



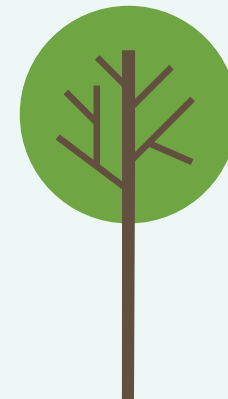
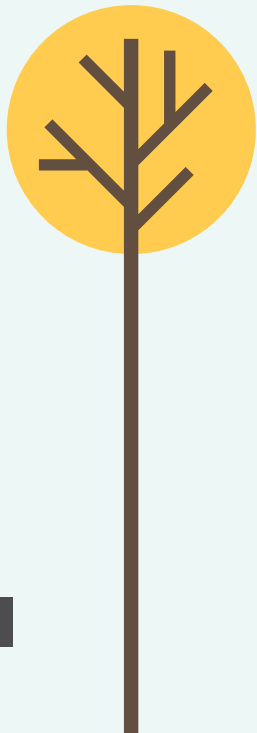
# Health and Adult Services Local Account 2017-18





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# Introduction

**This is the Local Account for North Yorkshire Health and Adult Services for 2017/18. It is an account of what we have done to support people across the County during last year; how we have invested public money and what we aim to do in 2018/19.**

On average, more people in North Yorkshire live longer than in other parts of England and some people live well into their 80s and beyond. Our aim is to support people to live long, independent, active and fulfilling lives. As part of this, we promote healthy lifestyles and help people to take care of their own health and wellbeing.

Much of our work is undertaken in partnership with others such as GPs; the NHS; Police; community and voluntary sector organisations, to support people to live in strong communities.

During 2017/18 we have begun to implement a new model of social care that is aimed at offering support to people who need it using a strength based approach.

We work with people to focus on what individuals can do to maximise their opportunities to remain independent. We aim to offer care and support where people live, ideally in their own home or within their own community.

This report should be read alongside the Director of Public Health Annual Report for 2017/18 'Healthy Transitions: Growing Old in North Yorkshire'.



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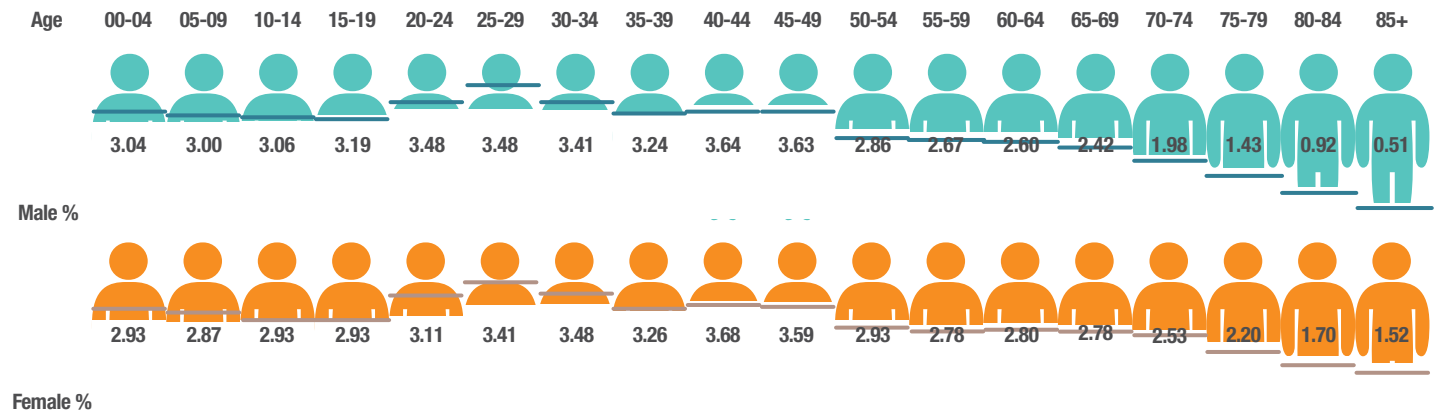
# Section 1

## Who we are and what we do

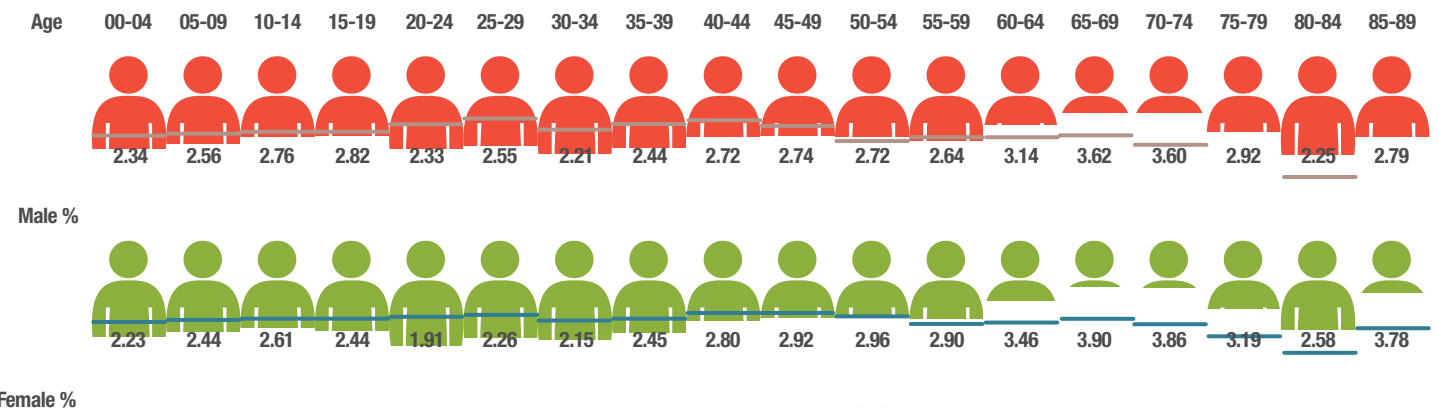


North Yorkshire is England's largest county. It has some urban areas but is also highly rural. We serve a total population of approximately 600,000 with 140,375 people over the age of 65 years. North Yorkshire is the retirement destination of choice for many people and this has clear implications as the population ages. Life expectancy is better than the England average meaning there are many people living into their 80s. However, there is a gap between the least and most deprived communities of around 6.3 years for men and 4.6 years for women.

1992 Population structure - North Yorkshire & England Office of National Statistics (ONS)



2035 Population structure - North Yorkshire & England (2014-based Subnational Population Projections)



**We are among the least deprived Local Authorities in England, ranked 125th least deprived out of 152 upper tier local authorities for the overall Index of Multiple Deprivation (IMD) however Scarborough continues to be the most deprived district in North Yorkshire, ranked 90th most deprived out of 326 lower tier local authorities.**

**Our strengths are:**

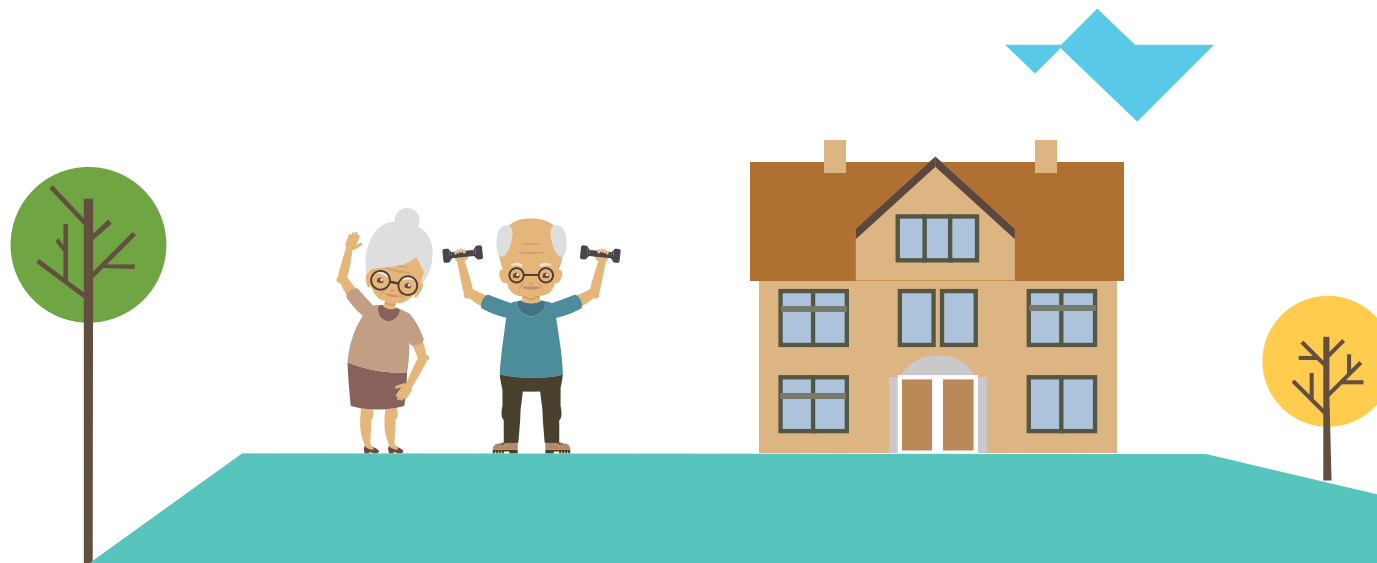
- Low placement of older people aged 65+ into residential and nursing care.
- Low placement of people aged 18-64 into residential and nursing care.
- A high proportion of adults with learning difficulties who live in their own home.
- A high proportion of adults in contact with secondary mental health who are in paid employment.

**Our areas for further development are:**

- A low proportion of people using social care who receive direct payments.
- A low proportion of the total number of people receiving social care who have been offered a personal budget.
- Road safety continues to be a challenge and we continue to work with the '95 Alive' campaign to further reduce road deaths.

We work closely with 5 Clinical Commissioning Groups, 4 main Acute and Community NHS Trusts and 2 main Mental Health NHS Trusts, in excess of 90 GP practices and 7 district councils. There are 3 Sustainability and Transformation Plan (STP) footprints and which all have their focus in West Yorkshire, Teesside and Hull.

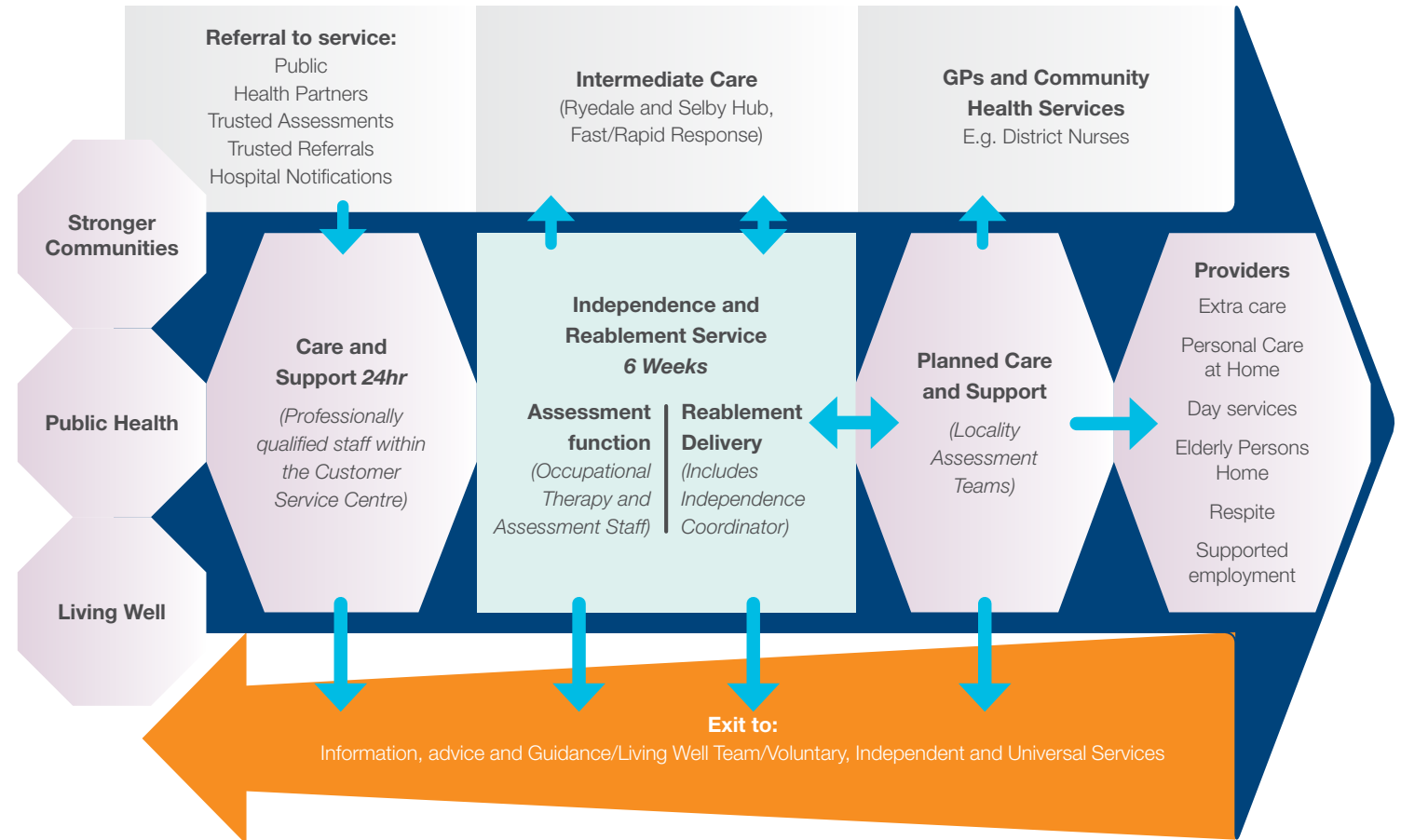
We commission public health and social care services from a range of providers including the NHS. We are also a significant provider of social care services, in part because we are often the only viable provider in areas where the market is fragile. Building social care market capacity is a key priority.



# Section 2

## What we did in 2017/18

From April 2017 we started to implement a new model for social care. At the heart of this model is prevention and strength based practice to maximise independence and reablement. The model is based on maximising the assets a person has in their lives and community to live a long and healthy life. When a person does need planned care, the care is personalised and based on need. To highlight the key achievements in 17/18 this section highlights what we have been doing around prevention; maximising independence and reablement and planned care.



We have invested the Public Health grant into communities to build on their assets and strengths. This has created opportunities for people to improve their health and wellbeing where they live.



The Masham Exercise group

We have published the Director of Public Health Annual Report 'Healthy Transitions and Growing Old in North Yorkshire'. The report recommends focusing on end of life planning. Being able to plan with family and friends about the last stages of life, ensures people remain in control of the choices that affect them and those they love, through to the end of their life. This report supports the 'Dying Matters' campaign.

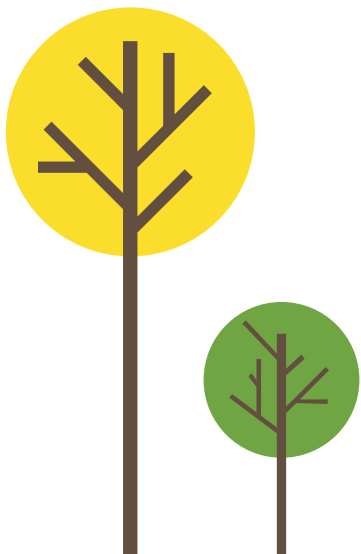
We have undertaken consultations regarding what a new telecare offer would look like for North Yorkshire to enable people to maintain their independence at home.

We have undertaken consultation and awarded new voluntary sector prevention contracts.



We launched the Carers Strategy that focuses on improving identification of carers; improving information and advice; enabling carers to take a break; improving carer's health and wellbeing; enhancing financial wellbeing and involving carers as experts. We have also awarded new contracts to support carers to have a break.

We published the 'Bring Me Sunshine' Strategy focused on living well with dementia in North Yorkshire. There are more than 10,000 people living with dementia across North Yorkshire and this strategy was developed based on personal feedback of over 1300 residents who shared their stories with us.







## Planned Care

We have commissioned work to understand the opportunities to increase capacity in the nursing home market.

We have developed a new Partnership Board with the Independent Care Group and the NHS.

We have established a new Quality Improvement Team funded through the Improved Better Care Fund to support care providers where there are concerns about the quality of care.

We have tried innovative approaches to attract people into a career in care through our 'Make Care Matter' campaign and we are now using social media to raise the profile. See [www.makecarematter.co.uk](http://www.makecarematter.co.uk).

We have raised awareness about the importance of dignity and respect in care. At a time when the delivery of social care is facing significant funding and staffing pressures, both nationally

and in the region, North Yorkshire's care and support staff created a series of events to highlight the importance of upholding people's rights to dignity in the care they receive. Staff, family and friends at Greyfriars Extra Care in Richmond, for example, came together to celebrate Dignity Day with a tea party, making special cakes and sandwiches for residents.







We had a visit from Kevin Hollinrake, MP for Thirsk and Malton, to Deansfield Court Extra Care development in Norton after a constituent praised the “brilliant care” given to her mum while she was a resident. The constituent wanted Mr Hollinrake to know how well looked after her mum was while living at Deansfield Court. Deansfield Court is owned by Yorkshire Housing with the care delivered by North Yorkshire County Council. There are 22 extra care housing schemes across North Yorkshire providing 1,111 homes and the County Council is working with housing associations and other partners on more developments. They offer innovative ways of supporting people in living independently for as long as possible, giving the security and privacy of a home of your own, a range of facilities on the premises and access to 24-hour care and support, if needed. We have also revised our Extra Care Framework to enable

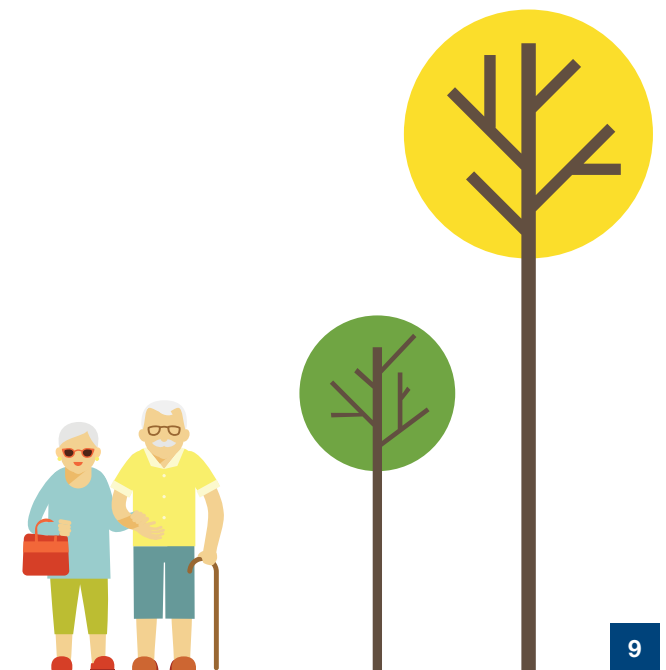
more schemes to be brought forward by partners with North Yorkshire County Council.

We have also had a visit from actress and singer Patti Boulaye when she visited Selby recently for a sell-out show. The celebrity performer, who is a crusader for the care and respect of older people, dropped in to Carentan House, North Yorkshire County Council’s older people’s home, to meet



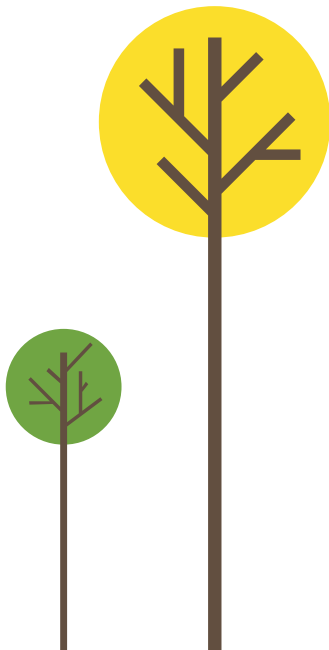
and talk to residents about their lives and daily experiences and to treat them to a few songs.

We have continued to work closely with the NHS including the development of Joint Commissioning Boards in Scarborough, Ryedale and Hambleton, Richmondshire and Whitby. We are developing integrated service in Harrogate and Hambleton, Richmondshire and Whitby as well as working across three Sustainability and Transformation Partnerships.



# Section 3

## How did we do?



### During 2016/17 we delivered:

**10,035**  
people received a long term support service

**1,111**  
extra care places

**1,805**  
contacts to Living Well Service

**6,766**  
community based packages

**1,318**  
Direct Payments

**3,269**  
Residential packages

### During 2017/18 we delivered:

**11,185**  
people received a long term support service

**1,111**  
extra care places

**2,101**  
contacts to Living Well Service

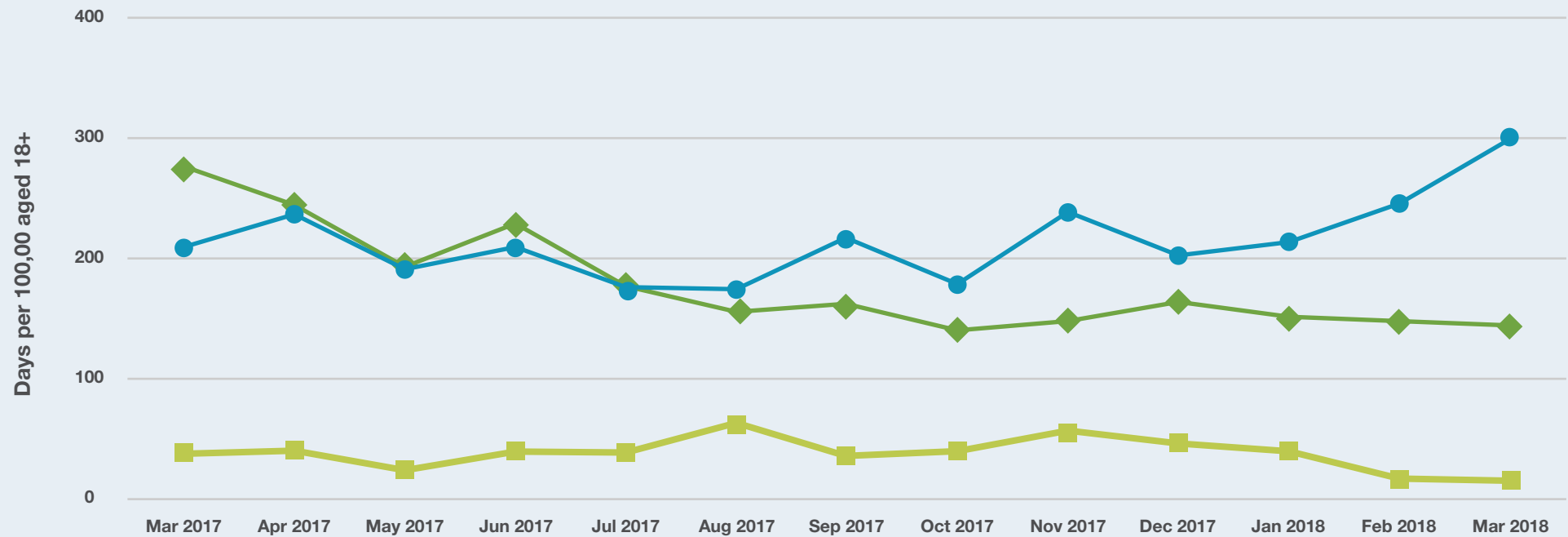
**7,848**  
community based packages

**1,100**  
Direct Payments

**3,337**  
Residential packages

We have worked very closely with the NHS to address delayed transfers of care from hospital and have seen a downward trend throughout 2017/18 of delays attributable to social care. We have halved the number of delays attributable to social care.

### Delayed days per 100,000 population aged 18+ by attributable organisation for North Yorkshire



- North Yorkshire delayed days attributable to the NHS, per 100,000 aged 18+
- ◆ North Yorkshire delayed days attributable to social care, per 100,000 aged 18+
- North Yorkshire delayed days attributable to both NHS and social care, per 100,000 aged 18+

## Complaints received

During 2017-18, **308** complaints had been received, compared to 230 in 2016-17. This is a significant increase of 34% on the previous year.

During 2017-18, 30 decisions were received from the Local Government Social Care Ombudsman (LGSCO), compared to 24 in the previous year.

Of the 30 decisions received this year, they were classified by the LGSCO as:

- 2 – ‘premature’
- 4 – Out of jurisdiction
- 5 – Closed after initial enquiries: no further action
- 3 – Report issued: upheld; maladministration and injustice
- 11 – Upheld: maladministration and injustice
- 1 – Upheld: maladministration, no injustice
- 4 – Not upheld: no maladministration

There were also three public reports published concerning North Yorkshire County Council.



## Compliments received

During 2017-18, **858** compliments have been recorded for Health & Adult Services. This is a 25% decrease on the 1144 recorded during the previous year.

Below are some comments we have received about our services:

**“We would just like to thank you from the bottom of our hearts, for the encouragement and caring way you dealt with all Dad’s needs. You guided us through all the ins and outs of caring for Dad in his own home. He was adamant about staying home and not in a care home or hospital. You made all that possible and stress-free. We felt we have a friend in you. You are the good press for social services. Thank goodness. Wishing you a happy Christmas to you and your family. Our thanks.”**

**“Whilst in hospital I was pleased to see the lady from social services and after talking to her I feel happy at going home to some help. I have been delighted with the service they have given to me. Although they are very busy they are always very cheerful, efficient and very good company. We have had some laughs and have cheered me up on my off days. I couldn’t fault any of them. Even the cat enjoyed their visits.”**

**“I would like to express my thanks for the service provided by the reablement team for my mother. All the carers were very kind effective and professional. My mum has nothing but praise for how they built her confidence to be independent once more. Without their support I do not think my mum would be back to living independently in her own home. Thank you very much.”**

“A big thank you to all the staff who have looked after my mum. She has been treated with care and respect which has resulted in a pleasant stay for mum for which we are very grateful.”

“The carers in our country often get a very bad press but from what I have seen at X, I can only say that a Council run residence like this one, is the other side to the story. The carers there are very dedicated and worth their weight in gold. They do jobs that most people would not or could not do and they should be praised and rated accordingly. Mum was always given first class attention and in the last few weeks of her life she had increased care times and company to sit with her, see to her needs with the warmth of a family member. Money just cannot buy the care she was given. Some carers even popped in before going home or before the workday started. They also gave me their very welcome support. I cannot express how grateful I am to them all. All in all, X deserves recognition for the care they give to all and because they always go the extra mile. It is like a big family and I cannot recommend them enough.”



## Safeguarding



We completed **874** enquires relating to safeguarding concerns

**64%** of safeguarding concerns related to people over the age of 65 years

**52%** of safeguarding enquiries related to people over the age of 75 years

**60%** of safeguarding enquires related to female adults

Risk was reduced or removed in **92%** of enquires

**45%** of reported abuse occurred in the adult at risk's own home

**16%** of reported abuse occurred in care homes

**66%** of adults at risk felt their outcomes were fully met

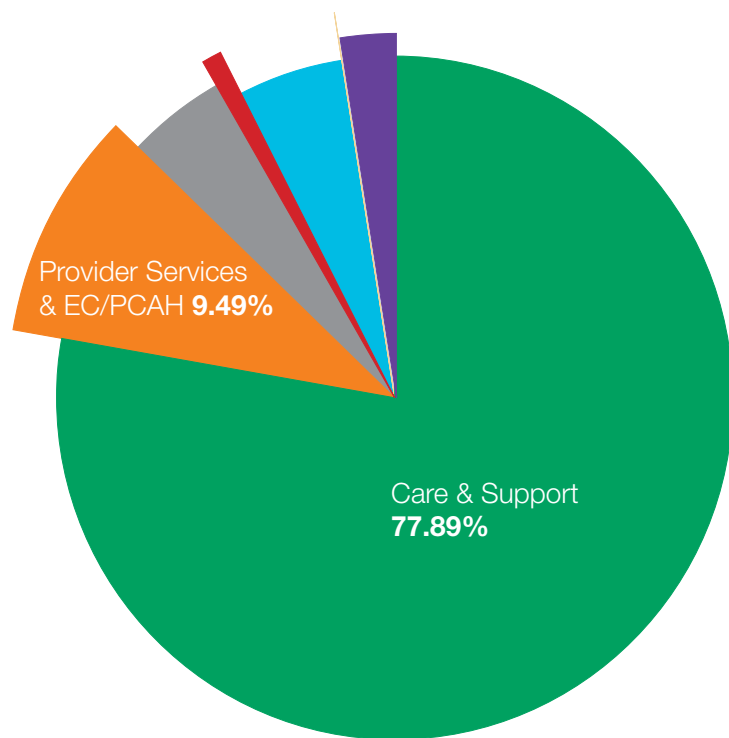
**2,664** Deprivation of Liberty applications were received



## Section 4

### How much did we spend?

The gross Adult Social Care Budget for 2017/18 was **£205,880,000**. It was invested in a range of services as illustrated below:



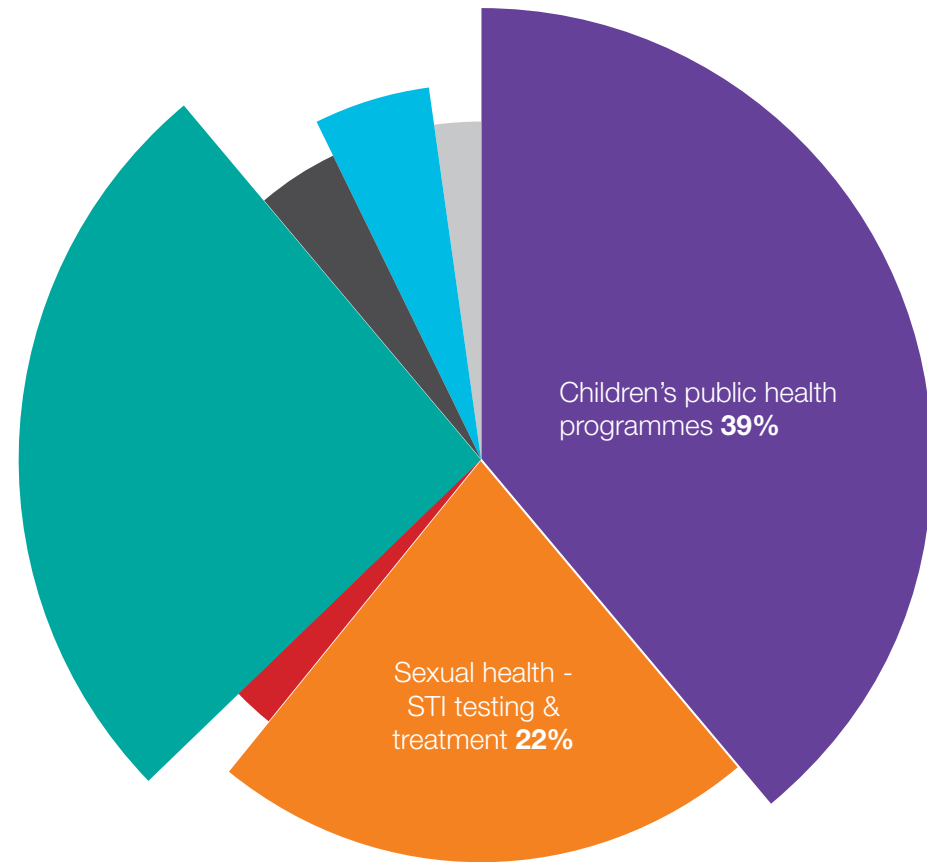
Care & Support	<b>77.89%</b>
Provider Services	<b>9.49%</b>
Mental Health Services	<b>4.45%</b>
Quality & Engagement	<b>0.88%</b>
Commissioning	<b>4.93%</b>
Integration	<b>0.10%</b>
Director & Cross-Directorate	<b>2.26%</b>



The Public Health Grant in 2017/18 was **£24,108,000** and was spent on the following public health services and interventions as illustrated below:

**Gross Expenditure 2017-18**

Children's public health programmes	<b>39%</b>
Sexual health - STI testing & treatment	<b>22%</b>
NHS Health Check programme	<b>2%</b>
Drug & Alcohol Misuse	<b>26%</b>
Obesity & Physical Activity	<b>4%</b>
Stop Smoking Services & Tobacco Control	<b>5%</b>
Local Authority role in surveillance & disease control	<b>2%</b>



# Section 5

## What are we doing in 2018/19?

### Provider Market

- Strengthening the market through commissioning, quality and monitoring and market development activity
- Promoting and supporting innovation in the market
- Delivering our Extra Care Programme

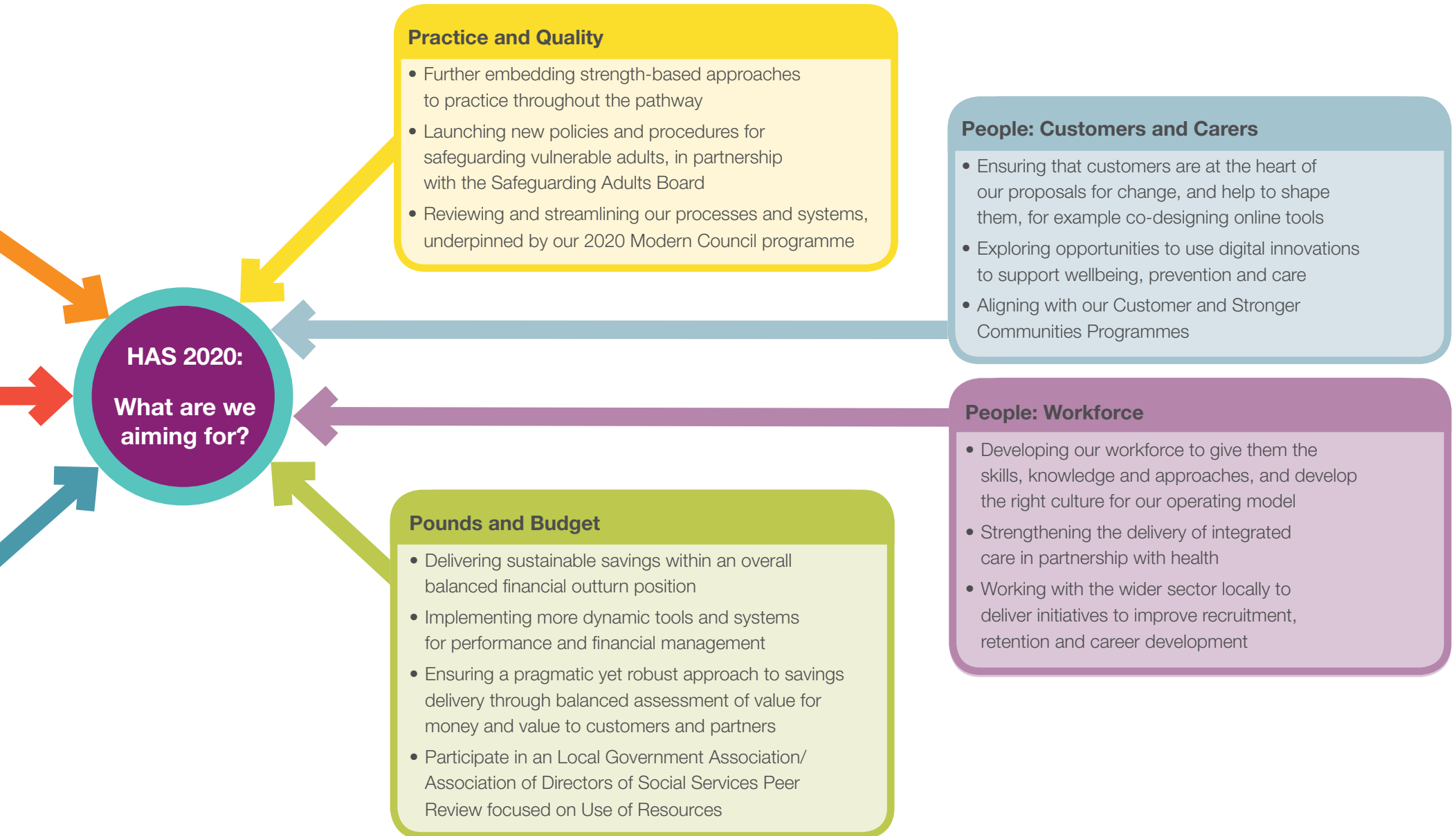
### Prevention

- Developing and expanding our range of preventative services including reviewing our approach to homelessness prevention and a range of public health services
- Maximising people's independence and reducing reliance on the need for contact with statutory services, for example by continuing to build our Living Well Service
- Strengthening professional advice earlier on in our Care and Support pathway, and more options for people to self-serve including online

### Partnership

- Delivering on our Better Care Fund proposals and other initiatives working towards integrated care
- Improving our performance on Delayed Transfers of Care
- Reviewing our approaches to Mental Health and Continuing Health Care jointly with partners
- Developing a strategy for working collaboratively with primary care







## Contact us

**North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD**

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm (closed weekends and bank holidays). Tel: **01609 780 780**  
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