

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.

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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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