

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.

- 5. Chairman's Remarks - Correspondence, communication or other business brought forward by the direction of the Chairman of the Committee.**
- 6. Next Generation Extra Care - Update from Mike Rudd, Head of Housing, Technology & Sustainability, Prevention and Service Development, North Yorkshire Council. (Pages 11 - 24)**

A revisit of Extra Care 12 months on and an update on progress and statement on ambition to see Extra Care in all key towns in 2023 from Mike Rudd, Head of Housing, Technology & Sustainability, Prevention and Service Development, and Rebecca Dukes, Strategic Service Development Manager, Extra Care and AT.
- 7. Digital Lives - Update from Mike Rudd, Head of Housing, Technology & Sustainability, Prevention and Service Development, North Yorkshire Council. (Pages 25 - 38)**

Introduction to Technology enabled care, online care, financial assessment and brokerage, supporting and enhancing the experience of people and their independence in their own homes.
Mike Rudd, Head of Housing, Technology & Sustainability, Rebecca Dukes, Strategic Service Development Manager-Extra Care and AT, Cath Ritchie, Business Relationship Manager and Claire Bell, Service Manager Technology Enabled Care.
- 8. Support for Unpaid Carers - Report from Cath Simms, Head of Targeted Prevention, Care and Support, Health and Adult Services, North Yorkshire Council. (Pages 39 - 52)**

An overview item to help assess the support provided to adult carers of adults in North Yorkshire
- 9. Direct Payments - Report from Cath Simms Head of Targeted Prevention, Care and Support and Toya Bastow, Team Manager, Direct Payments, Care and Support, North Yorkshire Council. (Pages 53 - 64)**

A revisit on how North Yorkshire Council is ensuring that Direct Payments enable more choice and control over the support people receive and how their social care needs are met.
- 10. Living Well - Update report from Cath Simms, Head of Targeted Prevention, Care and Support, Health and Adult Services, North Yorkshire Council. (Pages 65 - 74)**

An update on the service activity.
- 11. An Overview of Housing - Verbal Update from Andrew Rowe, Assistant Director, Housing, North Yorkshire Council.**

An introduction to Housing overall and how the Care, Independence and Housing Overview and Scrutiny Committee will determine their role within the Directorate.
- 12. Work Programme (Pages 75 - 80)**

Report of the Democratic Services and Scrutiny Manager.

13. 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, 14 June 2023

For enquiries relating to this agenda, please contact Christine Phillipson Tel: 01609 533887
or e-mail christine.phillipson@northyorks.gov.uk

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North Yorkshire County Council

Care and Independence Overview and Scrutiny Committee

Minutes of the meeting held on Thursday 2 March at 10am.

Present:

County Councillor Karin Sedgwick in the Chair.

County Councillors: Joy Andrews, Karl Arthur, Phillip Barrett, Eric Broadbent, Andy Brown, Caroline Dickinson, Bridget Fortune, Robert Heseltine, George Jabbour, Pat Marsh, Heather Moorhouse, Andy Paraskos, Jack Proud, Roberta Swiers and Nigel Knapton

Cllr Joy Andrews joined remotely

In attendance:

Officers: Ray Busby (Principal Scrutiny Support Officer), Christine Phillipson (Principal Democratic Services and Scrutiny Officer), Mike Rudd (Head of Housing, Technology & Sustainability, Prevention and Service Development), Victoria Turner (Public Health Consultant), Abigail Barron (Head of Service Development, Commissioning and Quality) and Louise Wallace (Director of Public Health).

Co-opted Members: Jill Quinn (Voluntary and Community Services)

Apologies: Mike Padgham (Independent Care Sector)

Copies of all documents considered are in the Minute Book

1. Minutes

Resolved –

That the Minutes of the meeting held on Thursday 8 December 2023 having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

2. Declarations of Interest

There were no declarations of interest to note.

3. 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.

4. Chair's Remarks

The Chair welcomed everyone to the meeting.

5. **Social Care, Public Health and Climate Change & North Yorkshire Council Health and Adult Services Climate Action Plan**

Considered-

Line of enquiry compiled by Cllr Andy Brown with the support of the group spokespersons in relation to Health and Adult Services directorate activity on Social Care, Public Health and Climate Change. The paper invited a response at this committee meeting

Presentation and briefing by Mike Rudd and Victoria Turner on the Climate Action Plan for the directorate of Health and Adult Services and a service specific action plan for Public Health, produced in February 2023.

Mike Rudd emphasised that the draft plan has not yet had wider engagement and is therefore subject to change, but gives an indicative overview of the proposed actions, existing activity, and priorities.

When eventually finalised, the plan will form the basis of the directorate's contribution to the overarching NYC strategy. He and Victoria Turner highlighted the following aspects:

- Climate change & sustainability is a recognised part of HAS work plan.
- Identified leads for climate change for adult social care and public health since 2019.
- Climate change key issue highlighted in 2019 HAS Summer Conversations.
- Lots of work ongoing – in light of (draft) NYC climate strategy the directorate is pulling all current and planned work together into HAS climate action plan.
- Lots of crossover between climate and public health agendas – specific public health action plan to supplement HAS plan.

The Climate Action Plan follows nationally accepted guidance from the Local Government Association. This includes a series of commitments about what we will do and how we will do it. Also, HAS intends to include commitments around additional pieces to support implementation of the action plan:

- HAS Climate Board
- Climate literacy training
- Development of service level plans
- Climate in all policy approach

In relation to public health, there are significant commitments to:

- Develop the evidence base and data for the climate impact within North Yorkshire.
- Address the wide range of health impacts of climate change.
- Strengthen the climate resilience and environmental sustainability of the local health system, commissioned services, strategies, and interventions.
- Promote the health co-benefits of climate change mitigation in other areas.

In response to a member's question Mike confirmed that wherever possible the directorate was working hard to bolster and encourage local supply chains and locally sourced materials.

The scope of the in-house climate change training for HAS personnel was explained. Jill Quinn suggested this be opened out to voluntary and community sector participation.

Members remarked favourably on the comprehensive nature of the draft plan. It was acknowledged that whilst the content of the documents does not directly address the specific questions raised in the line of enquiry, the matters Cllr Andy Brown pinpointed were incorporated in the scope and narrative of the draft plan.

Resolved –

- a) that the report be noted.
- b) That the committee need not, in the short term at least, to look again at the draft plan, once the overall strategy is adopted the commitments within it ought to be a key element of how the committee chooses to scrutinise service performance and developments.

6. Health and Adult Services Local Account 2021-2022

Considered-

- a) Covering report by the Scrutiny Team Leader introducing the Health and Adult Services Local Account.
- b) The draft Local Account, covering the time period 1st April 2021-31st March 2022. Louise Wallace briefed the committee on this document.

Louise explained that for this Local Account:

- the format has been adapted to introduce the HAS Plan 2025 and better support the Directorate's work to prepare for the new CQC assessment framework for council's adult social care.
- Align future Local Accounts to the CQC self-assessment and showcase performance improvement in an engaging and accessible way
- the intention to make the report more user-friendly and accessible.

Members supported this approach.

Given that the Local Account ought to be an honest assessment of social care performance, members agreed it was helpful that, before it is published, members can review, pass comment and make suggestions for any amendments. On this occasion, however, no changes were suggested.

Resolved –

- a) that the report be noted
- b) the committee found the Local Account to be a high-quality document, well written and accessible. It assed what for members has been the pivotal test: it is self-reflective rather than self-congratulatory.

7. North Yorkshire Safeguarding Adults Board -

Considered – One page summary of the Board's Annual Report

Ray Busby explained that to reflect the committee's responsibilities to review safeguarding matters, the annual report is ordinarily taken after it is published. On this occasion, however, only the one-page summary had been put before members for information.

On past occasions the Chair of the Safeguarding Board attends to help members understand the report which chronicles Board activity and priorities, but also to hold a discussion on broader Safeguarding issues, concerns and developments, the level of partnership commitment and co-ordination etc. This was not possible this year.

Louise Wallace took members briefly through the report. The key point to note was the commitment of partners to the safeguarding agenda remained strong.

Resolved –

- a) That the report be noted.
- b) That the customary broader discussion on Safeguarding with the Board Chair be arranged as soon as practicable.

8. Care Market Update

Considered –

Presentation by Abigail Barron on Care Market issues in North Yorkshire.

Abigail explained the key headline pressures:

- Workforce issues across the health and care sector
- Increased number of hospital discharges
- Unsourced packages of home care, particularly in Whitby, Craven and Ryedale
- Cost of care continues to rise, particular issues resulting from economic pressures
- Limited care home capacity, with deregistration of nursing homes
- Sustainability of the care market remains a priority, issues relating to financial stability and recruitment and retention

Resolved –

- a) That the report be noted.
- b) The following topics feature strongly in the committee's programme of work over the coming year for regular monitoring and review.
 - the significance and impact of unsourced packages of care and if some areas of the county were more affected than others, what does this mean for equity.

- The complications and financial implications to providers and the authority resulting from the sector running high occupancy rates.
- The details, findings and conclusions of a pilot scheme in Harrogate on changed terms and conditions for the social care workforce.
- How we work to prevent but, when required, respond to market provider failure.
- A briefing on the success of the pilot (in Ryedale) to encourage more micro providers into the market and the prospects for that being rolled out more widely wider.

9. Work Programme

Considered –

The report of the Scrutiny Team Leader on the Work Programme.

Performance Measures

Cllr Andy Brown expressed the view that the committee ought to look seriously and as a matter of urgency at compiling a series of key indicators against which performance could be judged. This was especially important in then light of the impending CQC assessment framework. The committee need to be prepared.

It was examined that the Executive routinely assessed and reviewed a set of performance measures; it was, of course, open for the committee to review any of these, or a section of them, at any time. In terms of CQC inspection preparation, an undertaken had been given by the directorate to come back to committee members as the CQC self-assessment work was refined.

Committee Remit - Housing

Members were aware that under new governance arrangements for the new authority - North Yorkshire Council, there was a suggestion that the committee take on board as part of its remit responsibilities to scrutinise housing issues. Recognising that there was likely to be a range of views as to the scope of this work, it would be wise for members to receive an informal briefing before committing to any work.

Resolved -

- a) That the work programme be agreed.
- b) It was agreed that group spokespersons consider how the committee might better and more constructively use such performance measures.
- c) An informal briefing on housing matters be arranged

The meeting finished at 12 noon

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Extra Care Housing update May 2023



What is Extra Care?

- Extra Care schemes are places where people can live independently, in their own home with their own front door whilst also having the benefit of 24 hour on site support should they need it.
- Scheme usually comprise a block of apartments (between 40-60 is standard), often with accompanying bungalow accommodation
- Everyone has their own tenancy and their apartment is their own home which they are free to decorate and make their own including having pets

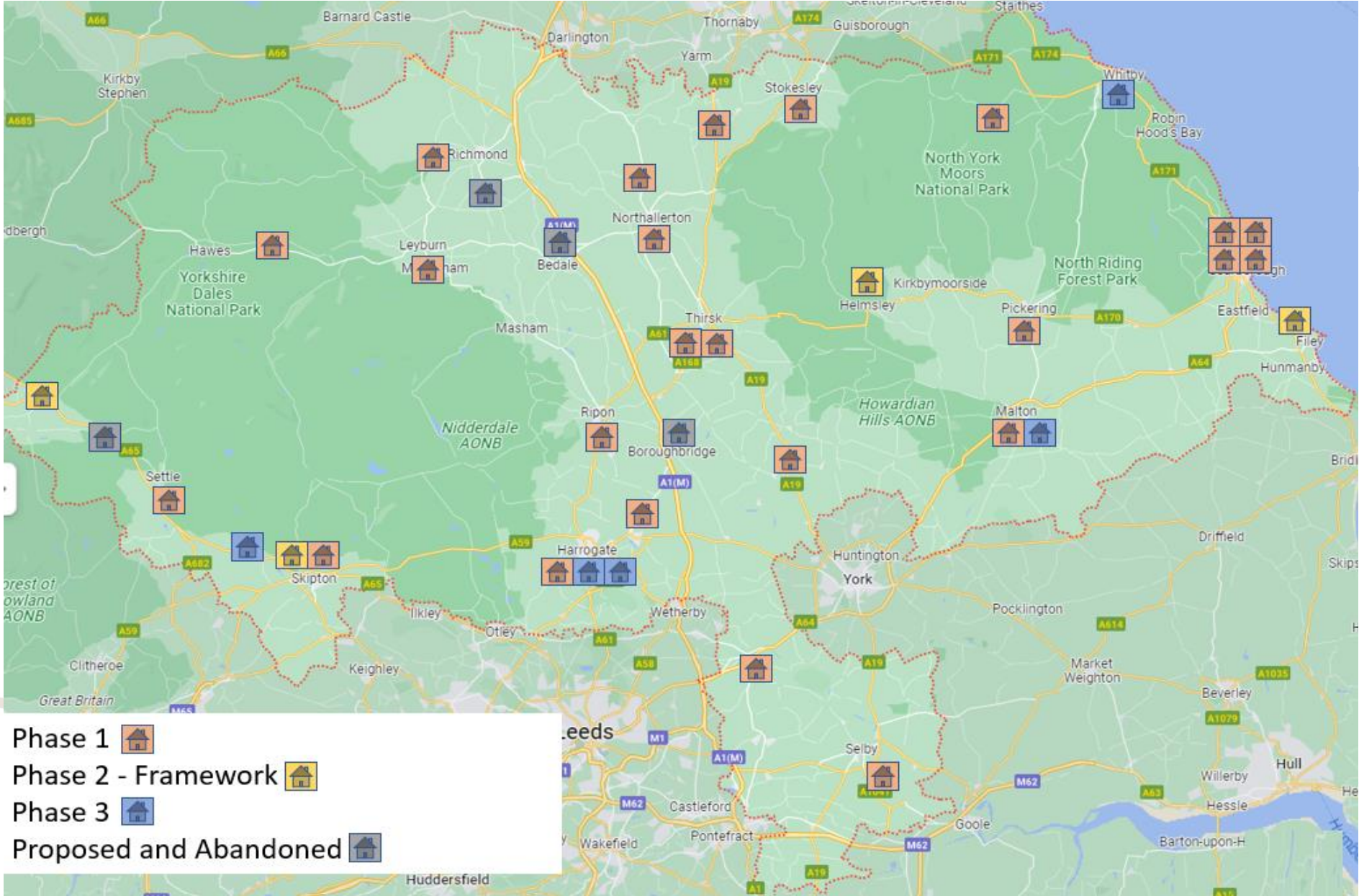
- North Yorkshire currently have 28 operational Extra Care schemes with 1540 units of accommodation, this is one of the largest programmes anywhere in the country

- Since 2020 we have delivered 5 schemes

- Webb Ellis Court, Scarborough
- Fry Court, Great Ayton
- Eller Beck court, Skipton
- Bowland View , Bentham
- Filey Fields, Filey

Extra Care Programme – May 2023

Page 14



1 April 2023

Extra Care for Everyone, Everywhere

Page 15



Extra Care can work in a wide range of locations and communities, from central Tadcaster (Left) to rural Castleton in the North York Moors (Right)

The Team

In North Yorkshire, we have a dedicated extra care team within the Housing, Technology and Sustainability Team including:

- Head of Housing, Technology and Sustainability
- Strategic Service Development Manager – Extra Care & Assistive Technology
- 2 Senior Service Development Officers (East & West)
- Service Development Project Officer

Having a dedicated team has been fundamental in the delivery success of our extra care programme. The wealth of knowledge across the team has enabled us to focus on our commissioning and strategic intentions for extra care as well as planning a programme of procurements.

The team has formed close working relationships with the 28 operational schemes and provide support to our partners through the planning, design and development phases through to day to day support to the operational schemes.

Demand

- Demand remains high across the County with vacancies typically in single figures across the programme.
- As of May 2023, an additional 316 expressions of interest had been received for existing schemes evidencing a clear and sustain demand for Extra Care Housing.
- Whilst demand is highest in Harrogate due to the large population and minimal capacity (1 scheme), EOIs are high all across the County in both rural and urban areas.

Financial Implications

- Each Extra Care scheme saves ~£300,000 annually by reducing costs for people who would otherwise need to live in residential or nursing care
- Through a programme to replace in house care homes with Extra Care, NYC has made significant savings since 2015
- Rents and some service charges are eligible for Housing Benefit and Care costs are assessed under NYC's financial assessment so there should be no financial impediment to anyone moving into Extra Care.

Commissioning Model

- North Yorkshire currently operates a framework of 6 providers who deliver Extra Care Housing:
 - Equans
 - Housing 21
 - Lovell Later Living
 - Places for People
 - Vistry
 - Your Housing Group

Page 19

NYC commissions each new scheme based on an independent analysis of need, meaning providers make the final decision on size

Schemes are funded by the provider, Homes England and via grant allocation from NYC

Added Value

- Extra Care works best when it is at the heart of the local community. Schemes within North Yorkshire host:
 - Step up / step down and respite units
 - Community libraries
 - Village shops
 - Hairdressing and other retail units
 - Public communal areas that host a range of activities such as parent and toddler groups

Short Stay Apartments

Extra Care Scheme	Locality	Capacity
Kirkwood Hall, Leyburn	Richmondshire	2 SUSD
Orchid House, Thirsk	Hambleton	2 SUSD
Sycamore Hall, Bainbridge	Richmondshire	1 SUSD
The Orchards, Brompton	Hambleton	2 SUSD
Town Close, Stokesley	Hambleton	1 SUSD
Cedar Court, Scarborough	Scarborough	1 Respite
Deansfield Court, Norton	Ryedale	1 Respite
Limestone View, Settle	Craven	1 Respite
Sycamore Hall, Bainbridge	Richmondshire	1 Respite
Webb Ellis Court, Scarborough	Scarborough	1 Respite

Case Study

- My mum used to live in a 1 bedroom bungalow until she started having falls at home and early onset of dementia. My sister and I had a routine of going each day to see her, do her washing, make her a sandwich, give medication etc. She had meals on wheels but she was very lonely and got scared at night and started to not feel safe in her home. We would get phone calls from her in the middle of the night so we would have to go round to her.
- We knew there had been flats built at the local Extra Care, her doctor and age concern friends thought it would be good for her there as there were staff of hand if she needed help and it would make it considerably easier on me and my sister. It took some convincing mum to even go and have a look round it. But she did and like the flats so we applied for a flat for her.
- On moving day she got a bit upset and confused, and it took her a while to get used to where she was and using the lift to get downstairs etc.

Page 22

Its now 10 months since she moved Extra Care and she loves it. She has her dinner downstairs in the café everyday as well as a coffee in the morning. She thinks the staff are wonderful, as they help her with showers, administer her medication and make sure she gets a sandwich for tea. She has made friends with other residents there as well.

- She now says it's the best move she has ever made. She is not lonely and since moving there she has only fallen once and she pressed her alarm and staff were by her side in 2 minutes. She says she feels safe which she hadn't felt in a long time. Up until 5 years prior to moving there she used to walk up and back to the shops every day but lost all her confidence after falling. She now has her hair done once a week at the hairdressers there which she loves and occasionally joins in with entertaining things that go on at the scheme. Its like she has had a new lease of life, she is very happy and now we don't have that worry anymore on our minds.
- I certainly would recommend Extra Care to anyone. Now when we go to see Mum we haven't got that worry in the back of our minds if she is ok because we know she is. She still has independence and we her family have peace of mind. So to anyone who is hesitant about moving to a place like this, don't be. Extra Care is like a little community and the help is there if you need it or not if you don't/ Mum had her 89th birthday in June and it's the happiest I've seen her.



1 April 2023

Quotes from extra care residents

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

Thank goodness I live in a beautiful place like this

There are a lot of things going for it and I haven't yet found anything against it

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

There's always someone to talk to, you're never alone

I thank all the tenants and staff for causing my life to be a joy, because that's what it is living here

Next Steps

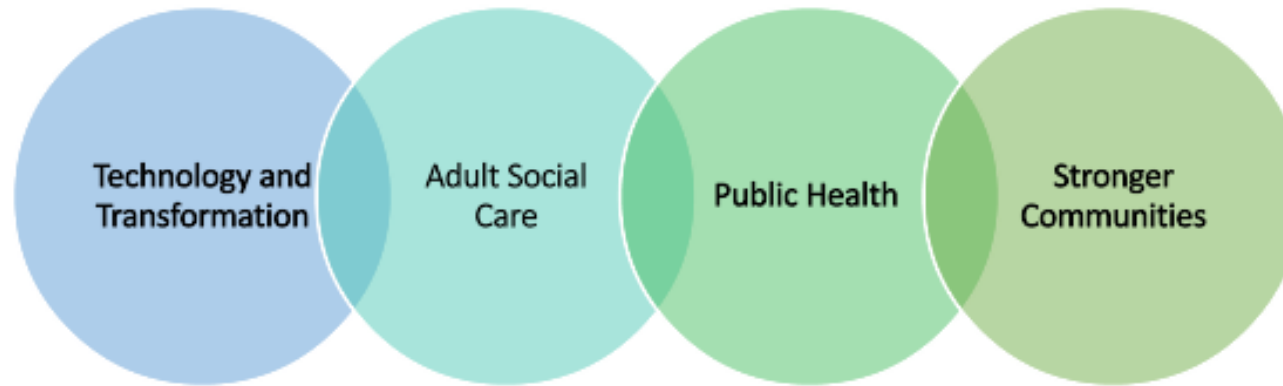
- Demand for ECH remains high and plans are in place to deliver an additional 5 schemes under the current framework

Page 24

Emerging demand for ECH to support people with more complex needs, as well as for smaller schemes in rural areas will be addressed under a new contracting mechanism from 2025 onwards

Digital Lives

HAS Digital



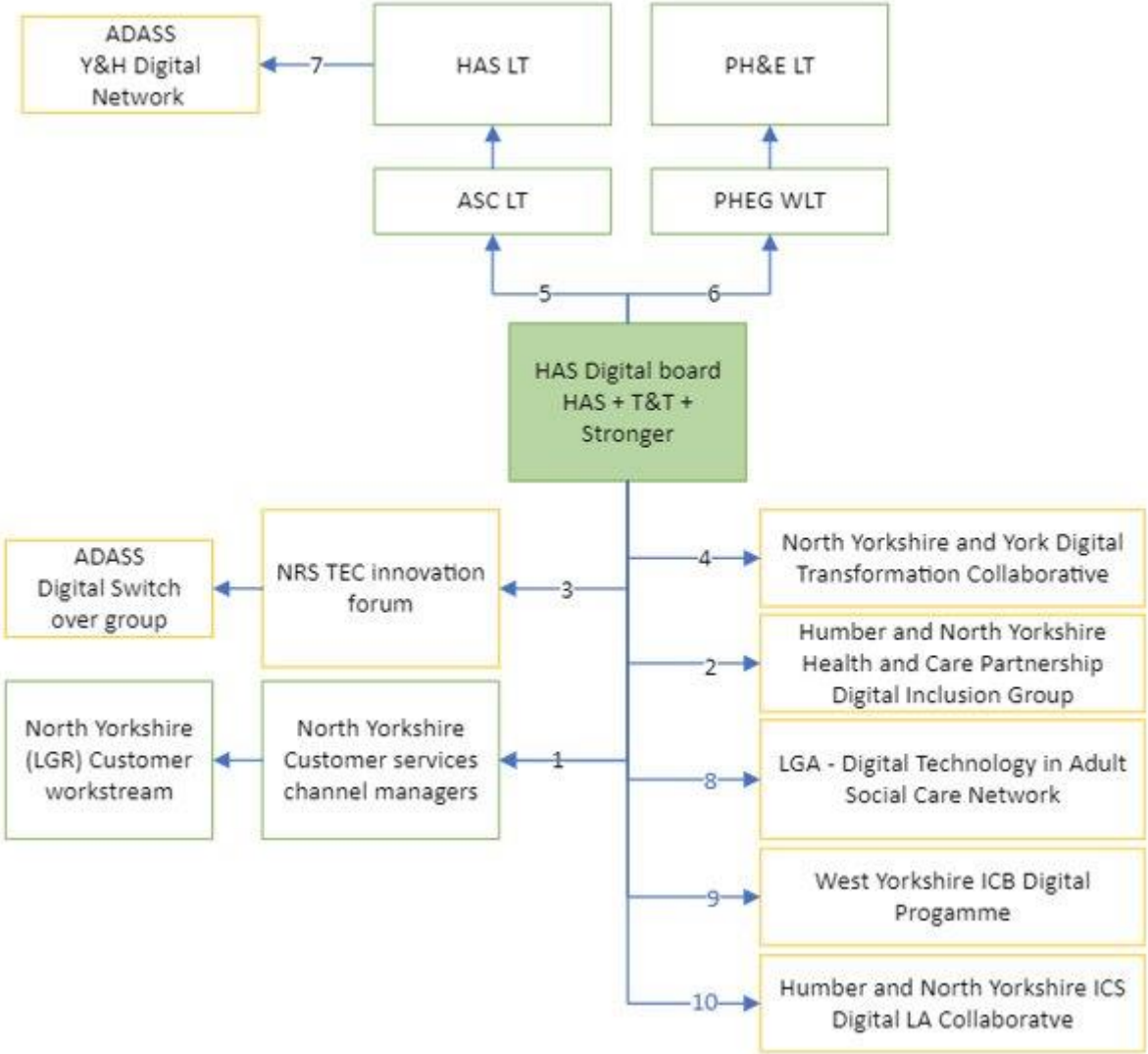
Cath Ritchie: Business Relationship Manager (Transformation)

Mike Rudd: Head of Housing, Technology & Sustainability (HAS)

Beckie Dukes: Strategic Service Development Manager

Claire Bell: Service Manager – Technology Enabled Care

Digital network



Not just computers

...digital success is the sum of many parts



Kit – computers, smart phones, tablets, smart-technology...



Online tools and systems



Connectivity – Broadband, wifi, 5G, and cyber safety



Confidence – training and learning, peer support, advice and guidance, user friendly design, accessibility.



Culture change

Not just computers

...digital includes getting the basics right

Transformation – is exciting and shiny and really is fundamental but...

...using what we have already, and using it well, is also equally as important. Skills sharing, building confidence through practice and signposting can all really **help**.



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Understanding impact

A fundamental principle of any 'digital' work is to not see technology in isolation, we are not asking what can technology do but instead **what can technology do for and with people**. This means we must take a holistic view of how that technology will **impact**.

Page 30

Equality Impact Assessment

Data Protection Impact Assessment

Climate Change Impact Assessment

The Portfolio



The shift to proactive and preventative services

Telecare to Assistive Technology to Technology Enabled Care

Page 32

Telecare

A focus on providing robust reactive

Devices can be analogue if digital and are connected to a personal alarm or can be standalone

Devices create alerts which are sent to Alarm receiving centres and managed by platforms and call handlers

Generally rely upon the user activating devices to initiate action (e.g. pendant button) or devices are pre-programmed (e.g. out of bed or inactive for a specified time).

Proactive TEC

A Focus on supporting proactive and preventative services

Connected Care platforms use IoT devices to capture data and machine learning to process and analyse it

The platforms have analytical capabilities capable of understanding patterns of behaviour, trends and anomalies

The platforms generate both Alerts and Actionable Insights about changes in user behaviour

The Alerts and Insights can be accessed by care professionals and family members

Can provide passive remote monitoring requiring no user input

Helping people to do the things that are important to them.

- [Brain in Hand on BBC Click – YouTube](#)



'Train journeys are a very important thing for 'Ben', they help him to engage in the community, in particular with playing snooker and watching snooker matches. He also visits his family at weekends on the train, he generally loves the train. However, using the train causes him anxiety when the trains change, especially due to train strikes, BiH has helped him to problem solve what to do when the train is not there, he still can ring for help at times but is encouraged to use BiH and is starting to use this to problem solve himself. It's acknowledged that being solely reliant on BiH will take time to change a lifetime of learned behaviour, i.e. the easy and quick option of ringing for support and to be independent'

Helen Harvey

The screenshot displays a mobile application interface for managing daily activities and problems. On the left, a calendar view for 'Today, 5 June' shows a list of activities and their associated problems. The main view on the right is a detailed look at a 'Travel' event scheduled for 08:30 - 09:00. This view is divided into three sections: 'Activities', 'Problems', and 'Solutions'. The 'Activities' section shows the 'Travel' activity with 3 associated problems. The 'Problems' section lists 'Using my bike' (4 solutions), 'Public transport' (7 solutions), and 'I'm running late for my train' (5 solutions). The 'Solutions' section for the 'I'm running late for my train' problem includes: 'Try to remain calm', 'Do I have everything I need? (check list)', 'Book a taxi to take me to the station (Add hyperlink)', 'I can get the later train/bus', and 'Tell appropriate person I'm running late (Add Hyperlink)'. The bottom navigation bar includes icons for 'Diary', 'Unplanned', a traffic light icon, 'Timeline', and 'Settings'.

Keeping people at home and where they want to be

Mrs Smith was occasionally leaving her home and getting lost. There were concerns about how much sleep she was getting and if she was accessing food.

The family felt their mother should move to residential care, however, Mrs Smith wanted to stay at home so a less restrictive solution was explored.

Traditional telecare door sensors

Canary Lifestyle monitoring system for assessment and solution

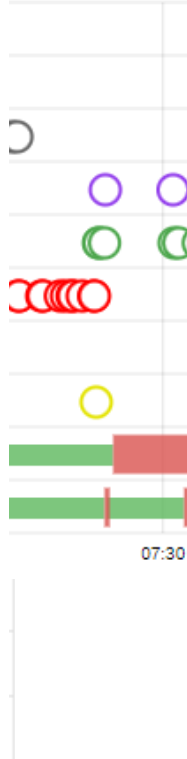
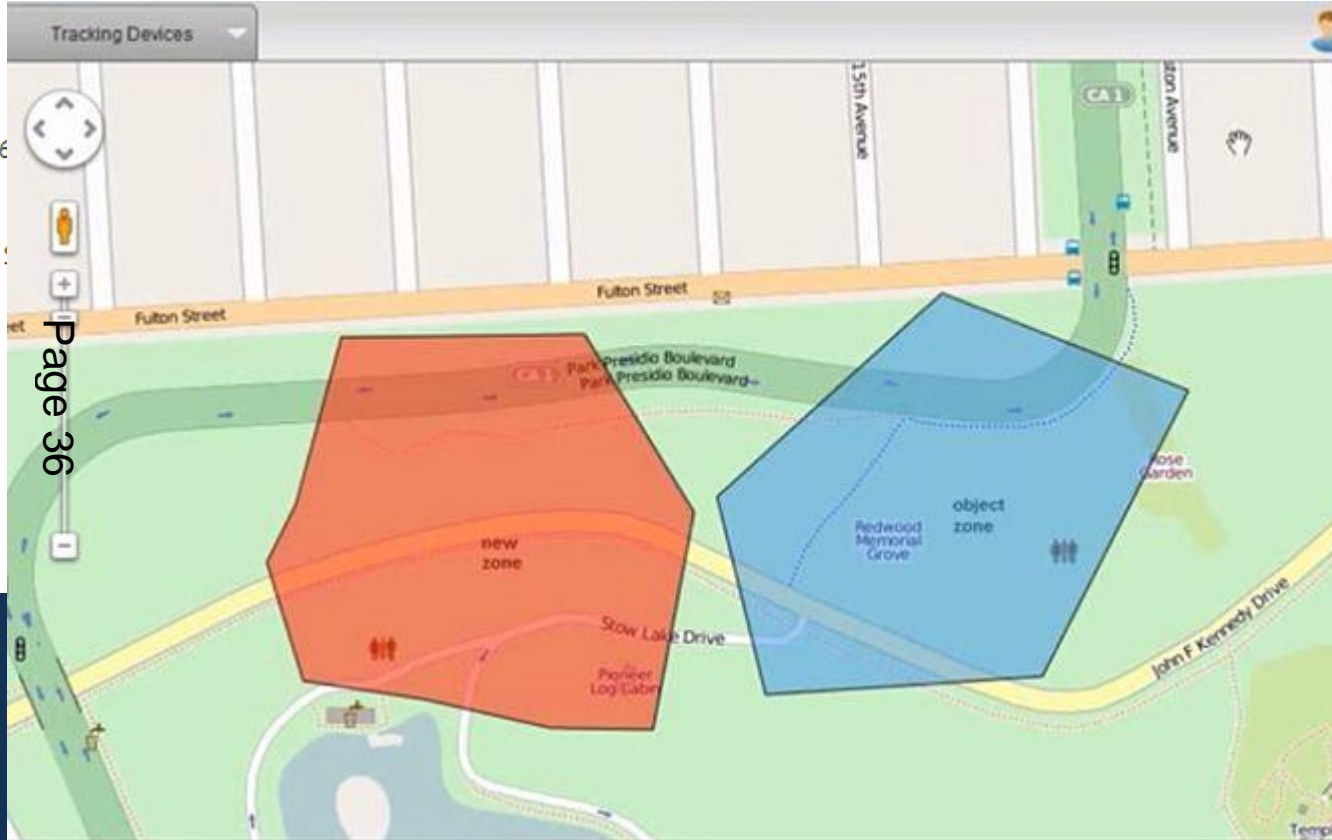
GPS Tracker and Geo fence

0 Ongoing Alerts

0 Other alerts

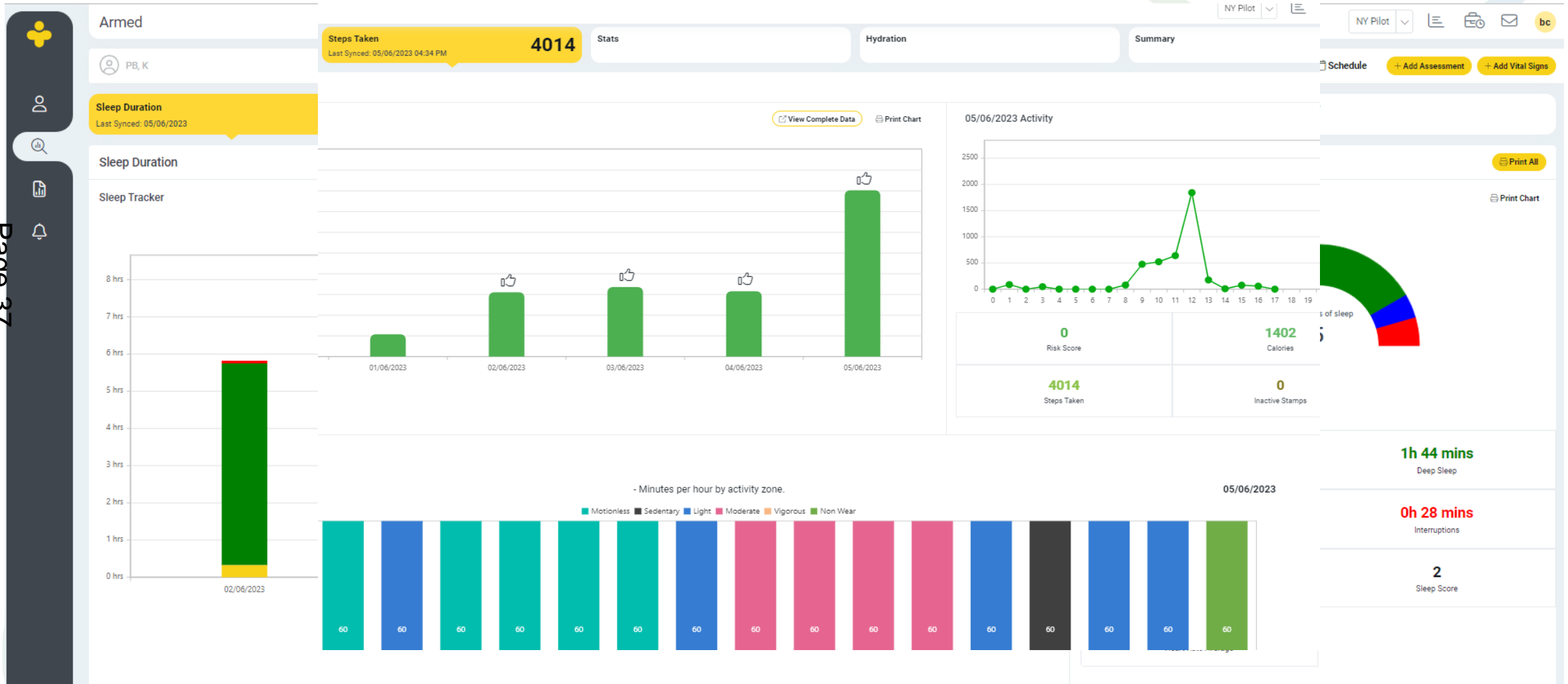
1361

OYSTA



12:00 15:00 18:00 21:00 Tue 6th

An innovative way to reduce risk of falls and compliment background support in Extra Care Schemes



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Carers

Care and Independence Scrutiny 22 June

Introduction

An adult carer is someone who provides unpaid care for anyone aged 16 or over with health or social care needs. Local authorities have a responsibility to improve the lives of carers by identifying people who are caring for someone and give them the right information and support. It covers carers' assessments, practical, emotional and social support and training, and support for carers providing end of life care.

NICE guidelines (1) includes recommendations on:

- information and support for carers
- identifying carers
- carers' assessments
- helping carers stay in, enter or return to work, education and training
- social and community support for carers
- training to provide care and support
- psychological and emotional support for carers
- Support during changes to the caring role and during end of life care

We should also ensure that carers are involved as experts by experience in any decision-making involving the care of the person they look after and that we listen to feedback from carers about the support that is provided.

(1) NICE (2020). **Supporting adult carers**. NICE guideline (NG150). London: National Institute for Health and Care Excellence. Available at: www.nice.org.uk/guidance/ng150

How we support carers

- Carers Assessment and Support Plan – a strengths-based conversation with carer (under the Care Act 2014) – resulting in information, advice and guidance; access to professional support and services, including a direct carers payment if required to meet eligible need.
- Information, Advice and Guidance - link with Carers groups, Living Well, community and universal networks, Income maximisation team.
Practical support – digital connection, equipment and technology, financial advice and budgeting
- Enable carers to have a break - carers groups, Carers Break services , sitting support and respite services, circle of support, community groups and networks
- Contingency Planning - record of contingencies specific to the persons circumstances. Carers Emergency Cards.
- Healthy lifestyle support e.g. GP practices can offer flu jabs, health checks, physical activity

Who Cares?

There are approximately 5 million unpaid carers in England and Wales.

An increase in the proportion of people providing between 20 and 49 hours and more than 50 hours unpaid care a week.

Page 12

Unpaid care is valued nationally at £530 million per day and £193 billion per year.

There are 53,723 unpaid carers living in North Yorkshire.

- The largest proportion of unpaid carers provide 9 hours or less of care each week (n=22,005).
- The second highest proportion of unpaid carers provide over 50 hours of care each week (n=15,069) (figure 1).

[Provision of unpaid care - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peopleandpopulation/careanddisability/unpaidcare)
[Provision of unpaid care - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peopleandpopulation/careanddisability/unpaidcare)
[unseenandundervalued.pdf \(carersuk.org\) \[p.4\]](https://www.carersuk.org/what-we-do/our-research/unseen-and-undervalued.pdf)
[Provision of unpaid care - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peopleandpopulation/careanddisability/unpaidcare)

Unpaid Carer Hours In North Yorkshire

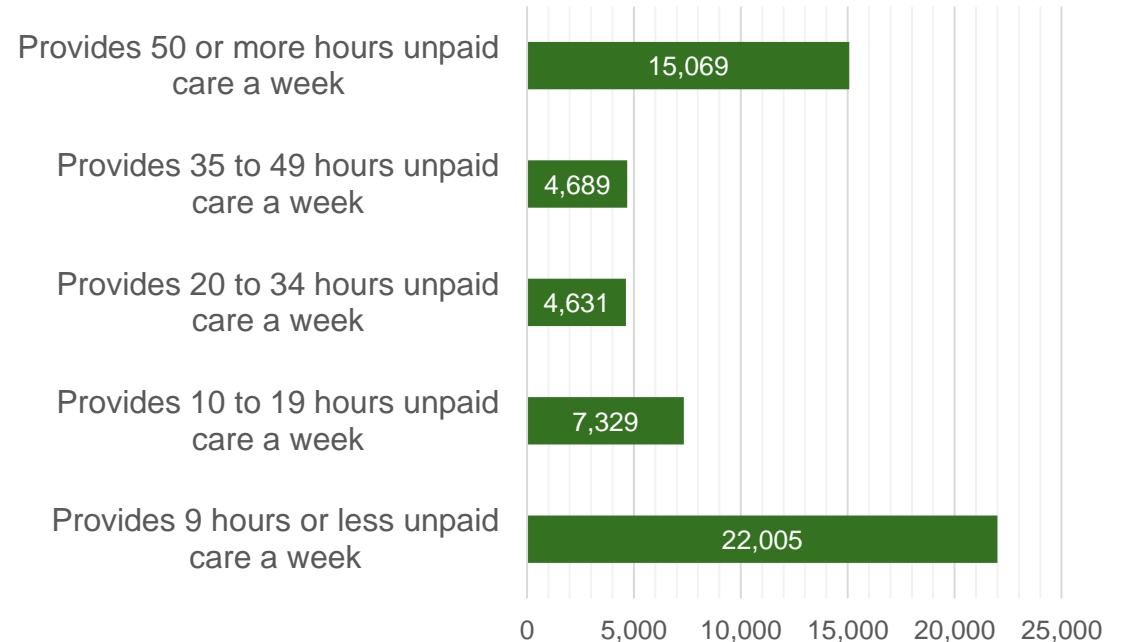


Figure 1: Created with Census 2021 data



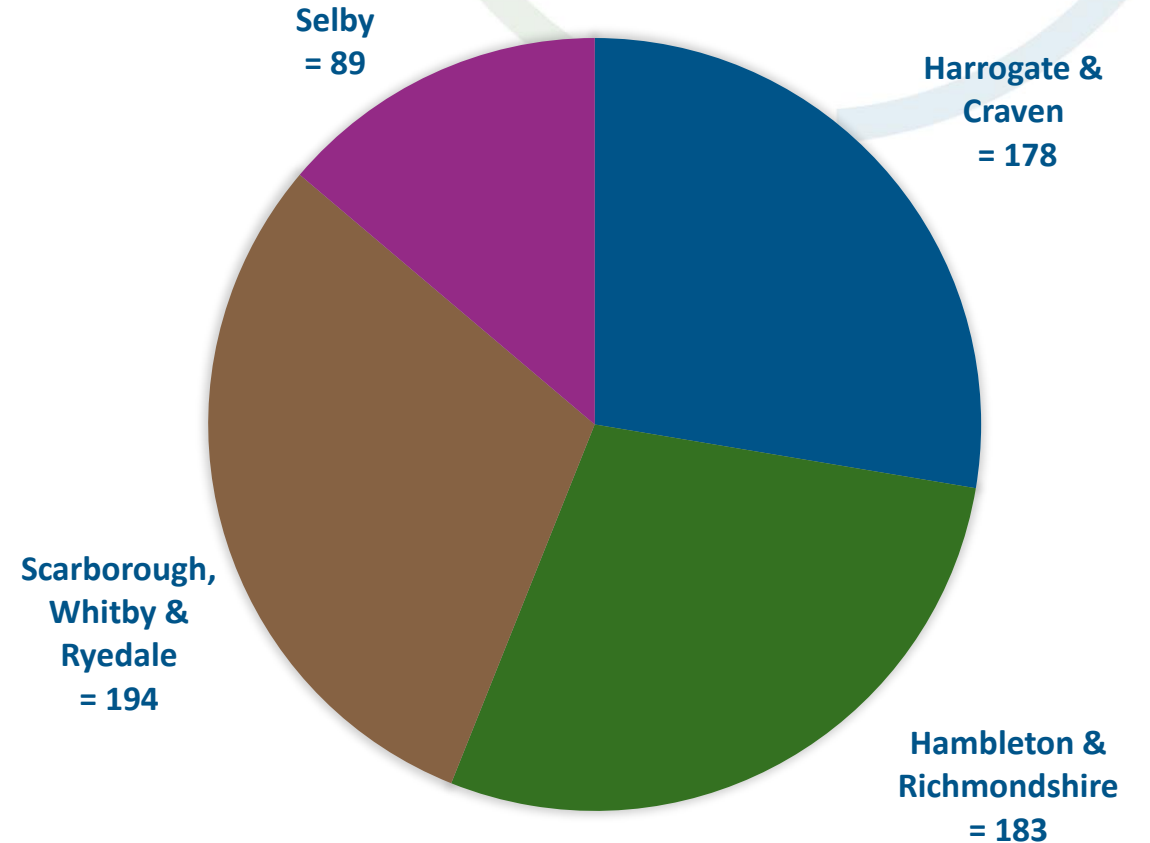
Carer numbers per 1,000 of population by locality

Based on locality population data for people aged between 5 and 90+. This graph provides an illustration of the number of carers per 1,000 of the population for each locality.

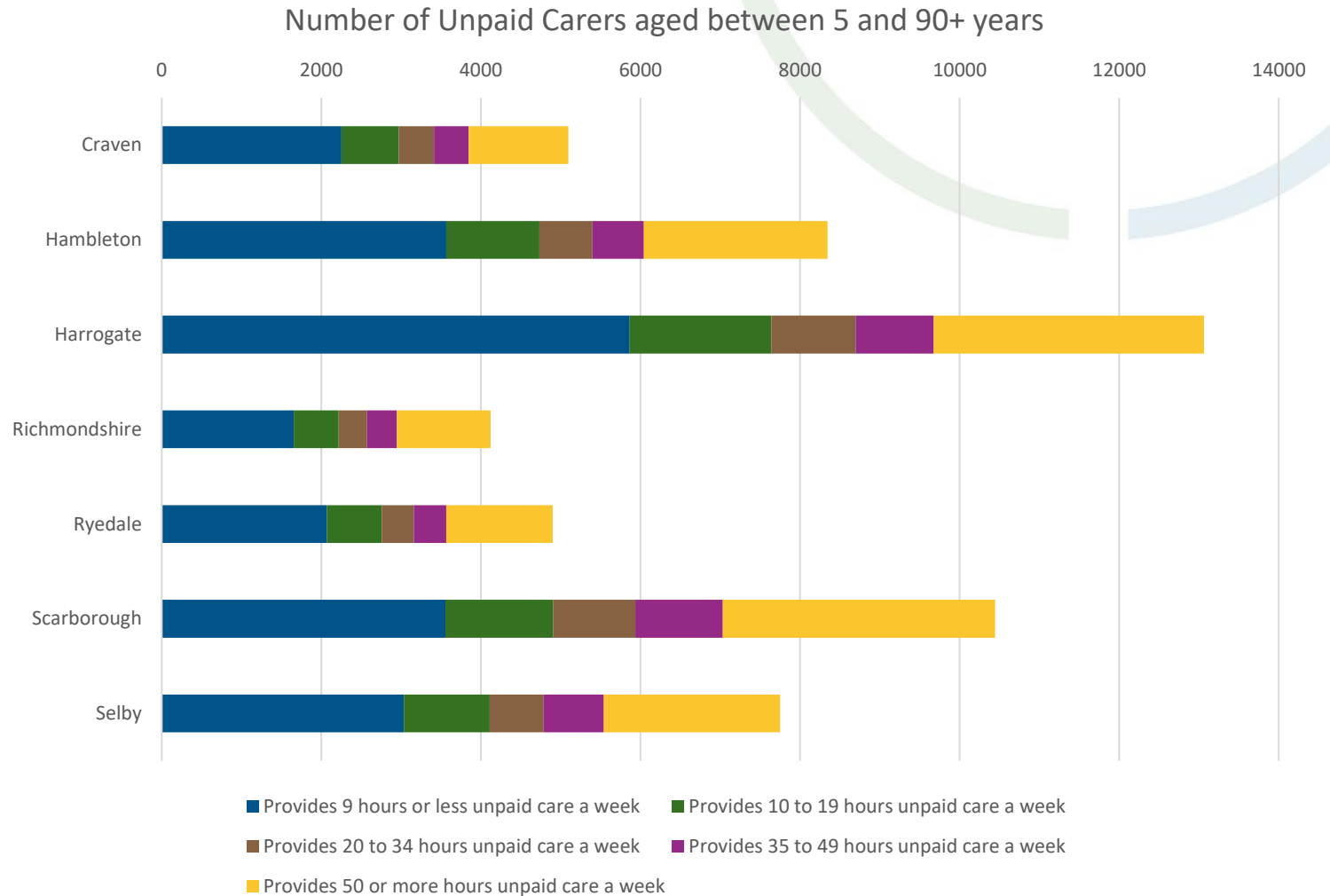
Page 43

Harrogate & Craven, Hambleton & Richmondshire and Scarborough, Whitby, Ryedale all have roughly double the number of carers per 1,000 of the population than Selby.

CARERS PER 1,000 OF POPULATION



Comparison of unpaid Carers hours across North Yorkshire



Commissioned services

Carers Support Services: aim of the service is to promote, support and improve the mental, physical, emotional and economic wellbeing of carers, so that they can continue in their caring role, look after their own mental health and wellbeing and have a life of their own in terms of opportunities for work, training, education, leisure and social interaction.

Budget of approximately £722,000 pa funds four lots, delivered by two community based organisations. Contract runs from 1 July 2022 for maximum of eight years.

Carers Sitting/Short Breaks Service: aim is to support and sustain carers in their caring role and promote their health and wellbeing by providing a break from caring.

Budget of £291,000 per annum funds eight community based organisations. Contract runs to 30 September 2023. Procurement process is in progress – increased budget to £311,162 pa. from 1 Oct 2023



CQC Inspection

Likely lines of CQC enquiry as they relate to unpaid carers

- Unpaid carer data
- People's experience of care, how councils learn from it, and respond to it
- Knowing what 'good' looks like
- Co-production - evidence of meaningful, mature approaches to co-production with unpaid carers as equal partners
- Equity of people's experience and their access to, and transfers between, services.
- Safe and effective processes; CQC will be looking at the effectiveness of processes for safe, personalised care and support.

Improvement Plan

Leadership, Practice and Performance	Co-production, engagement and strategy	Commissioned services for carers
<p>• Ensure effective leadership. Improve the use of data to support decision –making, Develop integrated model to direct carers to full range of support including enhanced on-line resources</p>	<ul style="list-style-type: none"> • Ensure that carers are involved in strategic planning and commissioning decisions of carer services • Ensure that the Carer Strategy and implementation plan is up to date and reflected in people’s experience on the ground 	<ul style="list-style-type: none"> • Ensure that commissioned services meet the needs of carers for community wellbeing and prevention services and a life outside caring.

Commissioned services

Commissioned services for carers – now

- Carers support services recommissioned July 2022 – All age – adults and young carers
- Performance monitoring – more outcome focussed inc. learning from experience and case studies
- Mature relationships with stable providers /research and practice /partnership approach
- Good quality procurement of carers break service, including engagement and feedback from carers and market – service start Oct 2023
- Joint approach with Bradford for procurement of carers support service in Craven

Commissioned services for carers – next steps

- Involve commissioned services as partners in refresh of Carers Strategy and development of engagement strategy
- Joint meeting with commissioned services to explore themes and learning across county
- Collate good case studies from review meetings for learning and communication purposes
- Work with ICB on more strategic approach to funding for carers

Co-production, engagement and strategy

Co-production, engagement and strategy – now

- Carers strategy 2017 – all age/co-produced and themes/priorities remain relevant
- Survey analysis and census data analysis available – link to HWB Strategy
- Engagement/feedback influenced the procurement of carers support service and carers break service
- Routes into carers voice through commissioned services /built into contract. There are mature carers groups/forums in localities
- Evidence from engagement – inc. Carers survey and follow up from carers pathway project
- NYC Working carers peer support networks

Co-production, engagement and strategy – next steps

- Refresh of Carer Strategy – first meeting 12 June
- Build in learning from other strategy refresh work that links to carers experience and input e.g. autism, mental health and dementia
- Develop plan for co-production /engagement using learning from Older People Voice project and feedback from existing carer forums
- Ensure learning from carers experience and satisfaction of the assessment process

Leadership, practice and performance

Leadership, practice and performance – now

- Carers identified in 10 key priorities for HAS – with Carers portfolio sitting with Head of Service
- Carers pathway project high priority for authority with aims to identify carers early, understand their needs, offer appropriate preventative and long term support to support wellbeing and resilience.
- Practice improvements led by Practice Team
 - Strength based approach to carers conversations (Care Act assessments) and reviews
 - Launch of new practice guidance and spotlight sessions
 - Carers grants process streamlined
 - Carer Emergency Cards cards promoted widely

Leadership, practice and performance – next steps

- Restart carers pathway project – linked to implementation of LLA portal
- Improve data collection and monitoring about carers activities and outcomes – to fully represent all the support given to carers across the pathway
- Reduce waiting lists for carers reviews
- Implement carer registration process linked to Carers Emergency Card
- Widen pool of workers doing carers assessment to improve pathway for carers assessments
- Widen take-up of Direct Payments for carers
- Increase practice sessions for assessment staff

Resources

Department of Health and Social Care (2021). **People at the heart of care: adult social care reform white paper**. Gov.uk website. Available online: www.gov.uk/government/publications/people-atthe-heart-of-care-adult-social-care-reform-white-paper

NHS England (2019). **Supporting carers in general practice: a framework of quality markers**. NHS England website. Available at: www.england.nhs.uk/publication/supporting-carers-ingeneral-practice-a-framework-of-quality-markers

NHS England (2014). **NHS England's commitment to carers**. NHS England website. Available at: www.england.nhs.uk/publication/nhs-englands-commitment-to-carers .

NICE (2020). **Supporting adult carers**. NICE guideline (NG150). London: National Institute for Health and Care Excellence. Available at: www.nice.org.uk/guidance/ng150

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Direct Payments

June 2023

Introduction

- Background
- North Yorkshire's Direct Payments Performance & Current Position
- North Yorkshire's Priorities - increasing uptake of Direct Payments (CQC Quality Assurance)
- Increasing choice of Services
- Meet Billy

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?

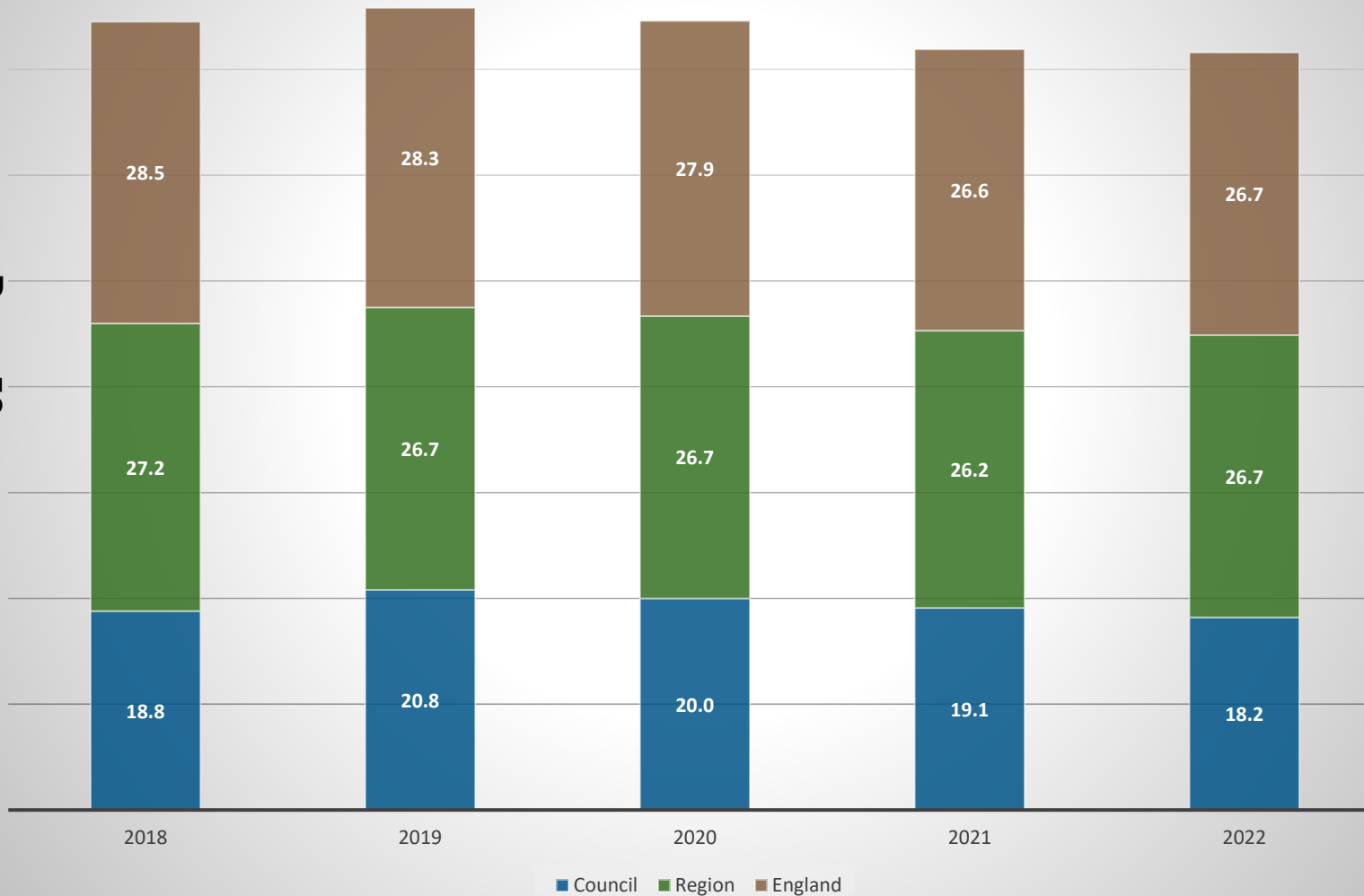
- Parents of disabled children.
- Disabled young people 16 or 17.
- Disabled people.
- Adults who meet the eligibility criteria.
- Carers.
- Adults who have capacity to consent.

How can direct payments be used?

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

ASCOF Measures – % comparison of proportion of people using social care who receive a Direct Payment.

Page 56



How we compare with our regional neighbours and England?

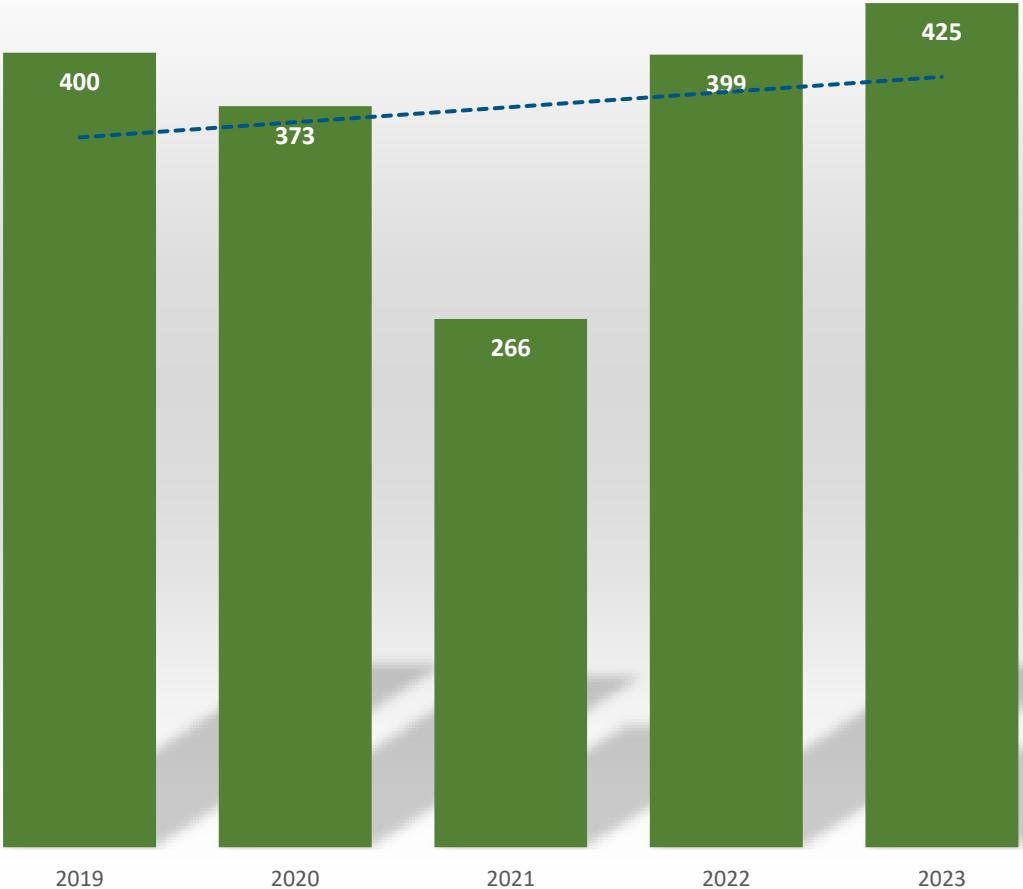
Outcomes for March 23 will be published October 23.



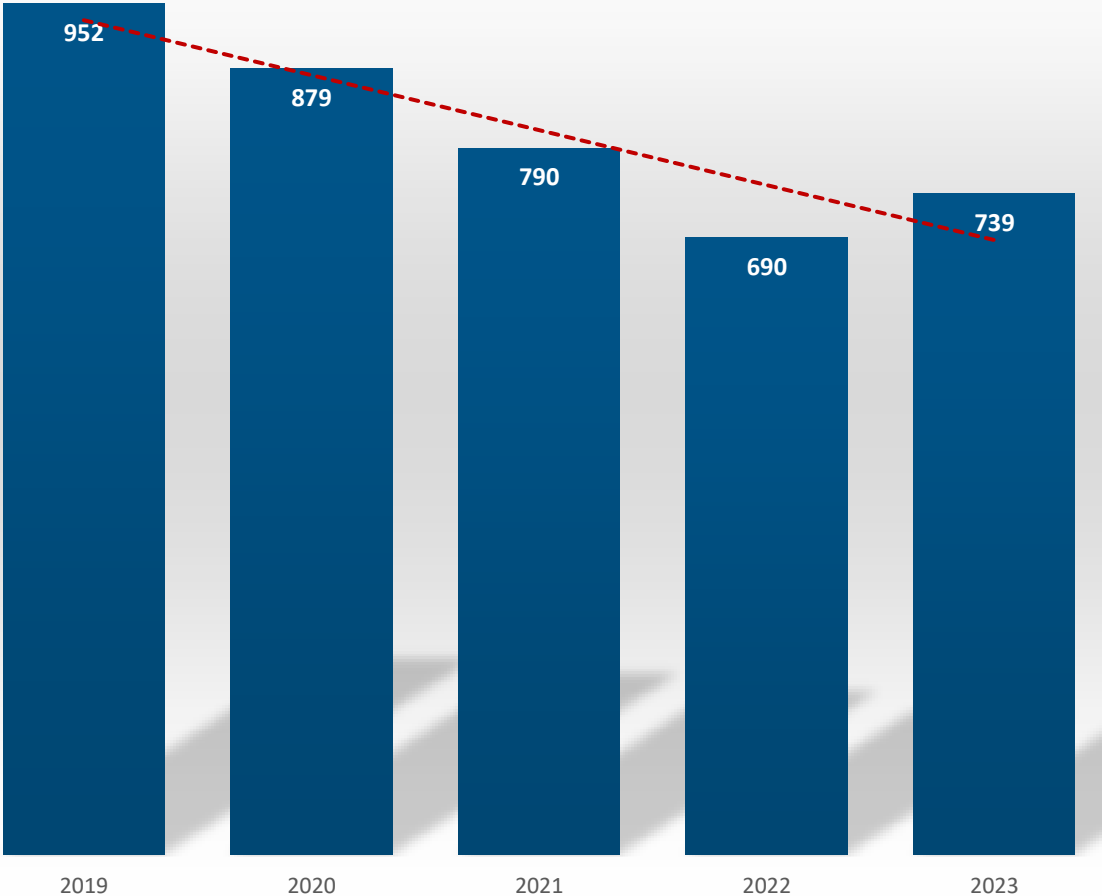
North Yorkshire Council's Position

Page 57

Number of Direct Payment Requests by Year



HAS 4 Weekly Direct Payments Numbers by year



Improvement Plan

- Improve Direct Payment performance
- Linked to CQC Quality Assurance
- Service Planning
- Impact on budget
- Strength-based
- Person centred support

North Yorkshire Council's plan

Increase the uptake of direct payments

Page 59

Comprehensive review
Research and analysis
Understand where we are
Define where we want to be

Systems/Processes
Training & Learning
Practice & Culture
Communication & engagement
PA Market improvement

Consult with people we support
Influence future practice

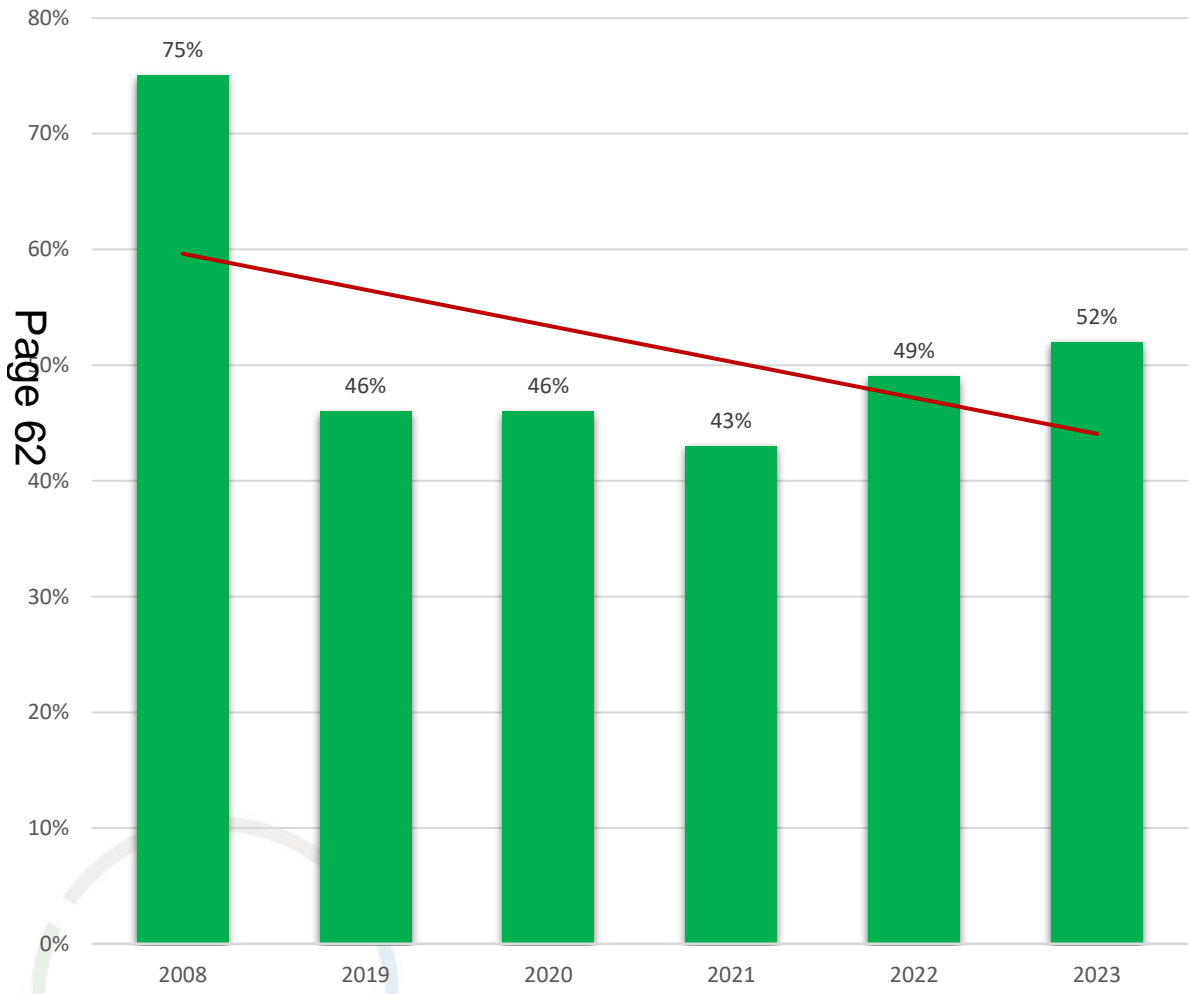
Findings & changes we've already made

Research & Engagement	Training & Learning	Practice & Culture
Focus groups with DP Recipients, DP Advisors, assessment staff, Easiworks & Learning Disability Partnership Board	Overhauled classroom based training Increased training opportunities Appraisal targets	Statutory Duties Connectivity & Collaboration Skills Boosters

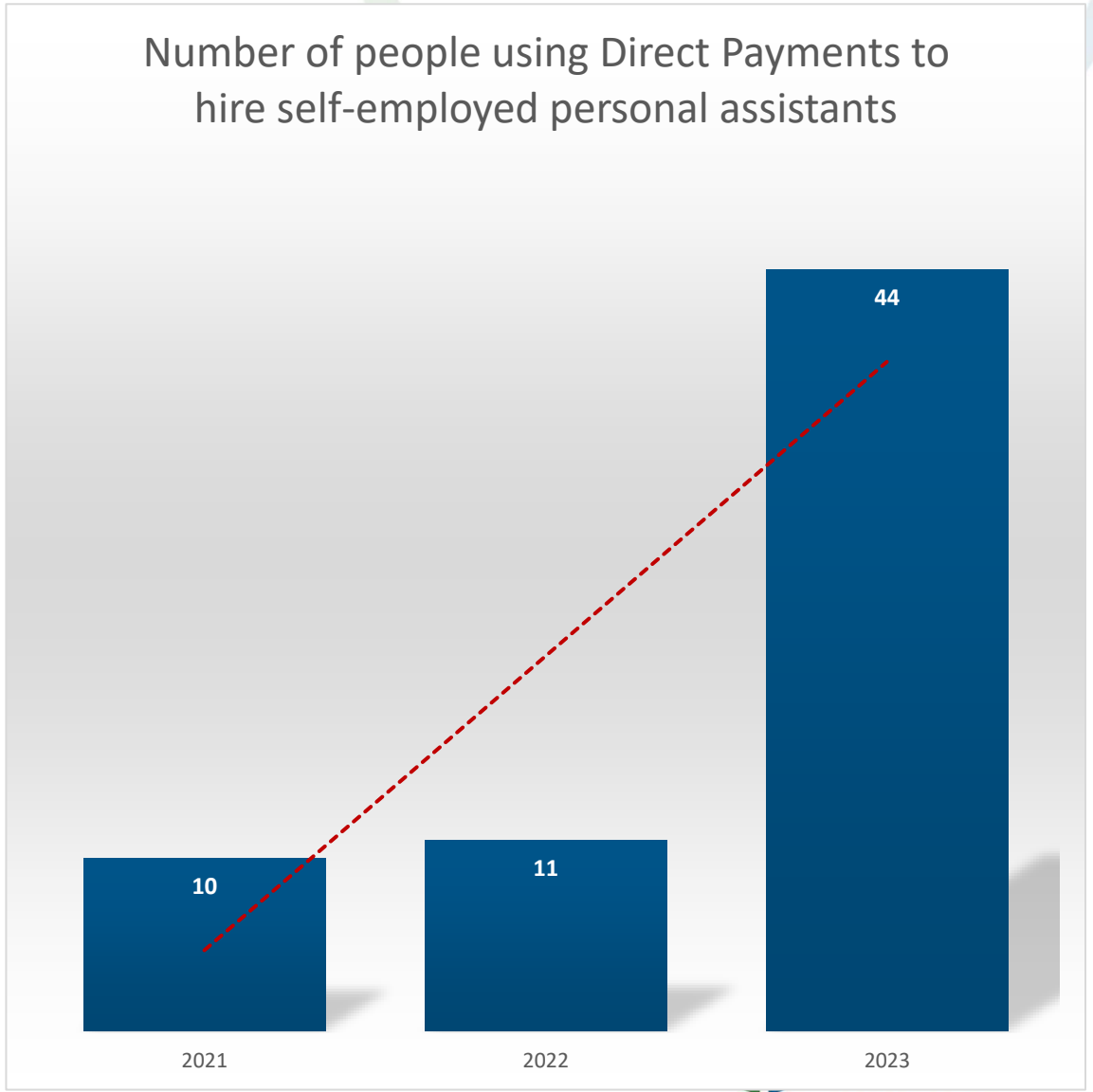
Other on-going work & planned activities

Practice & Culture	Comms & Engagement	Systems & Processes	Personal Assistants
<p>Update system to evidence DP offer</p> <p>Develop reports, use for myth busting & inform training sessions</p>	<p>Direct Payments webpage</p> <p>Leaflet & videos</p> <p>Develop peer groups</p> <p>Social Media campaigns</p>	<p>Streamline - reduce time to set up DP.</p> <p>Reduce paperwork & replace with digital solutions</p> <p>Consider digital portal</p> <p>Project – Direct Payments system</p>	<p>Promote self-employed</p> <p>Consider PA portal</p> <p>Review pay rates</p> <p>Social Media campaign</p>

% of people using Direct Payments to employ personal assistants



Number of people using Direct Payments to hire self-employed personal assistants



Meet Billy.....

Page 63



“Carer has helped to turn my life around.”

“Given so much independence than ever thought I could have.”

“I’ve lost one & half stone”



Living Well

Care and Independence Scrutiny 22 June

Living Well background

The Living Well Team was established as a key component of a targeted prevention approach across Adult Social Care and Public Health. With an overall aim to prevent, reduce or delay the need for social care; the service has grown in size and reputation since then and is now a well-established part of the Adult Social Care pathway.

Page 8
Since the service went live in 2015, there have been 15,290 referrals, with an increase year on year reaching a total of 3781 for the year 2019/20 – until numbers showed a dip from March 2020 due to the pandemic, dropping down to 2916 for the year 2020/21.

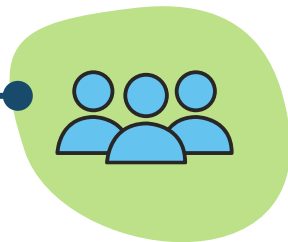
The last year April 22 to April 23 has seen annual referrals increase to 3930, increasing beyond activity levels pre Covid

Living Well

Performance, outcomes and key developments

Living Well Team

From 18 to 49 LWCs
Social Prescribing
New ways of working, training and development



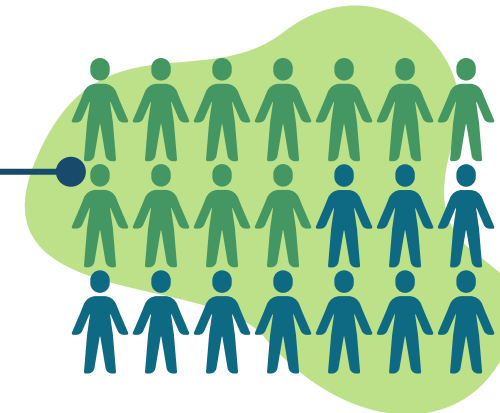
Partnerships

Public Health, Stronger Communities, NHS, Job Centre, Trading Standards, NYFS, VCSEs, NY Sport, Citizens Online, National Autistic Society, Carers Resource, Communities.



15,290

Since October 2015, there have been 15,290 referrals into Living Well, >3500 per year. 60% female, age demographic changing



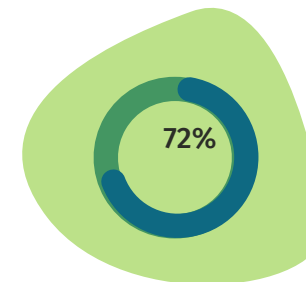
Outcomes

IAG, accessing community, building confidence, practical skills, volunteering, emotional support, healthy lifestyles



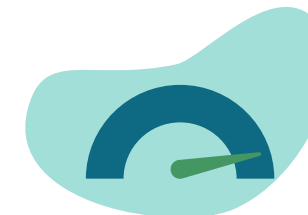
Wellbeing

72% of people supported have seen a meaningful increase in wellbeing (8+)



Survey

91% of people surveyed said the support they received had been successful



"Words cannot describe the impact you have all had to unreservedly bring a lost soul back to believing himself again with a new perspective on the future with a view to now turning my life skills to helping those who may be in a similar situation."

Referrals & Outcomes

Referral sources:

The team receives referrals from a wide range of sources including partners from the NHS, the voluntary sector and self referrals.

The highest referral source over the last 12 months has been from GP's followed by self referrals then Mental Health professionals.

The team has seen a move to supporting more people under the age of 65. 61% of people supported during the last months have been aged under 65.

Key Outcomes:

Over the last 12 months, the top 4 outcomes achieved are:

Support with practical advice / skills 28%

Support with a loss of confidence 25%

Accessing the community 23%

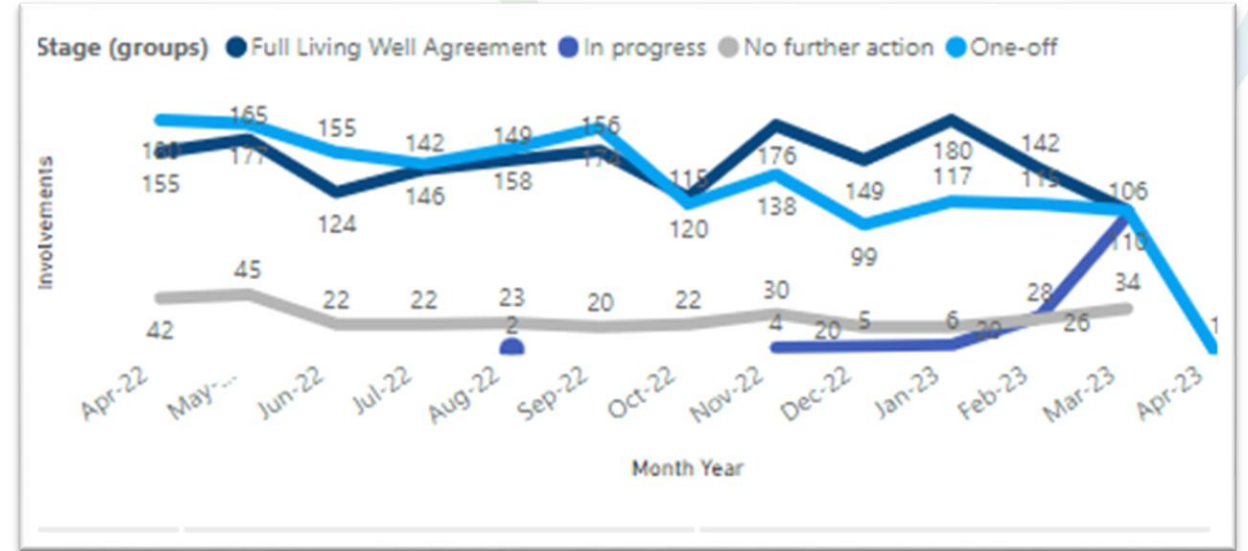
Help with finances 20%

Summary of activity

During the last 12 months we have seen an increase in supporting people for a longer period of time, (still remaining within 12 weeks), recovering from the pandemic where more support was provided as a one off Intervention

Page 69

The last year April 22 to April 23 has seen annual referrals increase to 3930, increasing beyond activity levels pre Covid



Social prescribing

Social prescribing enables GPs, nurses and other primary care professionals to refer people to a Social prescribing Link worker based in the GP surgery, who can support the person with non-clinical services to support their health and wellbeing.

Living Well continues to deliver social prescribing to Selby Town PCN and the four Harrogate PCNs.

Page 70

Selby spotlighted in recent Social prescribing news

Social Prescribing done differently in Selby

A new project in Selby, North Yorkshire has taken an innovative approach to social prescribing and significantly increased the support available in one community. The approach is known as 'Assertive Social Prescribing' and takes influence from the Brazilian model of community health care, where a link worker is assigned to a household to provide support and signposting for all of the household members.



North Yorkshire HFU Scheme

- Living Well providing ongoing support with the Home for Ukraine scheme, commenced March 2022
- Collaborative working with CYPS (Early help team) and NY Housing partners
- 1287 total arrivals since March 2022

Living Well visits completed:

Number of Welfare Visits

Craven	Hambleton	Harrogate	Richmond	Ryedale	Scarborough	Selby	Total
30	55	130	24	19	64	44	366

Number of Welcome Visits

Craven	Hambleton	Harrogate	Richmond	Ryedale	Scarborough	Selby	Total
20	46	100	19	14	47	33	279

Number of 5-Month Visits

Craven	Hambleton	Harrogate	Richmond	Ryedale	Scarborough	Selby	Total
14	25	60	12	8	24	18	161

Case Study... Paul & Samantha

Paul was in his 70's and had been living with his daughter Samantha and her 4 children since his wife died. The house was overcrowded and very active, his family were really important to Paul. Paul was concerned about being able to live independently again and lost his omnificence. Samantha his daughter was low in mood and desperate at their situation as a family

Living Well coordinator supported:

- ✓ The family with a housing application and signposted Paul and Samantha to Housing Options
- ✓ A referral to the Income Maximisation Team for a benefit check
- ✓ Budget planning for the move and independent living
- ✓ An application to the North Yorkshire Local Assistance Fund
- ✓ A referral for adaptations & assistive technology - Walk-in shower, access for mobility scooter & grab rails
- ✓ Signposted to carers support organisations and provided carers support to Paul's daughter
- ✓ Referral to Revival for social activities and support in the community

Outcome & Feedback.....

Paul was allocated a bungalow near his daughter and is living independently and is connected with his local community, carers stress reduced

Samantha

“Living well were amazing they helped me and my dad when we were at our most vulnerable and mentally drained.”

“My dad was sleeping and living in my living room for 7 years. We were all stuck in our rooms it was like I was a child again.”

“I was overwhelmed and struggling mentally to the point I was in despair.”

“They have been absolutely amazing. So supportive and helpful without one ounce of judgement. “

“They gave my dad his independence back, he looks so much happier and is doing more for himself. His confidence is coming back again.”



Paul

“At the age of 73 years I am to begin life living alone in my own home. This would of been impossible without the help and support of my daughter, family friends and from Living Well.”

“I have worked all my life and never received any help, it was a big thing for me to actually admit I need it.”

“The support really helped ease all my worries about moving and with all the help I have now become more independent and confident. “

“I would advise anyone who needs help and support to contact living well, they really do care. “

Next 12 months

Domestic abuse - Roll out of IDAS DASH training for all LWC's and new process for LWC's where DA disclosures are made

Falls - Recent falls conference in York – to strengthen and focus LW practice in falls prevention & assessment

Community collaboration – Esk Valley Revival pilot, commence Esk Valley MDT's and Social / community hubs

Autism Accreditation – Ongoing work to support the reaccreditation process from NAS- quality assurance programme of support and development for the team and our approach to supporting autistic people.

NORTH YORKSHIRE COUNCIL

Care and Independence and Housing Overview and Scrutiny Committee

22 June 2023

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

- Thursday 22 June 2023 at 10am
- Thursday 28 September 2023 at 10am
- Thursday 7 December 2023 at 10am
- Thursday 28 March 2024 at 10am

4.0 Recommendations

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

DANIEL HARRY

Democratic Services and Scrutiny Manager

County Hall,
Northallerton

Author of Report: Christine Phillipson

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Care and Independence Overview and Scrutiny Committee
Work Programme 2023/24

<u>Meeting</u>	<u>Subject</u>	<u>Aims/Terms of Reference</u>	<u>Lead/Current position</u>
Thursday 2 March 2023 at 10am	Local Account	A review of the published account	Louise Wallace/Shanna Carrell
	Adult Social Care, Public Health and Climate Change	A response to issues and themes raised by Cllr Andy Brown	Richard Webb (Mike Rudd and Victoria Turner)
	Safeguarding	Annual NY Safeguarding Adults Board Report	Louise Wallace
	Care Market pressures		Abi Barron
Thursday 22 June at 10am	Extra Care - next generation	Revisit of Extra Care 12 months on as requested by the Committee. Update on progress and statement on ambition to see Extra Care in all key towns in 2023.	Mike Rudd
	Unpaid Carers – support for Carers	Overview item to help assess the support provided to adult carers of adults in North Yorkshire.	Cath Simms
	Direct Payments	Revisit 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 (can use previous slides as basis of report) Content and timing of item may be affected by ongoing HAS developmental work	Cath Simms and Toya Bastow

	Living Well	Update on service activity (overall approach/content as previous)	Cath Simms
	Digital Lives	Introduction to Technology enabled care, online care, financial assessment and brokerage. Tech Enabled Care –supporting and enhancing the experience of people and their independence in their own homes. Activity, Initiatives etc	Mike Rudd Cath Ritchie.
	Intermediate Care/Discharge to Assess	Discharge arrangements. Including possible briefing on introduction of Pilot scheme for short-term care beds.	To be advised Check with Dawn Day
	Housing	An overview of Housing.	Andrew Rowe
Thursday 28 September at 10am	Supported Housing	Transforming Care and current supported housing service overview Possible move to December depending on Housing Brief Clarity	To be advised
	Shared Lives Scheme	Approval to re-procure or in-source the Shared Lives Scheme Possible Move to December	To be advised
	Development of the Integrated Care Systems and Partnerships that cover North Yorkshire	What does this mean for social care, what are the risks etc	Richard Webb
	Dementia Care Facility	Report on progress business case and development	Abi Barron
	Trailblazer (and Financial Pressures)	Update on financial pressures Trailblazer - anything on timetable, any further learning etc	Anton Hodge

	Suicide Prevention and Audit	Update on activity, prevalence and action.	Clare Robinson Public Health
	Respite/Short breaks current position	Progress on a transformational approach to short breaks	To be determined
Thursday 7 December at 10am	Day Services	Overview with some focus on how the pandemic has changed demand for these services and how that influences commissioning arrangements that we have in place to deliver Personalisation and choice and meet current service and business requirements.	Principle and scope of item yet be discussed
	Local Account	A review of the published account	Louise Wallace/Shanna Carrell
	Annual Report of the Adults Safeguarding Board		Chair of the Board
	Report of the Director of Public Health		Louise Wallace
Thursday 28 March 2024 at 10am			

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