



Agenda

Notice of a public meeting of **Care and Independence Overview
and Scrutiny Committee**

To: **Councillors Karin Sedgwick (Chair), Helen Grant
(Deputy Chair), Eric Broadbent, Mike Chambers,
John Ennis, Caroline Goodrick, David Jeffels,
Andrew Jenkinson, Stanley Lumley, Roberta Swiers,
John Mann, Robert Windass, Cliff Trotter.
Co-opted members - Jillian Quinn and Mike Padgham.**

Date: **Thursday, 29th July, 2021**

Time: **1.30 pm**

Venue: **Remote Meeting held via Microsoft Teams**

Under his delegated decision making powers in the Officers' Delegation Scheme in the Council's Constitution, the Chief Executive Officer has power, in cases of emergency, to take any decision which could be taken by the Council, the Executive or a committee. Following on from the expiry of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, which allowed for committee meetings to be held remotely, the County Council resolved at its meeting on 5 May 2021 that, for the present time, in light of the continuing Covid-19 pandemic circumstances, remote live-broadcast committee meetings should continue, with any formal decisions required being taken by the Chief Executive Officer under his emergency decision making powers and after consultation with other Officers and Members as appropriate and after taking into account any views of the relevant Committee Members. Further information on this is available on the committee pages on the Council website - <https://democracy.northyorks.gov.uk/>

The meeting will be available to view once the meeting commences, via the following link - www.northyorks.gov.uk/livemeetings. Recording of previous live broadcast meetings are also available there.

Business

- 1. Minutes of the meeting held on Thursday 4 March 2021** **(Pages 3 - 8)**
- 2. Apologies and any Declarations of Interest**
- 3. Public Questions or Statements**

Enquiries relating to this agenda please contact Ray Busby Tel:
or e-mail ray.busby@northyorks.gov.uk
Website: www.northyorks.gov.uk

Members of the public may ask questions or make statements at this meeting if they have delivered notice (to include the text of the question/statement) to Ray Busby of Policy & Partnerships (contact details below) no later than midday on Monday 26 July. Each speaker should limit themselves to 3 minutes on any item. Members of the public who have given notice will be invited to speak:-

- at this point in the meeting if their questions/statements relate to matters which are not otherwise on the Agenda (subject to an overall time limit of 30 minutes);
- when the relevant Agenda item is being considered if they wish to speak on a matter which is on the Agenda for this meeting.

If you are exercising your right to speak at this meeting, but do not wish to be recorded, please inform the Chairman who will instruct those taking a recording to cease while you speak.

- 4. Chairman's remarks - Any correspondence, communication or other business brought forward by the direction of the Chairman of the Committee.
(FOR INFORMATION ONLY)**
- 5. Direct Payments and the Covid Pandemic (Pages 9 - 24)**
Presentation by Corporate Director for Health and Adult Services
- 6. Living Well – during Covid-19 (Pages 25 - 32)**
Presentation by Cath Simms, Head of Prevention Services – Health and Adult Services
- 7. Dementia Village: Overview and Update**
Verbal report by Dale Owens (Assistant Director of Commissioning & Quality, Health and Adult Services)
- 8. Older Peoples Champion: Annual Report to Scrutiny Committee (Pages 33 - 36)**
Report by County Councillor Andy Paraskos
- 9. Work Programme (Pages 37 - 42)**
Report of the Scrutiny Team Leader
- 10. Other business which the Chairman agrees should be considered as a matter of urgency because of special circumstances.**

Barry Khan
Assistant Chief Executive
(Legal and Democratic Services)

County Hall
Northallerton

Wednesday, 21 July 2021

North Yorkshire County Council

Care and Independence Overview and Scrutiny Committee

Minutes of the virtual meeting held on 4 March 2021 at 10am.

Present:-

County Councillor Karin Sedgwick in the Chair.

County Councillors: Philip Broadbank, Eric Broadbent, John Ennis, David Jeffels, Caroline Goodrick, Helen Grant, Andrew Jenkinson, David Jeffels, Stanley Lumley and John Mann.

Mike Padgham (Independent Care Group) and Jill Quinn (Dementia Forward).

In attendance:

County Councillors Caroline Dickinson (Executive Member for Adult Social Care)

Officers: Ray Busby (Principal Scrutiny Support Officer), Richard Webb (Corporate Director for Health and Adult Services), Dale Owens (Assistant Director of Commissioning & Quality, Health and Adult Services), Louise Wallace (Director of Public Health, Commissioning (HAS))

Apologies:

County Councillors Mike Chambers MBE and Cliff Trotter

Copies of all documents considered are in the Minute Book

238. Minutes

Resolved –

That the Minutes of the meeting held on 17 December 2020 having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

239. Declarations of Interest

There were no declarations of interest to note.

240. Public Questions or Statements

The committee was advised that no notice had been received of any public questions or statements to be made at the meeting.

241. Chairman's Remarks

The Chairman updated members on changes to the work programme she had agreed to.

She highlighted some of the adjustments made in order that the committee not only met at the right time, but also accommodated officer priorities in these challenging

As Chair, she would be observing the upcoming meeting of the Outbreak Management Board, which intended to review how Covid 19 had affected suicide rates in North Yorkshire. This topic has been a key concern for the committee. In this context, she had recently suggested that aspects of the mental health first aider training feature as a future members seminar agenda topic. Suicide prevention would be brought before the September meeting of this committee.

She was consulting with John Ennis, Chairman of the Scrutiny of Health Committee, on the prospects for some joint working on the implications of the government's intentions for social care and health provision.

242. Independent Care Sector and the Impact of Covid-19

Considered

Presentation by Mike Padgham, Chair of the Independent Care Group (York and North Yorkshire) and co-opted member of the committee on, from his perspective, the impact Covid-19 has had on the independent care sector.

Mike explained that even before the pandemic the sector was facing many challenges:

- A 'perfect storm': rising demand, falling funding, greater inspection, dire staff shortages, rising fees.
- Care homes closing, homecare contracts being handed back.
- 1.4m people with unmet care need.
- Up to a quarter of care homes at risk.
- Social care funding restrictions.
- Estimated 20,000 staff vacancies on any one day in the England.
- Increasing difficulty for homecare providers to respond effectively in rural areas.

Because of the pandemic, care business have to cope with:

- Stress on staff/management.
- Exacerbated staffing shortages.
- Further financial strain.
- Difficulties in getting insurance.
- Fall in morale.
- Fears for the future for the care sector.
- Need for social care reform.
- Reduced occupancy levels resulting from of a lack of confidence and homes not accepting new admissions.

In his view, the whole care sector has survived by a combination of a massive effort by social care staff, excellent partnership working, government support and plain dogged determination. In particular, Mike praised the North Yorkshire County Council's response. Mike added that the county council's support offered to providers had been exemplary. Some providers were struggling to manage the increased burdens and lower occupancy levels. A number of homes had to recruit additional staff to ensure the required testing in homes could be properly undertaken.

Against the background, it was inevitable that some providers would be lost to the market. Continued financial support was no doubt needed, but he acknowledged the county council faced financial challenges of its own.

He shared his personal perspective on what a recovery might look like, and what might secure a more sustainable future for social care. His ideas ranged, for example, from a cap on social care costs, a minimum wage for social care work through to a new model of social care delivery based on catchment areas.

Anecdotally, a member reported knowledge of some individuals being reluctant to accept the move into a residential setting – known as “Covid fear”. A member reported that some relatives had struggled to persuade individuals to enter residential care because of national publicity around care homes repeatedly reporting that homes were centres of high transmission of the virus. Indeed some concerned relatives had sought to move loved ones out of existing care settings.

The experience of recent months had called some members to question their faith in the join up between health and social care. Therefore, these insights will help broaden the committee’s understanding of how our partners and we respond to the published White Paper Integration and innovation: working together to improve health and social care for all.

Resolved –

- a) That the report be noted.
- b) The committee was pleased at the comprehensive and professional nature of the action taken and the support offered.

243. Care Market Update

Considered –

Dale Owens presented the third of his updates on the state of the local Social Care Market.

The presentation covered

- Market Sustainability - The Market Sustainability Board developed in 2020 continues to address strategic issues in the market
- Designated Beds and Hospital discharge
- Financial Support to the Market
- Infection Rates for the 7 districts in North Yorkshire
- Vaccinations

Resolved –

That the report be noted.

244. Extra Care Housing

Considered –

Presentation by Dale Owens giving an update and situation report of the progress of the County Council's Extra Care Programme.

Dale explained that North Yorkshire has a proud record on Extra Care Housing. We have one of the largest Extra Care programmes in the country, recognised as an exemplar of good practice and effective delivery.

Since 2015/16, the Extra Care programme has generated cashable savings of £1.59m with an additional £1m savings in progress linked to other schemes.

The vision of wanting people to live longer, healthier, independent lives and enable people to make the choices that are right for them remains as relevant now as it was at the outset of the programme.

We are consolidating and building upon the success of previous years, with a new wave of extra care schemes to set the pace for extra care living into the middle of this century. Two of the latest to become active being Fry Court in Great Ayton and Webb Ellis Court in Scarborough. By 2023 the ambition to see Extra Care in all key towns will have been met, the programme will have delivered over 30 schemes and approximately 2000 units of high quality, purpose built accommodation with support.

This has proven to be a well-spent investment with buildings that are well designed, environmentally sustainable and integral to our towns and villages.

Resolved –

That the report be noted

245. Work Programme

Considered –

The report of the Scrutiny Team Leader on the Work Programme.
Members agreed that at the June meeting the committee would:

- Review how the directorate has worked with user groups during the pandemic and hear from representatives of user groups about their experiences during lockdown and the pandemic generally
- Look again at how NYCC is ensuring that Direct Payments enable more choice and control over the support people receive and how their social care needs are met
- Receive the Annual Report of the Older Peoples Champion

Members repeated the views expressed at the last meeting that the committee should consider:

- Looking beyond the current experience to what the future of council social care services might look like and what might be the key considerations of a recovery strategy.

- The respective chairs of the Scrutiny of Health and Care and Independence Scrutiny Committees might want to explore the backlog of undiagnosed conditions, missed operations and GP appointments and so on.

Referring back to an earlier item at the meeting, members would welcome information on the development of a plan to reimagine homecare.

Resolved -

That the work programme be agreed.

The meeting finished at 12 noon

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Direct Payments & the COVID Pandemic

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Introduction



Direct Payments Explained!

What is a direct payment

- Cash payments made to individuals.
- Money remains public funding until it is spent for the purpose given.
- Financially assessed.

Who can have a direct Payment?

- Parents of disabled children.
- Disabled young people 16 or 17.
- Disabled people.
- Adults who meet the eligibility criteria.
- Carers.
- Adults who have capacity to consent.

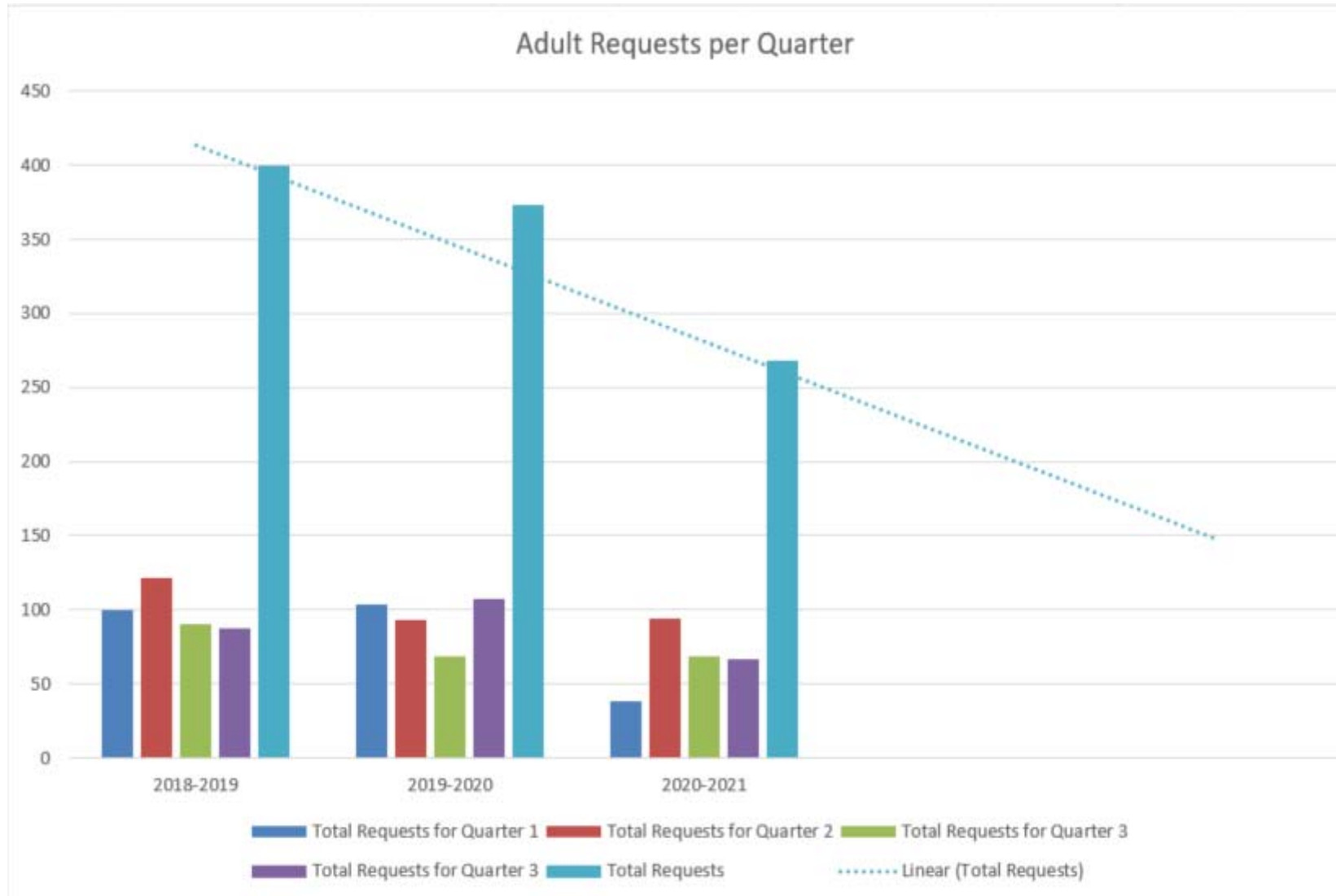
How can direct payments be used?

- Social activities.
- Equipment.
- Become an employer.
- Providers.
- Services from another local authority
- Respite/short breaks.

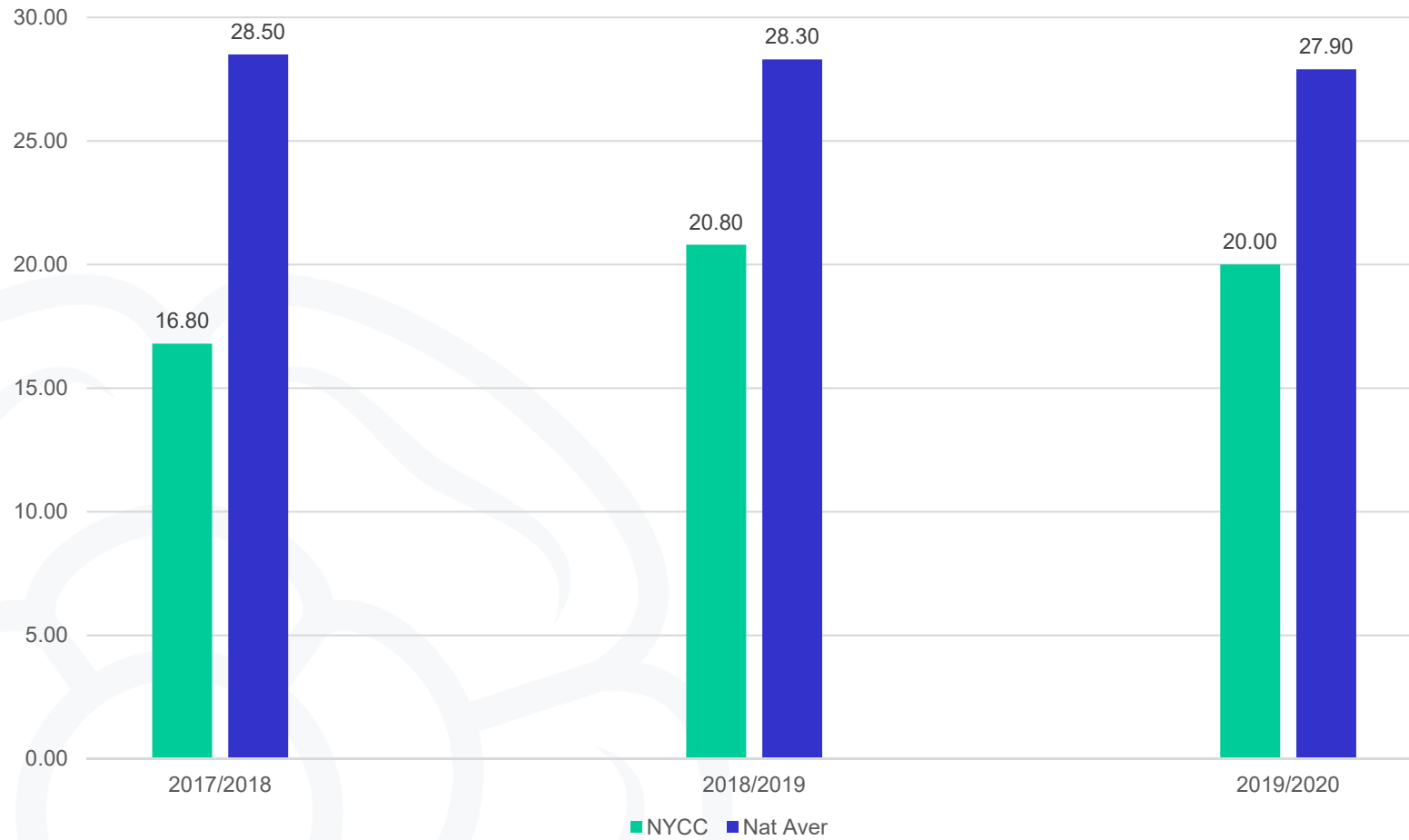
Applying Direct Payments in practice?



Requests for Direct Payments



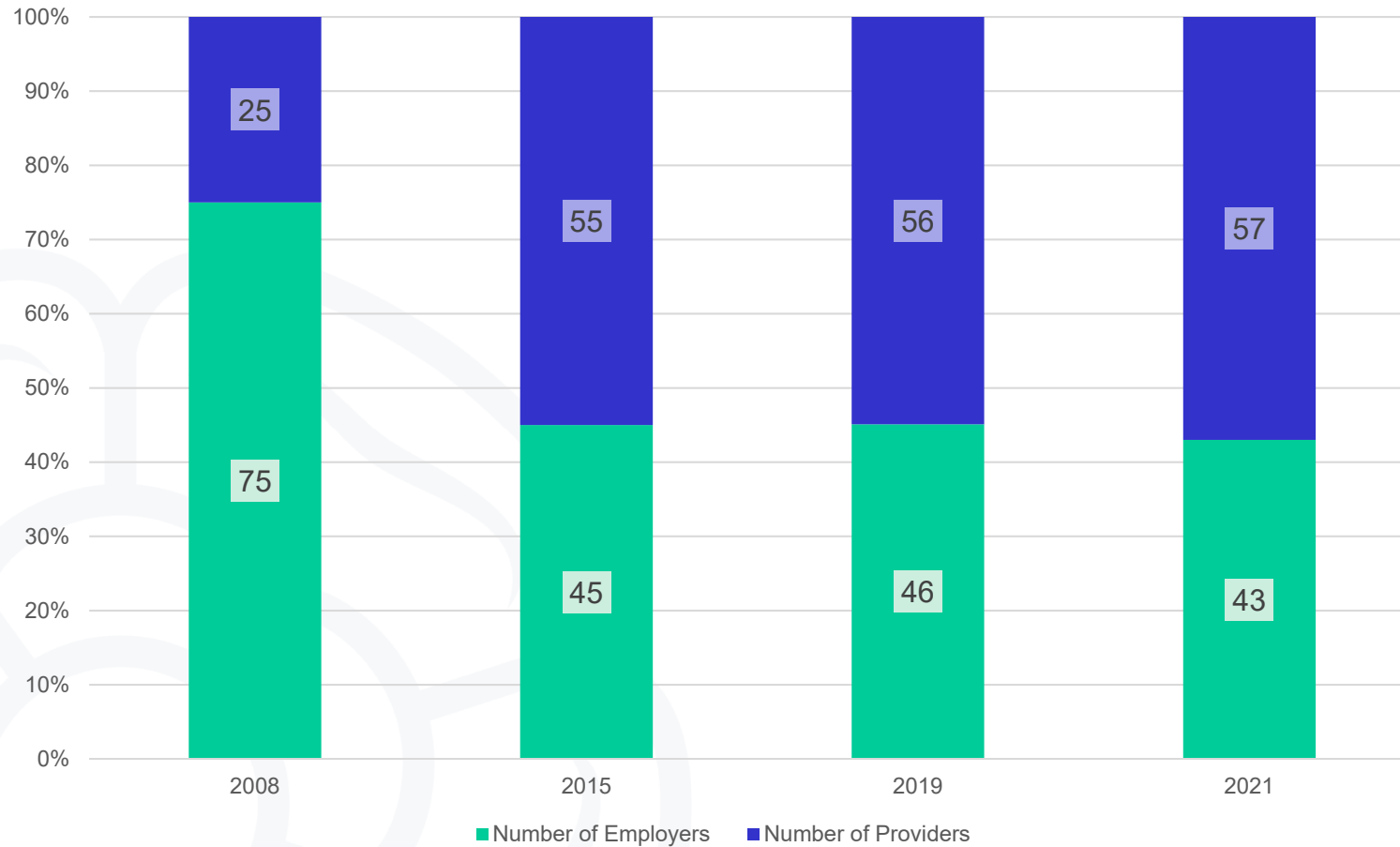
% of people who receive Direct Payments in North Yorkshire



North Yorkshire County Council Direct Payments – March 2021

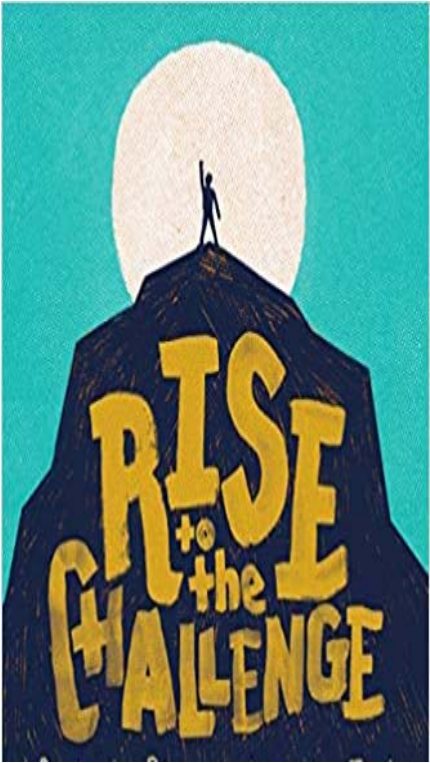


% of DP Employers v's DP Contracted



How did COVID impact our day to day work?

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How did COVID impact our DP Recipients?

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Challenges:

PA support disrupted and day support suspended
Carer pressures

Opportunities:

Develop Skills
Employment/Business opportunities



Solutions:

'A' had completed a short course in wood carving.

Results:

'A' living his life and being fulfilled by his hobby.
Discovering his talent has opened up many new possibilities for him

Challenges:

Day support suspended/reduced
Carer pressures

Opportunities:

Reduce expenditure – one off payment not ongoing
'S' was supported to 'research' what sheds were available and would meet her needs



Solutions:

Garden shed with 'S' has been able to decorate and make 'her own'

Results:

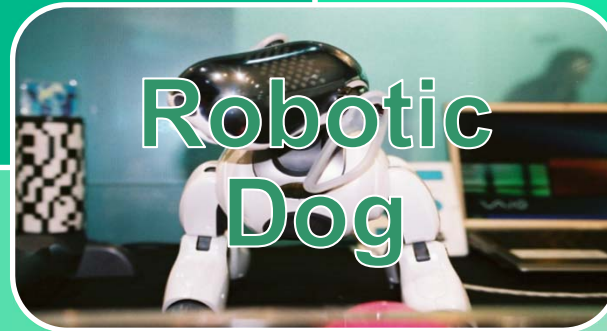
Increased independence and new skills

Challenges:

Chronic anxiety due to pandemic,
impacting on needs
Carer pressures

Opportunities:

Explore how technology can meet
needs
Reduce expenditure – one-off
payment not ongoing



Solutions:

“I've been waiting to let you know how ‘M’s’ new companion - Ivy, the robotic dog is working out. Since her arrival, ‘M’ has had almost no panic attacks! She is finding companionship and reassurance through Ivy's presence and I think this has been one of the best uses of Direct Payments so far. I'm amazed at how interactive Ivy is - I can see all sorts of benefits for people who live alone, struggle with anxiety etc.”

Results:

‘M’ is living a more independent
life
New coping skills/strategies

Service user feedback

June 2020

As Lockdown began in March, it was a hugely uncertain time for all, but as a carer and a mum it felt daunting. My sons team have gone above and beyond. I've had a call too , to establish how I am. Weve received messages, PPE, information and above all genuine care and concern for our families welfare. NYCC your response has been fabulous and we thank you for looking after us at a time that we know has been chaotic for all. With our thanks. The Ridgewell Family. Kirby Misperton. YO17 6XW

July 2021

We thought you, the way you got D's and our situation, the way you went about every aspect was outstanding. Your manner in person and on the phone, disarming and charming. We felt better after your visits and had hope given by you.

November 2020

Many thanks for that information, Wendy, and thanks again for your help in all these matters. As I said this morning, Gillian and I have found having your support extremely reassuring and helpful.



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Living Well – during Covid-19

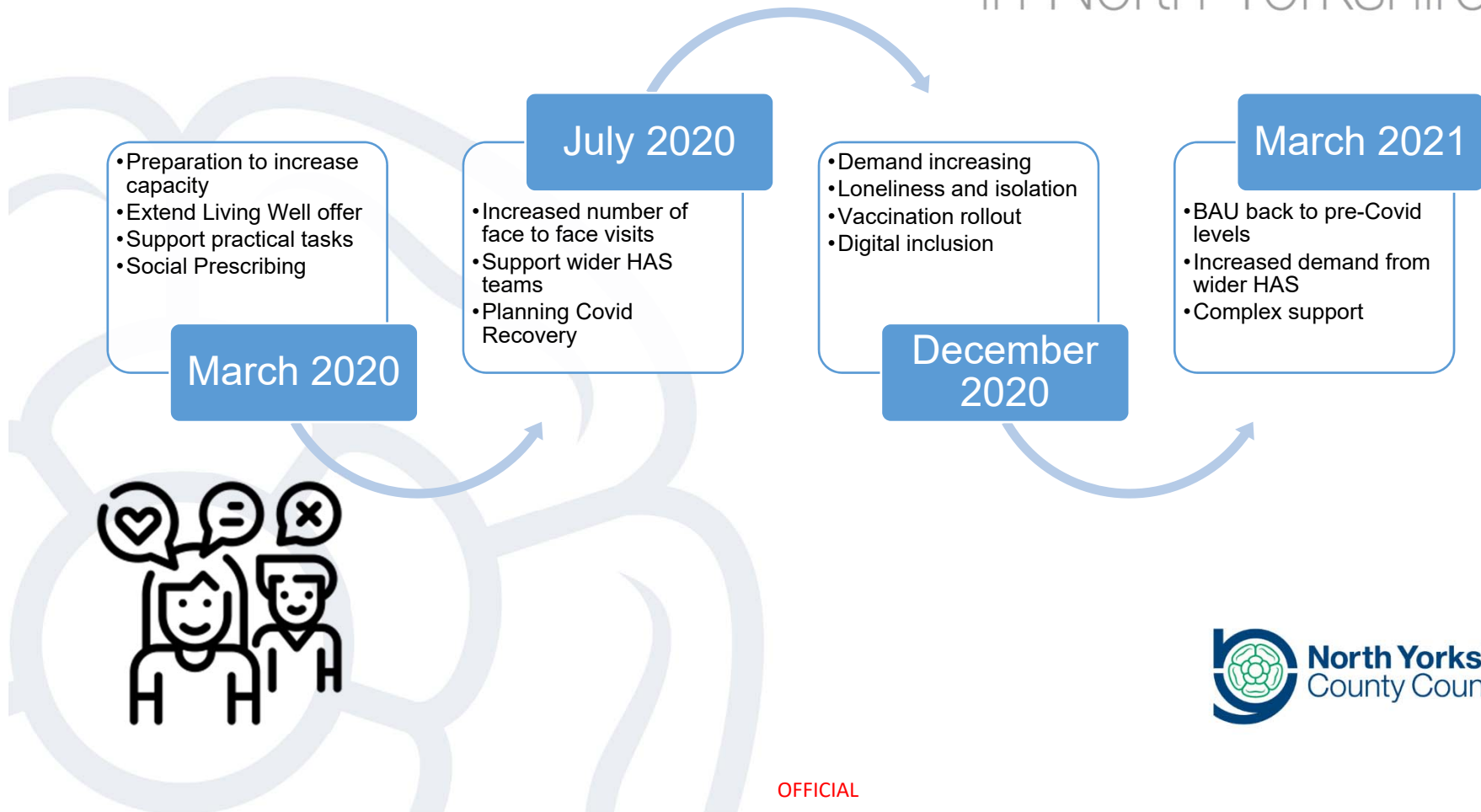
Care and Independence Scrutiny – 29 July 2021

Cath Simms – Head of Prevention Services

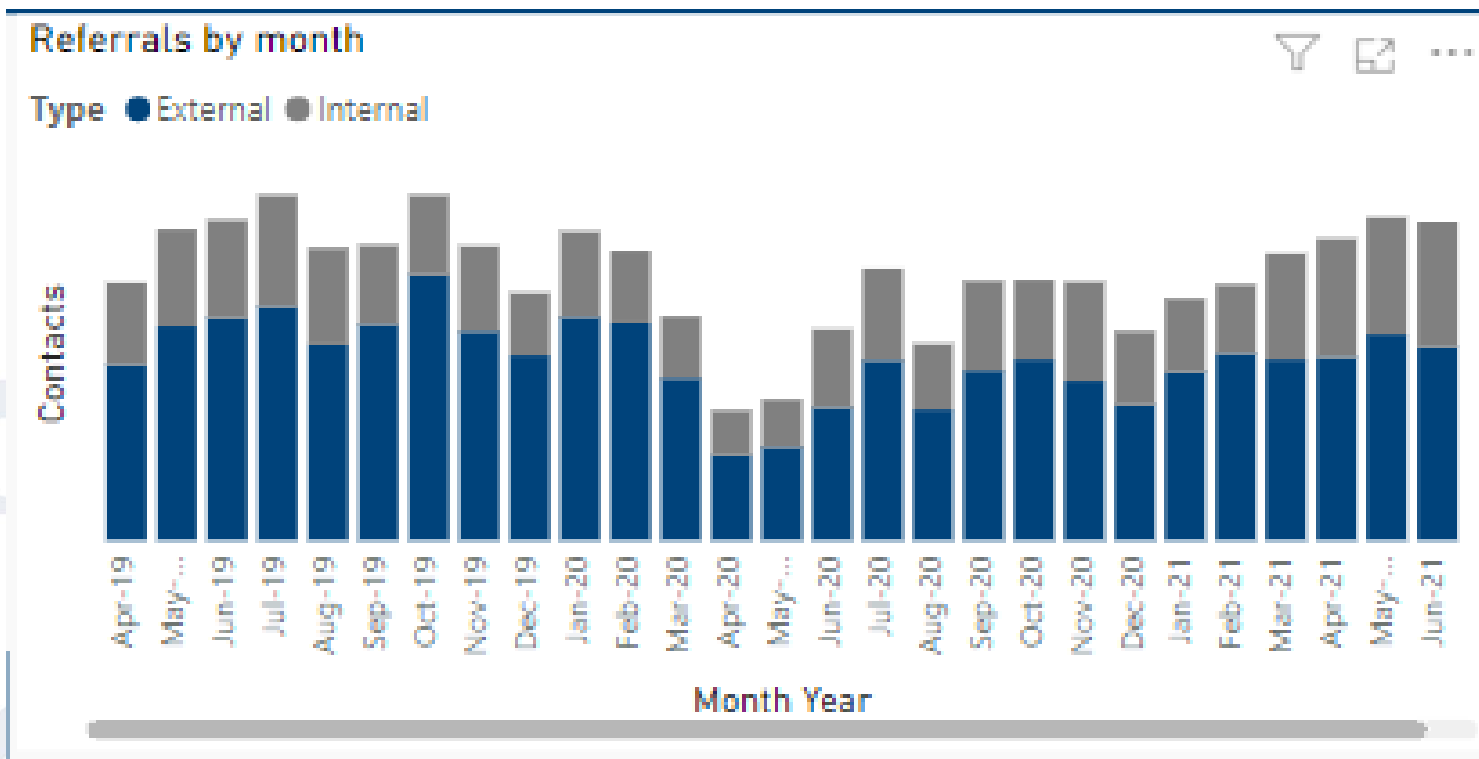
Living Well through Covid-19

Living Well in North Yorkshire

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Summary of activity



- Referrals to the service showed a dip from March 2020
- Demand quickly began to increase and returned to pre Covid-19 levels by Spring 2021.
- Analysis shows Living Well support was more concentrated in areas of highest need during the pandemic – areas with higher levels of deprivation



Flexible support offered during Covid-19

- A bridge between community and voluntary services and the council's adult social care response.
- Living Well aimed to resolve any issues presented by phone/virtual communication with face-to-face support when required.
- Provided information, advice and guidance to teams and to individuals to enable them to access the most appropriate support from the community and Universal + offer. Helped prevent people's needs from escalating
- Supported individuals and families to find solutions to remain well at home following discharge from hospital.
- Supported Community Support Organisations with people with more complex needs who were 'only just managing' prior to COVID-19 or were managing with support that was not available due to COVID-19.
- With their experience in creative problem solving and knowledge of local services, they were able to find ways to support people to be as independent as possible even where services were disrupted.

Type of support offered

- Connect people with a wide range of support, both low level and more complex
- Housing support & accommodation issues, heating, referral to Warm and Well, tenancy issues, hoarding
- Digital support – enabling people to access and use technology for family contact or online support
- Finances e.g. opening a bank account, NYLAF or grant applications
- Emotional support, accessing community groups and bereavement support
- Accessing community resources, social opportunities, finding cleaners, shopping and collecting prescriptions.
- Support to carers
- Low-level welfare checks and information gathering.

Challenges

- People shielded and didn't want visitors
- Introduced new SPLW in June – significant resource and planning
- Complexity of support required
- Digital exclusion – community groups and support online
- Responding to new rules and guidance
- Extended offer and BAU

Case Study – Mrs A

Mrs A was grieving and felt very lonely after her husband died in a care home. She was very anxious about the Covid-19 lockdown and particularly worried about managing her shopping safely. She was referred to Living Well from her local carers centre.

The Living Well Coordinator helped her make connections to

- the local Community Support Organisation for help with shopping and support with digital access to online services
- Warm and Well.
- community transport to access her vaccination
- Living Well SmokeFree as her smoking had increased since her husband's death.

She was supported with help to cope with her grief with connections to befriending support and to her church. She saw an amazing improvement in her wellbeing; with more confidence, interest in new things and other people, and general optimism about the future.

“Due to Covid I was unable to be with my husband when he died and have no friends or family to support me. I have become anxious about going out and can't relax.”

“I have moved forward because of you. You will never know how much you have helped me, you have seen me though it “

OFFICIAL

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NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

29 JULY 2021

Report of the Older People's Champion

1. I last reported in June 2019, shortly after taking over the role from Karin Sedgwick. This briefing updates the committee on what has been a year and a half like no other.
2. This role is all about raising the profile and 'voice' of older people so that the issues that matter to older people in their communities become and remain a priority on the agendas of local decision makers. Ordinarily, being Older People's Champion opens doors to go talk to all organisations and find out more about initiatives that do so much to support people. It is difficult in the middle of restrictions to engage at an informal level. Not just with those that are connected to the mainstream of County Council services and activity - such as North Yorkshire Forum for Older People, Better Ageing Partnerships, and the Dementia Collaborative - but also those whose motivation is all about "community". Here I refer to Rotary groups, the Good Neighbours scheme in Hambleton, and The Good Life Project in the Upper Dales, for example.
3. Covid19, and the accompanying social distance restrictions in particular, has put so much of this on hold.
4. Cllr Caroline Dickinson and I share a similar aim: how can we help make older people's representative groups more self-sufficient, more active and more independent. I raised the additional obstacles to involving ethnic groupings in these difficult times.
5. North Yorkshire County Council (NYCC) wants there to be strong and proactive independent voice and representation for the full diversity of older people living in all parts of the county. In turn NYCC wants to listen, understand and be responsive; creating a trusting, positive, proactive and mutually beneficial relationship; and gaining local and countywide perspectives on the needs of older people and the Council's capacity to meet them.
6. For many years this has been achieved through a partnership with the North Yorkshire Forum for Older People (NYFOP), a registered charity bringing together independent district based forums for older people. Local forums are currently active in Hambleton, Harrogate, Ryedale, Scarborough and Whitby. NYFOP also organised NYFOP+, a quarterly forum that brought together NYFOP

representatives and public sector partners to consider issues of mutual interest. After a period of review, the trustees of NYFOP agreed to dissolve the Charity in summer 2019; however, the locally based district groups have continued, as well as NYFOP+ (albeit at much reduced capacity and in some cases virtually throughout the pandemic). So there has been limited opportunities to meet with older people's groups as only a few are actually meeting remotely.

7. In parallel, an independent piece of research was commissioned by NYCC to explore options of how the voice and representation of older people could realistically and sustainably be developed across the county in the future. Ann Hindley of Cross Keys Associates produced the independent exploratory report, which was developed alongside a reference group of key stakeholders, including NYCC Officers, myself and older people representatives. The reference group not only provided a coordinating role for this piece of work, but also allowed the consultant to gain invaluable insight and feedback from those working and consulting with older people across the County.
8. The report was published in March 2020; despite the pandemic, work has been on going where possible, to develop those recommendations, with a collective meeting of NYCC Officers and older people representatives taking place in August 2021. I hope to play a key role in that discussion, and in how the project is developed moving forward.

Loneliness and Social Participation

9. We all need someone to talk to, but not all of us are lucky enough to have someone. Some older people have been isolating since February 2020 and many with complex health conditions are fearful of the opening up of as restrictions as infections surge. This heightens concerns that some older people may not be able to readjust to life post-pandemic and that they may be fearful of going out and picking up with their life as it was in March 2020.

Age Friendly Communities

10. The above point featured in a recent meeting of Age Friendly Communities - something I attend with Karin and Caroline Dickinson, Executive Member for Public Health, Prevention and Supported Housing.
11. The Council's community support organisations are increasing the amount of befriending that they are doing, with the aim of increasing older people's confidence and to encourage them to go out and about. But we talked about the next steps - how we get people back out and how to encourage their independence, For example, the confidence to start those simple community social

activity and many people that have been isolating would have some, doing their shopping and now may need some encouragement do their own and maybe luncheon clubs help get them out and about.

Images of Older People in the Pandemic

12. The COVID-19 pandemic has affected various age groups differently, with most deaths concentrated among the older population and those with previous health conditions.
13. This has led to a greater presence of older people in the agenda setting of all the media. Older adults were represented unfavourably in 71.4% of the headlines, with them being presented as a homogeneous group and associating them with deaths, deficiencies in residential care, or extreme vulnerability. The presence of certain potentially derogatory or improper terms (elderly, grandparents) was consistent with this negative representation. We ought to be concerned that COVID-19 pandemic may reinforce an ageist narrative of the older people, based on frailty, decline, and dependency, which may justify discriminatory practices directed at this sector of the population, but without these so-called older people, things would have been very different, many have volunteered at vaccination centres, shopped for friends and neighbours, collected medication and supported their local communities throughout the pandemic

Respect and Inclusion: Intergenerational Activity

14. As we come out of the pandemic, I hope we can again see media interest in Intergenerational activity and the important benefits it brings: promoting good relationships between groups; it reduces ageism, promotes friendships, and reduces the anxieties many older people feel about interacting with older people, and vice versa.

Priorities and Interests for the year ahead

15. Older people have borne the brunt of the pandemic, with a higher death rate and with the consequences of long periods of social isolation. With so much uncertainty and isolation, many experts are suggesting that there is an increasing amount of un-met social care need, as older people have been deterred from seeking the support that they have needed over the past 15 months.
16. As for Health concerns - I know both scrutiny committees are interested in the negative health outcomes especially those who have been unable to find creative ways of staying socially connected. I will, therefore, continue to raise concern about the mental and physical effects the pandemic has had on older people, particularly:

- Loss of function – mobility and balance
- Pain from untreated medical conditions
- Psychological impact living under so much stress

17. It is recognised that the NHS is working to reduce the backlog in elective surgery (hip replacement and knee replacement, for example) but the impact upon quality of life and mobility can be significant.

Appreciation

18. I would like to place on record my thanks for the support received from Health and Adult Services Directorate and Public Health, Corporate Services, from Stronger Communities. Also from fellow councillors, especially the Young People's Champion, Annabel Wilkinson, Portfolio Holders Caroline Dickinson and David Chance, and finally all the volunteers whose contribution so often goes under the radar.

ANDY PARASKOS

Older Peoples Champion

County Hall,
NORTHALLERTON

19 July 2021

Background Documents - Nil

NORTH YORKSHIRE COUNTY COUNCIL

Care and Independence Overview and Scrutiny Committee

29 July 2021

Work Programme Report

1.0 Purpose of Report

- 1.1 The committee has agreed the attached work programme (Appendix 1).
- 1.2 The report gives members the opportunity to be updated on work programme items and review the shape of the work ahead.

2.0 Background

- 2.1 The scope of this committee is defined as ‘The needs of vulnerable adults and older people and people whose independence needs to be supported by intervention from the public or voluntary sector’.

3.0 Scheduled Committee dates/Mid-Cycle Briefing dates

Committee meetings

- Monday 20 September 2021 at 10am
- Thursday 2 December 2021 at 10am
- Thursday 10 March 2022 at 10am

Mid cycle briefing dates

- Thursday 28 October 2021

4.0 User Participation

- 4.1 At a recent briefing, group spokespersons – with a number of other committee members - reviewed how the directorate has worked with user groups during the pandemic and heard from representatives of user groups about their experiences during lockdown and the pandemic generally.
- 4.2 Your Chairman reported as follows for the council meeting.
- 4.3 The current COVID-19 pandemic creates unusual challenges for engaging with users of our services. The committee wanted to understand how the pandemic has affected user voices and participation. We rearranged our meeting dates so that we could hold an informal, virtual meeting, with user representatives from the North Yorkshire Disability Forum and the North Yorkshire Learning Disability Partnership Board. What we heard and learned was both heartening and reassuring.
- 4.4 These groups contain hard-working and committed community representatives, who - prior to lockdown – held regular face to face meetings across the county – at least one meeting somewhere in the county every week. They are not talking-shops; they look at work plans, strategy delivery, and projects in local communities. They are coproduction in action.

- 4.5 They also link to other forums and groups so meeting them in a virtual meeting was always going to give us an up to date, informed picture of how successful people had been in adjusting to the constraints of the pandemic.
- 4.6 The concern of members was that many people could have “lost confidence” and were not sure they would be able to engage during the pandemic. Yet from the start of lockdown, both forums quickly adapted by staying in touch via Facebook, zoom meetings, phone and post. Videos and podcasts were other ways that people shared their views. A good deal of support was provided to develop digital skills and confidence - from the P&E Team and our commissioned self-advocacy support service.
- 4.7 Many moved online to hold group meetings, including regular joint forums Q&A sessions with the HAS Corporate Director and Public Health; these Q&A sessions involved representatives of older people’s and mental health forums as well. In particular, user representatives praised Richard Webb for his willingness to meet with them, and were pleased that this is set to continue.
- 4.8 Digital meetings can be convenient, but they do not work for everyone – at least, not right away. People’s experience of digital meetings and problems coming to terms with the technology will be familiar to all of us - chairs cannot “read the room”, it is not easy to tell whether an aspect of a presentation raises confusion or objections among the attendees, managing the mute button. Quizzes, for example, helped people to be confident - not just with the platform, but also with the atmosphere and the purpose of the meeting.
- 4.9 People’s voice and involvement has had a positive, tangible impact:
- People have responded in a way, which suggests the whole experience has been empowering.
 - Many groups support their members successfully and can campaign effectively – the group established to look at and campaign for safe Care Homes visiting is an example.
 - Concerns about Do Not Resuscitate Orders and emergency care legislation shared with NHS colleagues.
 - Creation of an accessible Covid communications library for information and advice.
 - Helped to inform HAS colleagues about concerns around support during Covid, and people of the support available e.g. Personal Assistants, emergency contact, PPE, Outbreak Management Plan.
 - Raised awareness of the importance of accessibility for disabled people locally and via NYCC Communications.
 - Issues raised have been fed into the North Yorkshire and York Vaccine Response Group and Locality Groups.
- 4.10 Our impressions and conclusions from this meeting:
- When running an event all opinions and diverse views are encouraged and respected.
 - Participants know that their contribution is being sought and is appreciated by all involved.
 - The directorate has worked with (not to or for) people to give them a voice.
 - It showed how most people have adapted to the innovative thinking.

- The range and diversity of options and avenues chosen to bring people in and give them the means to represent themselves is impressive; it means more people can find at least one method that works for them.
- The range of views that people are able to express shows that people feel comfortable in raising issues both big and small, personal and service orientated.
- Leadership commitment is strong - Richard Webb making himself available is good in itself but it sets the tone, the culture: “We are all in it together”.

4.11 It is clear that people have continued to speak up and influence despite the challenges of Covid and remote meetings. Some described how, because of social distancing, they were missing the physical contact with others that they had relied on before the pandemic. However, no matter what other cultural changes come about, most agree that digital meetings and different ways of being involved are here to stay and, used well, they can enhance service users’ voices.

5.0 Re-ablement – Update

5.1 Group Spokespersons also reviewed how the Re-ablement service has adapted and coped during the pandemic.

5.2 North Yorkshire County Council Reablement service is our in-house service registered with Care Quality Commission for the delivery of the Regulated Activity of “Personal Care”. All our services are rated “Good” by CQC. The aim is to provide care and support which will prevent reduce and delay the need for ongoing social care intervention.

5.3 The countywide footprint for Reablement includes 11 registered services delivering over 5000 hrs of Reablement when fully staffed.

5.4 The key headlines as the service adapted to the challenges of the pandemic included:

- Additional temporary recruitment was put in place to strengthen the Reablement offer and support the broader provider market. 110 Covid relief workers were appointed. Providing a total of 14,407 hours, 22 of these have remained in employment with NYCC.
- Additional team leaders were appointed to manage the increased resource.
- Reablement staff classed a “vulnerable” under the Covid category who needed to shield posed a significant risk to maintaining a safe service delivery, but we have successfully managed this.
- Reablement teams across the county continue to recruit to Reablement worker posts, however this remains a challenge for Registered Managers, with all teams holding some vacant hours.
- Reablement have provided essential emergency support to other services areas such as Extra Care Housing and Care homes throughout the Covid pandemic, supporting existing teams in keeping people safe, sometimes in a crisis situation, such as service failure or significant staff absence due to Covid.
- Reablement managers have reported up to 80% increase in non-reablement activity which is incongruous to the reablement ethos, in some cases providing care and support to people who are at end of life. This is driven by the need to meet the Covid discharge requirements and to support the wider domiciliary care market.
- There has been an increased demand on Reablement due to the introduction of weekend working arrangements for Care & Support teams.
- Increase in weekend discharges and the need for a timely turnaround from assessment to service delivery.

- Rurality is a major challenge to meeting the Covid discharge requirements for all providers, Reablement is no exception.
- The need for Reablement workers to travel alone has had an impact on flexibility in delivering services and has increased budget spend on mileage.

5.5 Members highlighted the likely adverse effects of Covid lockdown restrictions on people's well-being and resilience, which may have deteriorated rapidly due to:

- greater levels of isolation and loneliness;
- reduced access to services as people's movement has been limited;
- reduced operation of non-essential or universal services; and,
- increased difficulties in accessing targeted services and support.

5.6 Group Spokespersons intend to return to this topic in 6 months' time, following which it is likely to be escalated to a formal committee item.

6.0 Recommendations

6.1 The committee is recommended to consider the attached work programme and determine whether any further amendments should be made at this stage.

DANIEL HARRY
SCRUTINY TEAM LEADER

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21 July 2021

Care and Independence Overview and Scrutiny Committee

Scope - The needs of vulnerable adults and older people and people whose independence needs to be supported by intervention from the public or voluntary sector

Meeting Details

	Monday 20 September 2021 at 10am
	Thursday 2 December 2021 at 10am
	Thursday 10 March 2021 at 10am

Programme

BUSINESS FOR MONDAY 20 September 2021			
Transitions	Transitions pathway update – progress and review		Cara Nimmo and Karl Podmore
Has Financial Pressures			Anton Hodge
Corporate Director Overview			Richard Webb
All Age Autism Strategy	Update focussing on implementation within Health and Adult Services.		
Suicide Prevention and Audit	Update on prevalence and related issues How the committee can support the suicide prevention agenda		Claire Robinson Public Health
BUSINESS FOR Thursday 2 December 2021			
Support for Carers	Overview item to help assess the support provided to adult carers of adults in North Yorkshire - specifically to provide an objective view of these services and whether they provide value for money	Update on the Strategic plan for the transformation of carers offer across North Yorkshire	
Respite/Short breaks current position	Progress on a transformational approach to short breaks: the identification of a model, plans for consultation and implementation	Report and Presentation	Dale Owens
DPH Annual Report		For Information	Louise Wallace

Social Prescribing	Update on Progress		
Local Account			
Commissioned Services: The Provider perspective	Series managed dialogue/conversation with providers:	eg Wellbeing, Prevention and mental health contracts, Advocacy, Dementia Support	

Mid Cycle Briefings Dates –10am start

<p>Yorsexualhealth – results of procurement and possible meeting with providers</p> <p>Safeguarding - Annual Report of the NY Safeguarding Adults Board</p> <p>Intermediate Care</p> <p>Shared Lives Scheme</p> <p>Procurement: Information on how the procurement of services (such as residential, nursing and domiciliary care) is linked to evidence-based medium-term commissioning strategies</p> <p>Charging for Social care - Overview</p> <p>Re-imagining Homecare</p>	<p>Thursday 28 October 2021</p> <p>Thursday 10 February 2022</p>
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