 - age-related frailty and disability
- Established a regular basis for involving people who use these services now, or in the future, including people already living in extra care housing, in having their say about services

In order to make sure that this specialist accommodation is prioritised for North Yorkshire people who rely on the Council for support and to ensure the Council gets best value for its investment, the Council will secure nomination rights from the providers that own and manage the accommodation and we will improve upon the current process and ensure that we can refer people to an apartment every time it becomes available.

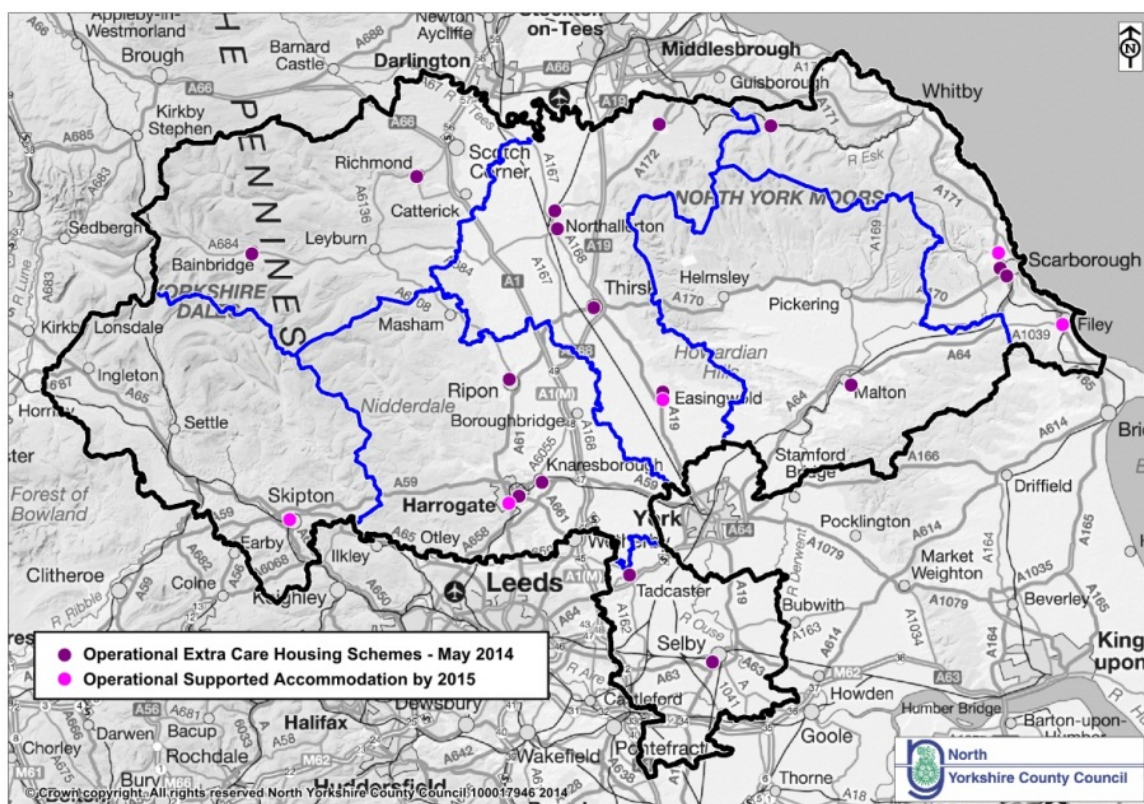
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4.0 What we do now

In the past, the Council had relied on the use of traditional models of residential care but it is now our policy to help people maximise their potential for independence through the accommodation in which they live.

Research shows that the majority of people would rather stay in a home of their own and have choice and control over their care and/or support needs.

Between 2003 and the end of 2015, the Council will have supported the building of twenty specialist developments, known as extra care housing, providing 949 apartments and bungalows which will have replaced fourteen of the Council's Elderly Persons' Homes. In addition there will be five new Supported Living Schemes that the Council has worked with providers to develop, providing 24 apartments with housing support to adults, mainly younger people with a learning disability.



At the time this Strategy is being published (August 2014), there are sixteen extra care housing schemes in management across the County, providing 662 apartments providing accommodation with care and support to adults, mainly older people.

The development of extra care housing and the increasing use of services that help people to maintain their independence has already been successful in reducing the number of people that have needed to go into a care home in North Yorkshire.

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5.0 Why we need to change

5.1 North Yorkshire context

The Council is working to support people to live in their own homes and maximise their independence for as long as possible.

This is what people tell us they want and the Council supports this view.

The Council is committed to ensuring that high-quality sustainable accommodation with care and support is available across North Yorkshire for older and vulnerable people. The statutory responsibility for providing housing sits with the District and Borough Councils and the Council will work with them to ensure that specialist housing to rent and buy, with care and support that is appropriate to people's needs will be available across the County. This applies to older people, including those with a physical disability, age-related frailty and those living with dementia and to younger people who need some level of care and/or support such as people with a learning disability, autism, a physical disability, a sensory impairment, mental health issues and other, more complex needs.

On their own, traditional models of residential living will no longer meet the changing expectations of adults across the County or the Council's vision of promoting independence and choice.

The numbers of people needing care and support where they live will increase substantially between now and 2020¹ and beyond and so the Council needs to increase the development of modern, fit for purpose accommodation with care across all areas of the County so that people have choices about the accommodation that will be available to them. This provision must support the needs of the next generation of people who will need care and support where they live. This generation of people will be demanding in their expectations for the accommodation they will require.

¹ North Yorkshire County Council Housing Needs Analysis 2010
http://www.northyorks.gov.uk/media/11269/Housing-needs-analysis---accommodation-with-care-2010/pdf/Housing_Needs_Analysis_-_Accommodation_with_Care.pdf

Due to reductions in Government funding, the Council has had to cut its spending by £94m over the last four years and it anticipates having to reduce its budgets by an additional £74m over the next four years. All Directorates within the Council are required to make significant savings. Health and Adult Services has drawn up proposals to save an additional £21.5m in the period 2015-2020. This will see the implementation of a new model for Health and Adult Services working with the NHS and other partners, including local communities.

The Council will develop services which are fit for the digital age. It will promote self-help and independence and focus on prevention, re-ablement and giving control to people, creating new models of accommodation and services for all ages and needs, providing Telecare and assistive technology solutions to enable people to stay at home and provide online self-help solutions that people can access so that they can retain control and independence.

The Council will focus its limited resources on accommodation, care and support services that are more in line with people's expectations and wishes. This work includes reviewing the provision of short-term breaks and respite care, intermediate care in partnership with the NHS and day support services. It will also consider how additional benefits linked to an extra care scheme or other accommodation can be secured for communities such as improving transport, information and advice services, supported employment, supporting the wider use of technology such as Telecare and Telehealth. It will also develop services such as home care where they do not exist by taking advantage of the services provided in an extra care housing scheme and offering them to people living around the scheme.

Evidence² says that extra care housing, rather than residential care can offer the dual benefit of improved outcomes for people as well as a better financial position.

² Kneale D (2011). Establishing the extra in extra care housing. Perspectives from three extra care Housing Providers, ILC UK

The Council has been working with people who have had to move out of the County to find the right accommodation and support to meet their needs so that they can return to live independently in their local community. This includes people with a physical disability, learning disability, mental health issues or more complex needs who have specific accommodation requirements that the Council was unable to provide at the time they needed them. Development of more accommodation with support, especially the specialist services, will enable more people to more quickly return to be nearer their families and friends and their informal support networks.

5.2 National context

The Dilnot Commission on Social Care³ found that the current social care system is widely regarded as inadequate, unfair and unsustainable. Under the current means-testing arrangements, anyone with assets of more than £23,250 must pay the full cost of their care. This leaves 1 in 10 people over 65 facing costs of more than £100,000. Eligibility criteria for Council-funded services mean that in most areas, including North Yorkshire, only those people with critical and substantial care needs qualify for support and financial help. Increasing demand for services and the national requirement to make savings as part of the deficit reduction programme mean the Council will provide services primarily to people with very high needs. This means that more affordable solutions need to be found for people who will self-fund, or whose needs are less intensive.

The 'Caring for our Future' White Paper⁴ published in July 2012 set out the Government's vision for a reformed care and support system in response to the Dilnot review. In May 2014 the Care Act⁵ was passed into law, representing the most significant change to adult social care legislation in over 60 years. The Act introduces fundamental reforms to the law on adult social care, the funding system, the duties of local authorities and the rights of people who need social care and their carers and has significant implications for local authorities, both

³ <http://www.dilnotcommission.dh.gov.uk/our-report/>

⁴ <https://www.gov.uk/government/publications/caring-for-our-future-reforming-care-and-support>

⁵ <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

financially and on their working practices. It is the law that will most shape social care practice, and a key element is that people should have choice and control over how their needs are met, including where they live.

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6.0 What people have told us

We consulted with the public on the Draft Strategy for a period of 12 weeks, starting on 18th August 2014. This consultation provided a number of different ways that people could tell us what they think.

Various media sources were used to promote the strategy:

- local newspapers
- local radio stations
- e-newsletters
- social media
- direct email/letter to local organisations requesting their participation and feedback.

Questionnaires were available on line, posted to, and made available through voluntary sector groups

A series of 'drop in' events were held in local libraries with up to 35 people attending each event

Staff have attended meetings and events held by partner and voluntary sector organisations in order to promote the consultation e.g. information stands at Ham/Rich/Whitby CCG's AGM held in Richmond and at Age UK's over 50's event in Bedale.

Responses were received from residents in all 7 Districts, all age groups were represented and replies to all 4 types of questionnaire (on-line, standard paper version, large print and easy read) have been received indicating that all client groups were able to consider the consultation questions.

It is clear that most people still want to be able to stay in their own homes rather than have to move.

The response to a question about what is the most important to help people stay in their own homes indicated that the top choices for most people were:

- Good quality home care services,
- Help to adapt your home if you start to have difficulties
- Access to good quality information and advice

- Telecare and equipment to help you stay safe in your own home.

A choice of accommodation with support to rent or buy and handyperson services to help you maintain your home were ranked lowest of the seven options provided.

However 89% agreed with our ambition to roll out extra care housing to every major town in the County 6% of people stating no and 5% who didn't know.

The response to our aim to replace the remaining County Council owned Elderly Persons Homes with extra care housing was supported by 59% of respondents. 22% disagreed and 19% did not know. The responses from those currently living in our residential care homes showed higher levels of uncertainty with 51% having no concrete opinion on the proposal to develop more schemes. 56% of those currently living in the County's care homes said they would not want to move to an extra care scheme and 41% said they had no concrete opinion.

There were a range of services that people would like to see developed or supported through extra care, the most popular were:

- GP and pharmacy services
- Lunch clubs or cafes
- Community activities

Access to Community transport, social activities hand information and advice were the services people most wanted to be able to access from a community hub

Far fewer people who responded to the consultation were aware of Home Share as an option - 25% replied they had heard of Homeshare compared to 73% of people stating they hadn't and 2% who didn't know. Although the level of awareness was low 18% replied they would consider using Homeshare for themselves or a relative.

74% of respondents agreed we should also develop housing options for younger people with complex needs, compared to 7% of people who disagreed and 19% who didn't know.

In addition to the answers to our questions we received a number of comments from individuals and partners. These were varied and the following offers a summary of some of the key themes:

- Concerns about reducing budgets and funding
- Concern about affordability for residents
- The need for responsive and reliable support, especially as people's needs change
- The importance of social interactions, including the impact of public and community transport reductions
- Particular challenges in smaller rural communities
- The balance between being a community hub, allowing residents privacy and encouraging other activities in the wider community
- Understanding local need and demand
- The importance of home care and the need for specialist support both in the community and in care homes
- Diversity and minority needs

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7.0 What we will do in the future

The following are the Council's proposals for how it can assist people to get care and support where they live.

7.1 Develop local accommodation, services and activities that mean that people are safe and can live independently at home for as long as possible

7.1.1 People's Existing Homes

The Council is aware that most people wish to remain in their existing own home for as long as they can. We will support this aspiration by providing information and guidance so that people can access accommodation, support and services that will assist them to remain independent at home.

7.1.2 New Housing Developments

There are ambitious plans over the next ten years to build 2,000 homes every year across North Yorkshire, with seven locations where there will be over 1,000 new homes built. The Council wants to make sure by working with the District and Borough Councils that new houses which are built in these communities recognise and respond to the aspirations and needs of older and more vulnerable people.

7.1.3 Home Improvement Agencies and Handyperson Services

Home Improvement Agencies and Handyperson services can help you to live independently, safely and comfortably at home.

The Council, in partnership with the District and Borough Councils, offers home improvement and handyperson services across North Yorkshire. These services can help with maintenance and odd jobs such as fitting light bulbs, putting up curtain rails and all those little jobs that can make a big difference to ensure you feel safe and independent. They also offer support with larger projects such as making your bathroom accessible and can help you to apply for Disabled Facilities Grants which is funding available from local authorities to help you adapt your home. They can also help you find other sources of funding to help pay for adaptations.

Advice will be available to help with:

- Identifying potential hazards
- Falls prevention
- Fire safety
- Crime prevention
- Energy efficiency and reducing fuel bills

The Council will continue to ensure that these services are available for older and vulnerable people and also want to make them more available to people who can pay for the work themselves and who want a trusted organisation to carry out work in their properties. We also want to offer volunteer opportunities within the Home Improvement Agencies to people who can offer practical skills to their neighbours and local communities.

7.1.4 Home Care

The Council is working with care organisations to make sure you can access home care and have a range of organisations to choose from to deliver that care. We are looking to have a smaller number of home care organisations who will work closely with you and the Council. This will ensure care is of a high quality but is also delivered in a personal and flexible way. We will also make sure that intensive support services are available to you after a period of illness or if you have become disabled.

7.1.5 Considering which Option is the Best for You

We recognise that it is difficult deciding what to do for the best when you have to think about where to live in the future. The Council will work with you and ensure that advice, information and guidance is available where possible that assists you to make informed choices about what accommodation, care and support you need.

7.2 Improve the way people can choose, buy and fit equipment and Telecare so that more people can live independently at home

7.2.1 Telecare Equipment

Telecare helps people feel safe at home and provides reassurance that help can be called in an emergency.

Equipment is provided to support the individual in their home and tailored to meet their needs. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone. It can include detectors for example for fire and gas or monitors such as motion or falls that trigger a warning to a response centre staffed 24 hours a day, 365 days a year with further links to other support services, including carers.



We will take advantage of developments in digital technology so that people can access a range of equipment and technology that will support their needs. In the future, this may include robotic technology.



6.2.2 Telehealth

The Council will work with GPs and other health bodies to provide Telehealth which is a range of equipment that can monitor people's temperature and blood pressure as well as consultations with nurses and doctors through a television screen.


7.2.3 AskSara

This is a system on the Council's webpage that takes you through a set of questions that helps you decide which equipment will best support you at home. This may include grab rails and walking aids amongst others.

7.3 Expand the number of extra-care housing schemes across the County and develop community hubs in some of these schemes

7.3.1 More Extra Care Housing

Extra care housing is now a rapidly growing sector of the housing and care market. This model of housing and care can offer everything



"We don't think of it as somewhere that old people live, we think of it as home"

Robert, a tenant in an extra care housing scheme in Selby

traditional residential care does in terms of on-site care provision but considerably more in respect of accommodation standards, community involvement and individual wellbeing. The Council has managed a very successful programme of extra care development across the County which has given many people the chance to live in their own home with care and support when they

otherwise may have had to move into a care home. This Strategy marks a turning point for future extra care housing schemes to do even more to help people who need support to live independently but also to help people that live in the communities around the schemes.

Extra care housing is built to high standards providing a solution that enables older people and vulnerable adults to live in their own home where they decide how long they stay (because they have a tenancy to rent an apartment or a lease to buy an apartment), control over their finances and choice over who comes into their home to help them with their own care and support needs.

The Council will make sure that these schemes are protected for North Yorkshire people first. We will be able to put forward the names of people who would benefit from living in the schemes so that they can

live in their own home that has been specially designed to support their needs with the right care and support for them.

The existing extra care housing schemes already support people who are living with dementia but we know that in the future there will be more people living with dementia. We also know that people want to be able to stay in their own homes for as long as possible after their dementia has been diagnosed, only moving into extra care housing once they are no longer able to stay in their own home.

There are three extra care housing schemes currently being built which are designed to support people living with dementia and we will learn lessons from how well these new designs work. We need to make sure that all future extra care housing schemes can support people living with dementia at every stage of their condition and to avoid unnecessary moves onto more specialist, often institutional, accommodation at a later stage. The accommodation is only one part of the answer as the care and support service must be tailored to meet people's individual needs. We will need to make sure that care staff get to know the particular needs, likes and dislikes of each person so that they can support them to continue their normal lifestyles and behaviours.

Well-designed and well-built accommodation with care and support brings wider benefits such as ensuring affordable warmth, providing an appropriate design solution for people living with a disability or long-term condition and support the principle of 'good housing, good health'⁶.

The emphasis on good quality design has always been at the forefront of the Council's extra care housing delivery programme. The Council's 'Accommodation with Care Design and Ethos Guide' sets out the minimum design standards expected. It is recognised that each building is someone's home and not just a place to provide care. Each scheme will be future-proofed to allow for changing needs and priorities. The design of the internal layout of each apartment will be flexible to allow for the changing care and support needs of individual residents and to

⁶ UK Chartered Institute of Environmental Health 2008 Good Housing Leads to Good Health. A toolkit for Environmental Health Practitioners.

maximise their ability to continue to receive care and support at home. Schemes need to be seen as community assets which allow residents to continue to meet with local people but also enable them to feel their home is secure and private.



Sunnyfield Lodge Extra Care Housing Scheme, Ripon

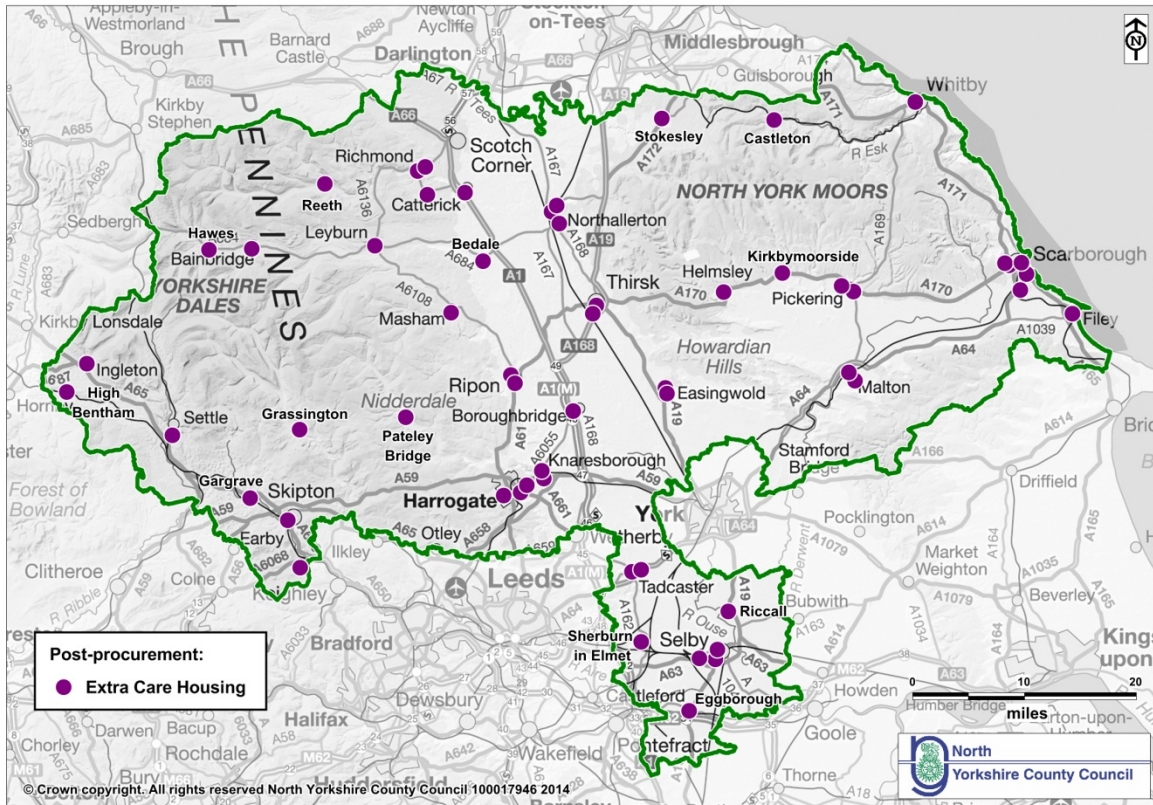


Limestone View Extra Care Housing Scheme, Settle

It is not the intention of the Council that a single 'model' of design be used. Each scheme is developed in response to site circumstances and local requirements, providing a diversity of accommodation across the County.

There are sixteen extra care housing schemes in management across the County, providing 649 apartments of accommodation with care and support to adults, mainly older people. The Council will work with the organisations that own and manage these existing schemes to make sure that the schemes are looked after well and remain safe, comfortable and pleasant places to live for many years to come. In particular ensuring support for people living with dementia, keeping the schemes up to date with best practice and ensure they involve the wider community, bringing additional benefits to that community

The intention is that there will be an extra care housing scheme in every major town across the County providing more than 2500 apartments and bungalows for people who need care and support where they live. The map below shows the locations where we aim to have an extra care housing scheme in the future.



7.3.2 Extra Care Housing Schemes as Community Hubs

Accommodation with care and support, especially extra care housing, will also operate as a community resource for local people who will be able to go into the schemes to use the facilities and to take advantage of the information available as well as the services and facilities on offer. The Council will work with providers to ensure that each scheme is at the heart of the community, supporting people to stay healthy for longer. In this way, they will play a pivotal role in the Council's ambition to support North Yorkshire's communities to be active, thriving and stronger.

For example, the extra care housing scheme at Bainbridge in the Dales has become the community hub of the village and the surrounding area. As well as providing homes for people to live in, it also has within it the post office, a community library, a café, a small shop and a hair and beauty salon all of which are open to the public. The scheme is also used by the local GP and district nurses and it has a defibrillator that people in the community can borrow whilst waiting for an ambulance to

arrive. There are a range of activities that are available to people in the community such as yoga, dance classes, cinema and lunch clubs.

All extra care housing schemes will be expected to provide basic facilities such as shops, hair and beauty salons, cafés, libraries, information and guidance services, assisted bathing rooms, day support services, respite facilities, social activities and lifelong learning opportunities. Some schemes may also provide more specialist support services such as Changing Places facilities where disabled people can pop in to use the personal hygiene facilities and Memory Clinics so that people do not have to go to hospital to get help and advice about living with dementia.

The Council will work with providers to also use extra care housing schemes as bases from which to run other community services such as car clubs where volunteers will be able to use the cars available to transport people to medical appointments, social activities, shopping trips, etc. Other examples will be to have allotments on schemes with the produce being used for the caterers to run healthy living projects for people of all ages in the community.

As each new scheme is developed we will identify the needs that the community has and build in solutions for those needs.



Rivendale Extra Care Housing Scheme, Northallerton



Popple Well Springs Extra Care Housing Scheme, Tadcaster

7.3.3 How we will do it

The development of accommodation with care and support is identified as a need in the North Yorkshire Housing Strategy 2010-2015 which is due to be refreshed next year. The Council will work closely with housing and planning partners in the District and Borough Councils and

the National Parks as well as colleagues in health bodies such as Clinical Commissioning Groups and Hospital Foundation Trusts to ensure that future development is truly integrated.

The Council is conducting a procurement exercise to identify partners to design, fund, build, manage and operate extra care housing schemes. The aim is that by 2020, there will be more than 50 extra care housing schemes across the County. **Where we are replacing our current Elderly People's Homes we will look to use our land and assets to support the development of new extra care schemes.**

Alongside this, we will work with organisations who wish to develop extra care housing in the County on land that they own. We will support them to make sure that the building is designed appropriately and that the ethos and service delivery of the scheme, as well as the costs to live there, are in line with the Council's aspirations. These are known as growth schemes.

7.3.4 Specialist Services

For future schemes, there will be a greater emphasis on working with other partners for joint solutions such as schemes incorporating a GP surgery, library, respite care, short break service and specialist accommodation for people living with dementia and people with other complex needs. The Council is working with partners to design schemes that will provide people, especially those living with dementia, with accommodation that will minimise the impact of their condition such as the use of colours and other design features to establish familiar routes through the building; Telecare technology to assist staff to discreetly monitor people and open-plan apartments with built in safety features. The Council is also developing a care and support service that will focus on each person's very specific needs as they move through the different stages of their lives. For people living with dementia, this will concentrate on putting support in place that will identify their likes and dislikes and aim to maintain the daily activities they enjoyed before the onset of dementia.

7.3.5 *flexi*Care

The Council has worked with partners to put in place a new care and support service for extra care housing schemes called '*flexiCare*'. This service ensures there is staff in the building 24/7 to respond to emergencies, assist people with attending social activities and getting to the dining room for meals, and helps people with going to the toilet and turning in bed during the night. On top of this, each person living in the scheme will have their own personal care and support plan which will be tailored to meet their particular needs.

The cost for the 24/7 service will be charged along with the rent and service charge for each apartment and some of this charge may be paid by Housing Benefit where the person can get this financial help. **We will keep the affordability of extra care and flexi care under review as we know this a key concern to people.**

The personal care and support can be provided either by the same staff that are providing the 24/7 service, or people may choose to have a different care and support organisation visit them in their apartment to deliver this service.

This model means that in future, people living in extra care housing will have choice and control about who comes into their home to provide services.

7.3.6 Replacing Traditional Care Homes

The Council has twelve elderly persons' homes across the County that do not yet have a proposed extra care housing scheme to replace them. These facilities offer an excellent service to residents, however, the buildings are now outdated and expensive to run and maintain. Even with a major refurbishment programme, the physical fabric of the homes cannot be improved to any great degree and would not provide the space and standards that people now require, such as en-suite facilities. If for example money was invested to refurbish the buildings by increasing the size of each bedroom and creating en-suite facilities, this would mean an inevitable reduction in the overall number of bedrooms in each home. Traditional models of residential care will no longer be fit for purpose as care homes will not have the capacity to meet demand.

Equally, the existing Council-owned Elderly Persons' Homes are not always able to meet the specialist care that people require, such as for people living with dementia.

Where practicable, and subject to consultation with key stakeholders, the Council aims to replace its remaining Elderly Persons' Homes with extra care housing by 2020. The Council's shift away from directly owned and operated Elderly Persons' Homes to housing-based provision is entirely consistent with national and local policies.



Cherry Garth Elderly Persons' Home transforming in a two-phase build process into Meadowfields Extra Care

With the numbers of older people increasing in the coming years, it is important that the Council ensures there are as many places as possible for people who need care and support where they live. Extra care housing schemes provides this due to the ability of couples and/or carers to stay together.

If a particular Council-owned Elderly Persons' Home is likely to be affected, the Council will conduct a twelve week consultation with residents, people using services (such as respite and day services), relatives, their family and friends and other key stakeholders.

As the replacement programme extends to 2020, it could be a number of years before some of the homes will be affected.

People living in the affected Council-owned Elderly Persons' Homes will have an automatic right to move into the extra care housing scheme that replaces their home if they wish to do so. If they would prefer to remain in residential care or, at that stage, need to move into nursing or more specialist provision, they will be supported to do so. People will not be financially disadvantaged by the move and all practical support will be offered to them and their families before, during and immediately after the move.

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7.4 Explore different models of accommodation (such as Homeshare) to see if they might be beneficial for some North Yorkshire residents

7.4.1 Sheltered Accommodation

The Council will work with housing associations and District and Borough Councils to make best use of sheltered accommodation in the County and to help people consider whether this is the best option for them.

7.4.2 Residential and Nursing Care

The Council aims to reduce the number of residential and nursing care placements by ensuring there are alternative models of accommodation with care and support available. **We recognise that there will be times when a care home might provide the right care for someone. We will work with our health partners and independent sector colleagues to ensure that where this is the case people can still choose homes which offer good quality care and a homely environment.** We will expect the homes to offer specialist services and encourage contact and integration with their communities and help people to maintain their independence.

7.4.3 Homeshare

Homeshare involves matching someone who needs help to live independently in their own home with someone who has a housing need and is willing to provide a little help and support in exchange for accommodation. Homeshare can benefit people who own or rent a home who need low-level support. Typically, this would include people who are anxious or isolated or disabled people who need support to maintain their independence. Homeshare can benefit people who cannot access affordable housing such as students and key workers on modest incomes or people at the bottom of council house waiting lists, or those living in hostel accommodation.

The Council will explore the feasibility of a 'matching' service to support people who wish to look into Homeshare so that people with similar

interests can be matched up, the accommodation checked and relevant security checks undertaken.

7.5 Increase the availability and choice of accommodation and services for people with:

- Complex needs
- Mental health issues
- Learning disabilities
- Physical disabilities
- Sensory impairment
- Autism
- Young people with disabilities moving from childhood into adulthood

7.5.1 Supported Living

The Council is working with partners to enable the development of supported living schemes for younger people with a learning disability, with autism or with a physical disability. People will be supported to live more independently by care and support staff who will visit regularly. This will typically be between four and twelve apartments in a location near to shops, transport links and sometimes linked to an extra care housing scheme.

"You're independent, once you're in your flat you do what you like"

Sally, a tenant in a supported living scheme in Scarborough



7.5.2 Supported Living Plus

This is enhanced supported living that offers accommodation that is specially designed with specialist care and support on site for people with complex needs. This will typically be no more than eight apartments with staff on site and sometimes linked to an extra care housing scheme.

7.5.3 Transitions

We will continue to work with colleagues in Children and Young People's Services to ensure the smooth transition of young people between services and to identify their needs and the care and support they may require as they move from childhood into adulthood. This information will then be used to plan any future housing developments.

7.5.4 Supported Employment

We will work with partners to put in place employment and training opportunities, especially within extra care housing schemes, for people who cannot access these through traditional routes.

7.5.5 Information and Guidance

We will make sure that information is available to young people, their parents and carers so that they can make informed choices about how best to meet their needs.