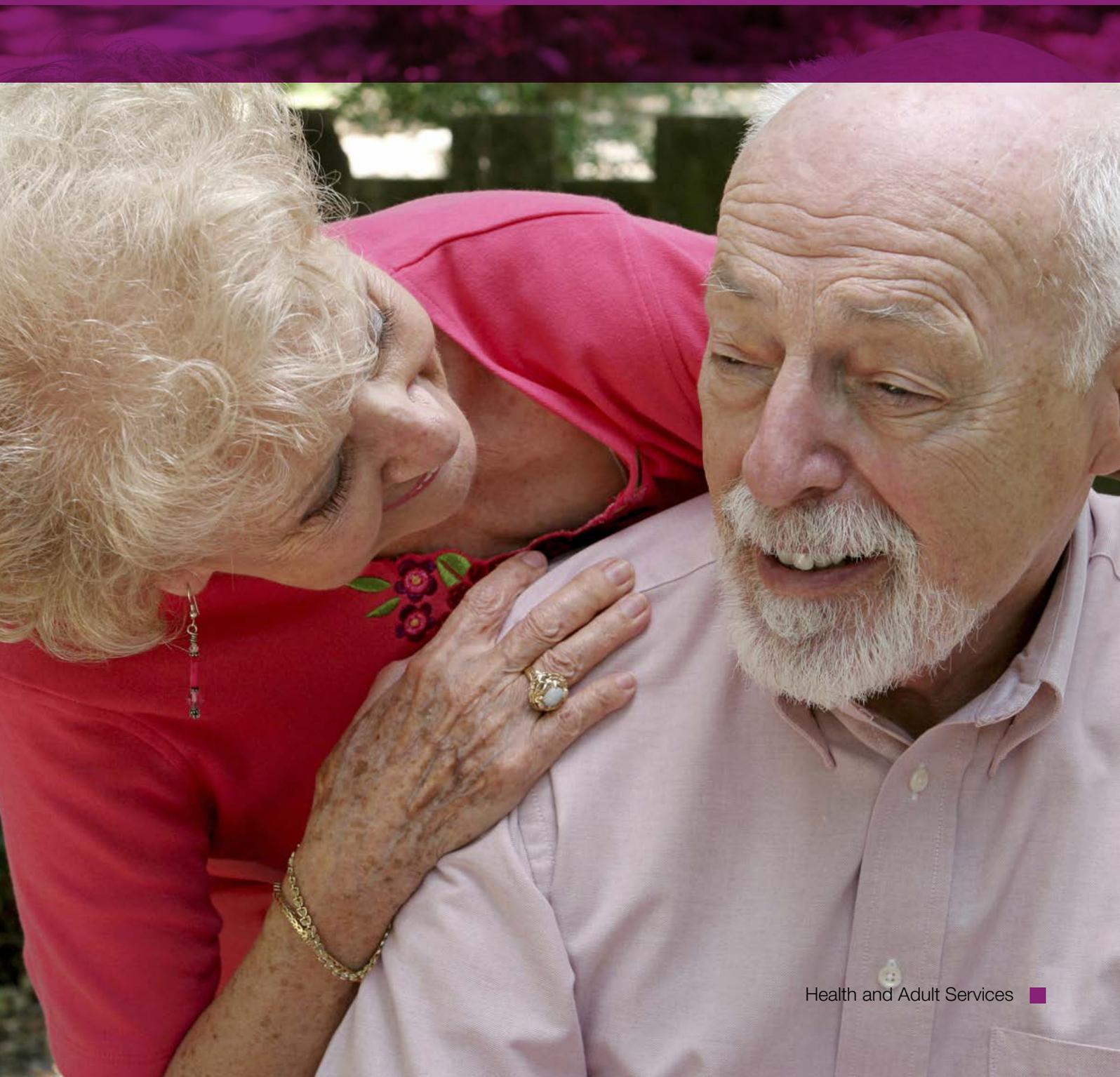


2020 North Yorkshire Care and Support Where I Live Strategy



Foreword



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

Based on the Council's Our Future Lives Policy, between 2003 and the end of 2015, the Council will have supported the building of 20 specialist developments, known as extra care housing, providing 949 apartments and bungalows and five new supported living schemes providing 24 apartments with housing support for adults, mainly younger people with a learning disability.

There is however, more to do.

Whilst this programme has been successful, the Council is now planning ahead so that we can respond to the increasing number of people who need care and support where they live along with the increasing number of people who need specialist support, such as those people living with dementia. We know from the experience of the existing extra care housing schemes that they are popular with people and that developing more extra care housing is the right thing to do. The development of more extra care housing will also assist the Council with the challenging financial climate. We understand that people's health and wellbeing is best met in their own homes and from within their own communities and the extra care housing programme has supported this so far but in this Strategy we set out what will be new in the future.

The Council will build on the success of the extra care programme to make more solutions available for delivering accommodation with care and support for a wider range of people, and for making a major contribution to the vitality of towns and villages across the County. The Council proposes to roll out extra care housing in every major town in North Yorkshire and will accelerate its plans to develop services and support by working with partners to deliver accommodation and services which will help people stay more independent and be part of their local communities for longer.

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



Councillor Clare Wood
Executive Member,
Adult Social Care and Health Integration

Executive Summary

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

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

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

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

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

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

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

There were still some uncertainties about the aim of replacing our care homes with new extra care schemes, but over half of those responding support the proposal.

We recognise the level of support is lower amongst current residents of care homes and we will consult further on each specific proposal:

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

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

*Subject to the construction programme running to schedule

1.0 About this Strategy

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

It is for:

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



2.0 Our Vision for 2020

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

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

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

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

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

- The Council will be recognised by our partners, and people who use support, as an innovative and effective leader, working collaboratively with a wide range of partners and local communities to deliver better results for people, and value for money



- Support will be centred on the needs of people and their carers, so they are able to take control of their health and independence
- Good public health services and social care that improve people's daily lives will be available across our different communities
- Everyone will have a responsibility to keep vulnerable people safe, with individuals, organisations and the wider community all having a part to play in preventing, identifying and reporting neglect or abuse

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

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

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

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

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

The Council will continue to undertake assessment and care management services through its own staff. However, it will not necessarily be a direct provider of services such as care homes, day services and short breaks services. We will look for opportunities in the community and other sectors to run and develop these services, including alternative models of staff mutuals and community ownership, but may continue to provide some services ourselves. Within the 2020 Vision there are four key themes that will help us to deliver our objectives. These themes will direct the changes that we will make by 2020:

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

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

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

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

3.0 Care and Support Where I Live

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

By 2020 we will have:

- Developed local accommodation, services and activities that mean that people are safe and can live independently at home for as long as possible
- Improved the way people can choose, buy and fit equipment and Telecare so that more people can live independently at home
- Expanded the number of extra care housing schemes across the County and developed community hubs in some of these schemes
- Explored different models of accommodation, such as Homeshare, to see if they might be beneficial for some North Yorkshire residents

- Increased the availability and choice of accommodation and services for people with:
 - complex needs
 - mental health issues
 - learning disabilities
 - physical disabilities
 - sensory impairment
 - autism
 - young people with disabilities moving from childhood into adulthood
 - age-related frailty and disability

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

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



4.0 What we do now

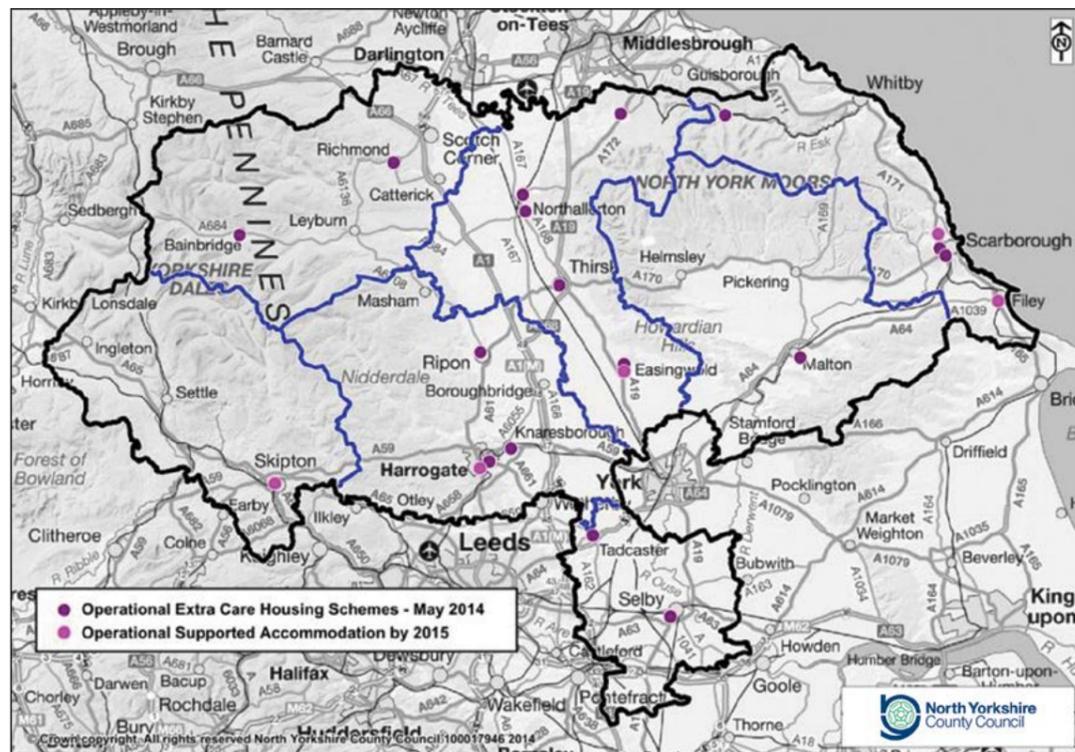
In the past, the Council had relied on the use of traditional models of residential care but it is now our policy to help people maximise their potential for independence through the accommodation in which they live.

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

Between 2003 and the end of 2015, the Council will have supported the building of 20 specialist developments, known as extra care housing, providing 949 apartments and bungalows which will have replaced fourteen of the Council's Elderly Persons' Homes. In addition there will be five

new Supported Living Schemes that the Council has worked with providers to develop, providing 24 apartments with housing support to adults, mainly younger people with a learning disability.

At the time this Strategy is being published (August 2014), there are sixteen extra care housing schemes in management across the County, providing 662 apartments providing accommodation with care and support to adults, mainly older people. The development of extra care housing and the increasing use of services that help people to maintain their independence has already been successful in reducing the number of people that have needed to go into a care home in North Yorkshire.



*Subject to the construction programme running to schedule

5.0 Why we need to change

5.1 North Yorkshire context

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

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

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

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

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

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

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

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

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

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

The Council has been working with people who have had to move out of the County to find the right accommodation and support to meet their needs so that they can return to live independently in their local community. This includes people

with a physical disability, learning disability, mental health issues or more complex needs who have specific accommodation requirements that the Council was unable to provide at the time they needed them. Development of more accommodation with support, especially the specialist services, will enable more people to more quickly return to be nearer their families and friends and their informal support networks.

5.2 National context

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

The 'Caring for our Future' White Paper⁴ published in July 2012 set out the Government's vision for a reformed care and support system in response to the Dilnot review. In May 2014 the Care Act⁵ was passed into law, representing the most significant change to adult social care legislation in over 60 years. The Act introduces fundamental reforms to the law on adult social care, the funding system, the duties of local authorities and the rights of people who need social care and their carers and has significant implications for local authorities, both financially and on their working practices. It is the law that will most shape social care practice, and a key element is that people should have choice and control over how their needs are met, including where they live.

in order to promote the consultation e.g. information stands at Hambleton, Richmond and Whitby CCG's AGM held in Richmond and at Age UK's over 50's event in Bedale.

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

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

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

- Good quality home care services,
- Help to adapt your home if you start to have difficulties
- Access to good quality information and advice
- Telecare and equipment to help you stay safe in your own home.

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

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

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

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

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

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

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

74% of respondents agreed we should also develop housing options for younger people with complex needs, compared to 7% of people who disagreed and 19% who didn't know. In addition to the answers to our questions we received a number of comments from individuals and partners. These were varied and the following offers a summary of some of the key themes:

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

6.0 What people have told us

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

Various media sources were used to promote the strategy:

- local newspapers
- local radio stations
- e-newsletters

- social media
- direct email/letter to local organisations requesting their participation and feedback.

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

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

Staff attended meetings and events held by partner and voluntary sector organisations

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

³ www.dilnotcommission.dh.gov.uk/our-report/

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

⁵ www.legislation.gov.uk/ukpga/2014/23/contents/enacted

7.0 What we will do in the future

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

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

7.1.1 People's Existing Homes

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

7.1.2 New Housing Developments

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

7.1.3 Home Improvement Agencies and Handyperson Services

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

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

Advice will be available to help with:

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

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

7.1.4 Home Care

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

7.1.5 Considering which Option is the Best for You

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

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

7.2.1 Telecare Equipment

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



"I don't feel alone when I'm alone"
Mary, a user of Telecare, Skipton

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

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

7.2.2 Telehealth

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

7.2.3 AskSara

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

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

7.3.1 More Extra Care Housing

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

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

Extra care housing is now a rapidly growing sector of the housing and care market. This model of housing and care can offer everything traditional residential care does in terms of on-site care provision but considerably more in respect of accommodation standards, community involvement and individual wellbeing. The Council has managed a very successful programme of extra care development across the County which has given many people the chance to live in their own home with care and support when they otherwise may have had to move into a care home. This Strategy marks a turning point for future extra care housing schemes to do even more to help people who need support to live independently but also to help people that live in the communities around the schemes.

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

The Council will make sure that these schemes are protected for North Yorkshire people first. We will be able to put forward the names of people who would benefit from living in the schemes so that they can live in their own home that has been specially designed to support their needs with the right care and support for them.

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

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

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

The emphasis on good quality design has always been at the forefront of the Council's extra care housing delivery programme. The Council's 'Accommodation with Care Design and Ethos Guide' sets out the minimum design standards expected. It is recognised that each building is someone's home and not just a place to provide care. Each scheme will be future-proofed to allow for changing needs and priorities. The design of the internal layout of each apartment will be flexible to allow for the changing care and support needs of individual residents and to maximise their ability to continue to receive care and support at home. Schemes need to be seen as community assets which allow residents to continue to meet with local people but also enable them to feel their home is secure and private.



*Sunnyfield Lodge
Extra Care Housing Scheme, Ripon*



*Limestone View
Extra Care Housing Scheme, Settle*

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

There are sixteen extra care housing schemes in management across the County, providing 662 apartments of accommodation with care and support to adults, mainly older people. The Council will work with the organisations that own and manage these existing schemes to make sure that the schemes are looked after well and remain safe, comfortable and pleasant places to live for many years to come. In particular ensuring support for people living with dementia, keeping the schemes up to date with best practice and ensure they involve the wider community, bringing additional benefits to that community.

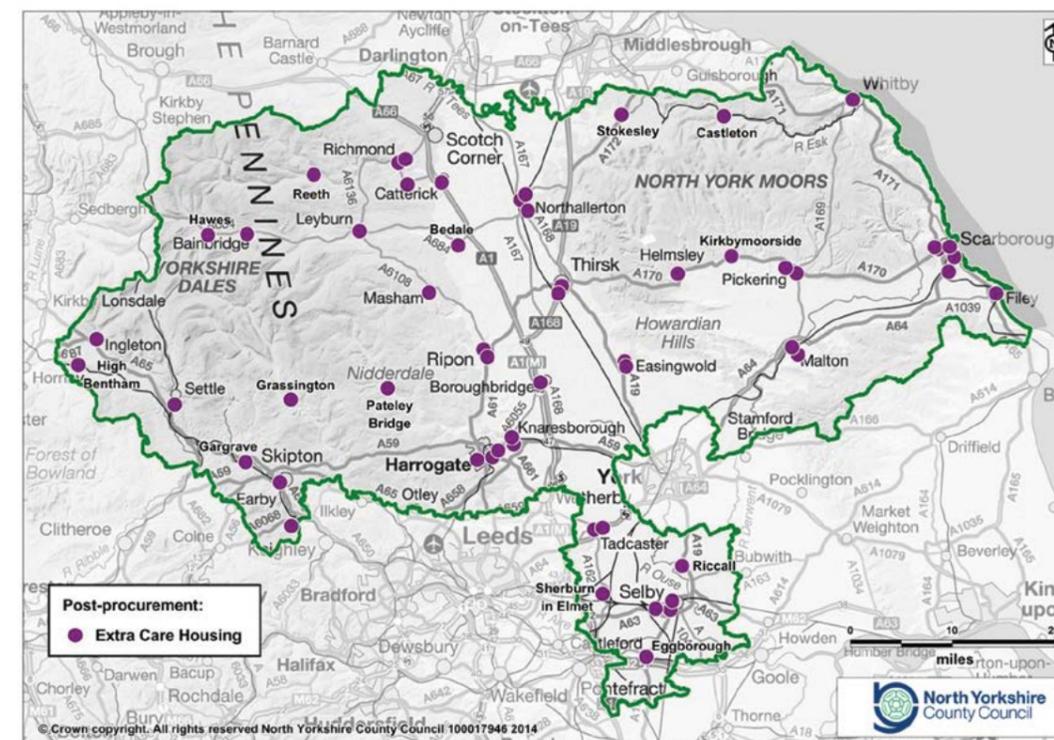
The intention is that there will be an extra care housing scheme in every major town across the County providing more than 2500 apartments and bungalows for people who need care and support where they live. The map below shows the locations where we aim to have an extra care housing scheme in the future.

7.3.2 Extra Care Housing Schemes as Community Hubs

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

well as providing homes for people to live in, it also has within it the post office, a community library, a café, a small shop and a hair and beauty salon all of which are open to the public. The scheme is also used by the local GP and district nurses and it has a defibrillator that people in the community can borrow whilst waiting for an ambulance to arrive. There are a range of activities that are available to people in the community such as yoga, dance classes, cinema and lunch clubs.

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



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

The Council will work with providers to also use extra care housing schemes as bases from which to run other community services such as car clubs where volunteers will be able to use the cars available to transport people to medical appointments, social activities, shopping trips, etc. Other examples will be to have allotments on schemes with the produce being used for the caterers to run healthy living projects for people of all ages in the community. As each new scheme is developed we will identify the needs that the community has and build in solutions for those needs.



Rivendale Extra Care Housing Scheme, Northallerton



Popple Well Springs Extra Care Housing Scheme, Tadcaster

7.3.3 How we will do it

The development of accommodation with care and support is identified as a need in the North Yorkshire Housing Strategy 2015-2020. The Council will work closely with housing and planning

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

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

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

7.3.4 Specialist Services

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

7.3.5 flexiCare

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

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

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

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

7.3.6 Replacing Traditional Care Homes

The Council has twelve elderly persons' homes across the County that do not yet have a proposed extra care housing scheme to replace them. These facilities offer an excellent service to residents, however, the buildings are now outdated and expensive to run and maintain. Even with a major refurbishment programme, the physical fabric of the homes cannot be improved to any great degree and would not provide the space and standards that people now require, such as en-suite facilities. If for example money was invested to refurbish the buildings by increasing the size of each bedroom and creating en-suite facilities, this would mean an inevitable reduction in the overall number of bedrooms in each home. Traditional models of residential care

will no longer be fit for purpose as care homes will not have the capacity to meet demand.

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

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



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

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

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

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

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

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

7.4.1 Sheltered Accommodation

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

7.4.2 Residential and Nursing Care

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

7.4.3 Homeshare

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

The Council will explore the feasibility of a 'matching' service to support people who wish to look into Homeshare so that people with similar interests can be matched up, the accommodation checked and relevant security checks undertaken.

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

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

7.5.1 Supported Living

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

7.5.2 Supported Living Plus

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

7.5.3 Transitions

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

7.5.4 Supported Employment

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

7.5.5 Information and Guidance

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



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

Sally, a tenant in a supported living scheme in Scarborough

Contact us

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