

Working Together in Adult Social Care



Local Account for Adult Social Care 2014



Contents

Foreword	3	What we said we'd do and what we have done...	21
Introduction/Our Vision	4	Working in Partnership	25
Carers.....	5	Commissioned Services	25
Engaging with Local People	6	Health and Wellbeing Board	26
How We Spend the Money	7	Healthwatch.....	26
Older People	8	Connect to Support.....	27
Key Achievements	8	York CVS.....	27
Sheltered Accommodation.....	9	Think Local Act Personal.....	27
Self Funders.....	10	The Care Act.....	28
Additional Older People's Programmes.....	10	Quality of Services	29
Moving More Often	10	Feedback	29
Health, Exercise, Activity and Lifestyle (HEAL) Programme	11	Scrutiny	29
Further Support/Help and Advice	11	Going Forward	31
People with Dementia	12	Performance Measures	34
Key Achievements:	12	Mystery Shopper results	36
Further Support/Help and Advice	13	Useful Contacts	37
People with Learning Disabilities	14	Further Information	38
Key Achievements.....	14	Feedback Form	39
Further Support/Help and Advice	14		
Disabled People	15		
Key Achievements.....	16		
Further Support/Help and Advice	16		
People with Mental Health Conditions	17		
Key Achievements.....	18		
Further Support/Help and Advice	18		
Safeguarding Adults	19		
Further Support/Help and Advice	20		

Foreword



Welcome to the third annual local account of adult social care in York. This is an annual report that outlines our achievements for 2014 and sets out the areas we are working on to improve.

The 2013-14 local account highlights the challenges of meeting increasing demands for care and an ageing population with reduced funding. Those challenges will continue in the year ahead with adult social care services needing to make savings of £7m over the next three years. Our priority is to continue to support the most vulnerable people in York, helping them to live independently in the community, offering increased control and choice over their care and support.

We are also working with health and voluntary sector partners to make our services more effective, and to make sure we are ready for major national changes to social care which come into effect in the next few months. A key element of this is our work to prepare for the implementation of the Care Act 2014, which will bring about some of the biggest changes to social care for a generation. Changes include increased rights for carers, a duty on local authorities to provide preventative services and the right for people receiving care to request a personal budget.

The Act will also change the way care is funded. We are working hard to explain these complex changes to customers and their carers and make sure we have everything in place for the first phase of the Act, which comes into force in April 2015.

These national and local demands mean that we need to adapt our services to make sure we can continue to meet the needs of local residents in the future. In York we are working with local residents and partners to look at ways we can change and improve all our services, including adult social care. Your feedback is vital to ensure that we can provide the right services for people in York. For more information about how you can get involved in this process or to give us your feedback on this year's Local Account please get in touch on **adultsbusinessintelligence@york.gov.uk**

Cllr Linsay Cunningham



Introduction/Our Vision

People living in York enjoy a good quality of life overall. The city has a population of just over 200,000 and 81% of people say they are in good or very good health¹.

Life expectancy for males is 79 and females 81, which is 2 years above the national average. However, the gap in life expectancy between the richest 10% and the poorest 10% of the city's population is over 8 years for men and over 5 years for women² and one part of the city is in the top 10% of most deprived areas in England.

It is predicted that the population of York will rise to 210,000 by 2020, with the number of people aged over 65 expected to increase by 10%, to 40,100³. Along with a decrease in Government spending, this will put increasing pressure on our public services.

To ensure that we can continue to provide high quality, value for money services for residents in the future, the council has launched a project called 'Re-wiring Public Services'. This new programme of transformation involves developing a better understanding of the needs and aspirations of local communities and businesses, and invites them to play a part in the design and delivery of future public services.



There are also a number of major changes taking place nationally to adult social services. Key to the changes is the creation of a joint health and social care budget called the Better Care Fund. The £3.8bn budget – a joint NHS and local government initiative – will help support health and social care services to work more closely together at a local level and was launched by the Government in June 2013.

“Our vision is to create a health and social care system with our residents very much at the centre of all our practice, with support that is joined up around them.”

¹ National Health Survey for England

² Public Health England Area Profile 2014

³ POPPI

In York we are working hard to make sure that adult social care services are tailored to individuals' needs and put people back in control of their own support. Health and social care teams in the city are working on a more joined-up approach to local health and social care services by:

- Developing local care hubs of health and social care staff who will rapidly assess and diagnose issues and needs to help people remain at home or return there at the earliest opportunity.
- Creating Shared Care Records, so people only have to provide their details and case history once.
- Creating a Single Point of Contact for customers – a single health or social care-lead who will take responsibility for the individual as they move between services.

It is hoped that this approach will ensure that council budgets are targeted to the areas which need them most, are balanced and that services can continue to meet customers' needs in the future.

Carers

There are 18,224 carers in York (2011 census) making up 9.2% of the population. This figure is lower than the regional (10.4%) or national (10.3%) figures⁴.

Carers come from a wide range of backgrounds and ages. Some carers may find it difficult to be recognised and get access the support they need.

In York targeted support is available for young adult carers who may be struggling to access or remain in higher or further education. Carers of people with mental health problems and

carers of adults on the autistic spectrum are also groups who have been identified as needing specific support. Carers of older people with dementia often experience stress and we are increasingly aware of situations involving 'mutual caring' where two people, each with care and support needs, manage by providing support to each other. Mutual carers can often be two older people, or a person with learning disabilities and their elderly parent.

The Carers Strategy Group is a partnership of people from statutory and voluntary organisations as well as carer representatives from the carer-led forums. The group meets every three months to monitor progress with the Carers Strategy Action Plan. The group is coordinated by City of York Council and is working towards increasing carer awareness at all levels of strategic planning.



⁴ JSNA

Engaging with Local People

The Local Account lets us tell you what we are doing in adult social care. It explains what we are doing, how much we spend, what we spend it on, and future plans for improvements.

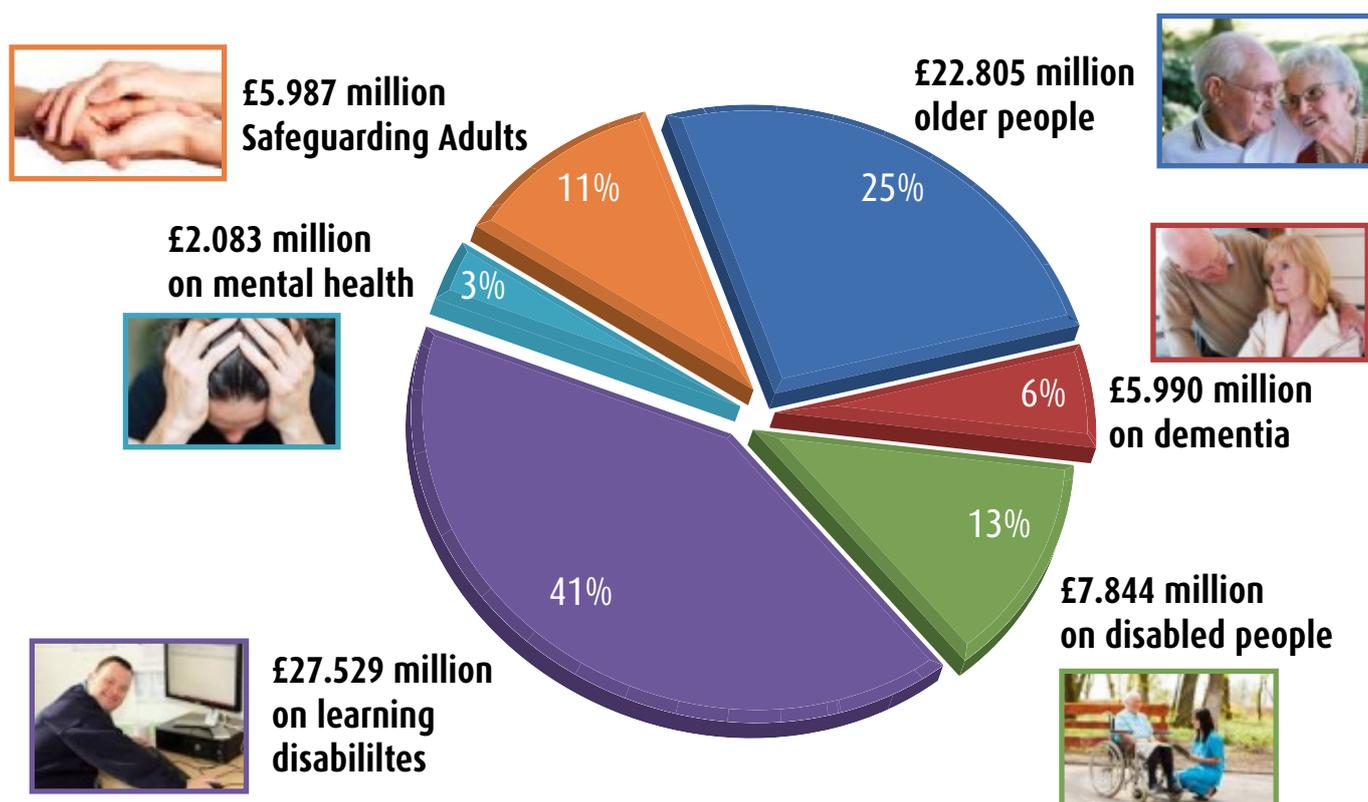
City of York Council works closely with York CVS (Council for Voluntary Service) and commissions a range of direct access support from voluntary sector organisations, for example: information and signposting service for people aged 50 and over; a carer resource centre providing a range of information, advice and specialist services; and a peer support scheme for people with dementia and their carers.

Further information is available on the CVS website: <http://www.yorkcvs.org.uk/>



How We Spend the Money

In 2013/14 City of York Council spent £72.238 million on adult care, support and services from a total gross service expenditure of £347.609m.



Last year we spent £357⁵ per head of population on adult social care. In the future money will be shared between health and social care.

City of York Council has dealt with very large funding reductions in recent years making savings of £50m between 2011/12 and 2014/15. Adult Social Care over the same period will have received £6.5m in growth towards its pressures but will also have contributed £13m in savings towards the council's efficiencies. There are also further savings of £5m which need to be made in Adult Social Care for the next two financial years (2015/16 and 2016/17).

⁵ Gross spend / York population per ONS mid year estimate 2013.

Older People

Older people make a huge contribution to life in York. They are often at the heart of families, volunteering, caring, mentoring and supporting children and young people.

In York, the number of people aged 65 and over is expected to increase by 10% to 40,100 in 2020, with 6,200 of those predicted to be over 85. This means nearly a quarter of our population will be over 65. It is estimated that 13,779 people over 65 will be living on their own, with this increasing to nearly 15,000 by 2020⁶. City of York Council spent £22,805m on older people in 2013/14, with nearly half of that being used on residential care.



We need to be able to respond to the increasing needs of older people who live at home, some of whom will require regular support. Value for money will be important at a time of financial restraint, both for the council and local people, many of whom pay for their own care (self funders).

Residential homes are available for people who feel that they can no longer maintain their independence without significant support or care. Within York there are currently 42 registered care and nursing homes, 7 of which are run by City of York Council. There is a high occupancy rate of 95-98%, with 70% of people in residential care being self-funders.



Key Achievements

Reablement: Our specialist reablement homecare service was set up in March 2012. The service provides an intensive period of assessment and support to help people regain their independence.

60% of residents using the service go on to need a reduced care service and between 35-40% of those using the scheme are able to maintain their independence without the help of paid carers.

Day Support for Older People: There is a high demand for day support in York. Over 100 customers attend one of 6 social day clubs commissioned from the voluntary sector (June 2014). An additional 5 'extra care' groups are commissioned from local providers providing 74 places.

⁶ POPPI

Technology and New Delivery Models:

York's warden call and telecare service was re-launched as a social enterprise called 'Be Independent' on 1 April 2014. The service is available to any vulnerable adult who would like to feel safer and stay in their own home. Be Independent provides a range of equipment aimed at promoting independence and prevention of hospital admission and/or long term care needs.

Telecare is equipment which makes people feel safer at home. Sometimes having Telecare can mean that someone can continue living independently in their own home instead of needing people to come in and care for them, or needing to move to alternative accommodation.

Telecare includes things like personal falls alarms, flood detectors, smoke alarms and bed exit sensors. Equipment is linked up to a call centre so that someone is available 24 hours a day should you need help. Community alarm and telecare services support approximately 3000 people.

Warden Call is a service contactable from home, available 24/7, 365 days a year. Warden Call can be alerted by pressing a button such as a

pendant alarm or activating sensor and staff will then take the most appropriate action. Warden Call is more than just an emergency service as mobile wardens visit regularly and can offer advice and support.

For more information, please visit the Be Independent Website:
www.beindependent.org.uk



Sheltered Accommodation

The Glebe, the council's sheltered accommodation scheme in Dunnington, has been nominated for a national award by older residents. The National Housing for Older People Awards gave The Glebe top marks for convenience of the location, overall ratings, practicality of the individual apartments, privacy, quality of design and safety and security.



Self Funders

While it is difficult to estimate the exact number of people in York who fund their own care and support (self funders), as so many people own their own home, we have to assume that the figure is high.

Self funders can approach City of York Council for help and advice. An online site - Connect to Support - provides clients with a catalogue of useful information and contact details including transport and how to get out and about, housing options, how to manage money and tips on how to keep safe and healthy. People can use it whether or not the council funds their support and it's really easy to use.

City of York Council is also working with CareAware, a non-profit making public information and advisory service specialising in issues relating to funding long term care for older people. CareAware ensures that people paying for their own care have access to any help and information they require.

Additional Older People's Programmes

City of York Council's Sport and Active Leisure team provides the Eng-AGE 50+ Programme, which delivers community sport and physical activity sessions across the city to encourage older active adults to maintain a healthy active lifestyle. The programme currently includes 14 weekly sessions and organises 2 large annual events: Eng-AGE 50+ Activity Day and Eng-AGE 50+ Games. The events promote physical activity and sport opportunities across the city with offerings of free taster sessions.



Moving More Often

The programme engages with older people who live in City of York Council's sheltered housing and care homes. Residents in sheltered accommodation or care homes often find it difficult to access activities outside their homes. Moving More Often brings physical activity such as gym and chair based activities to their homes, helping them to engage and socialise with fellow residents, build new friendships and reduce isolation. It also enables residents to learn new skills and challenges them to increase their strength and coordination, both of which are vital in helping older people retain independence. Sessions are coordinated and improved by listening to the differing needs of residents at each scheme or care home.

To date, 90 residents in sheltered accommodation and over 100 care home residents have engaged in the Moving More Often Programme.

Health, Exercise, Activity and Lifestyle (HEAL)

Programme

The HEAL programme is designed to help people with certain long-term medical conditions to start exercising safely. According to Age UK, on average someone over the age of 55 years old has 2 long term medical conditions.

The programme consists of:

- an Exercise Referral Scheme to which GPs and other health professionals can refer patients with medical conditions to receive specialist advice and support to help them become more active.
- a Physical Activity Recommendation Programme to which people can be signposted into (or request for themselves) information on suitable opportunities for physical activity in York.

Exercise can help enormously with a wide range of medical conditions, including mental health issues such as depression and anxiety. So far in 2014 435 people have been referred onto the HEAL programme from GPs and allied health professionals.



Further Support/Help and Advice

Age UK

www.ageuk.org.uk/york/our-services/

Connect to Support

www.connecttosupport.org/s4s/WhereILive/Council?pageId=417&lockLA=True

CareAware

www.careaware.co.uk/



People with Dementia

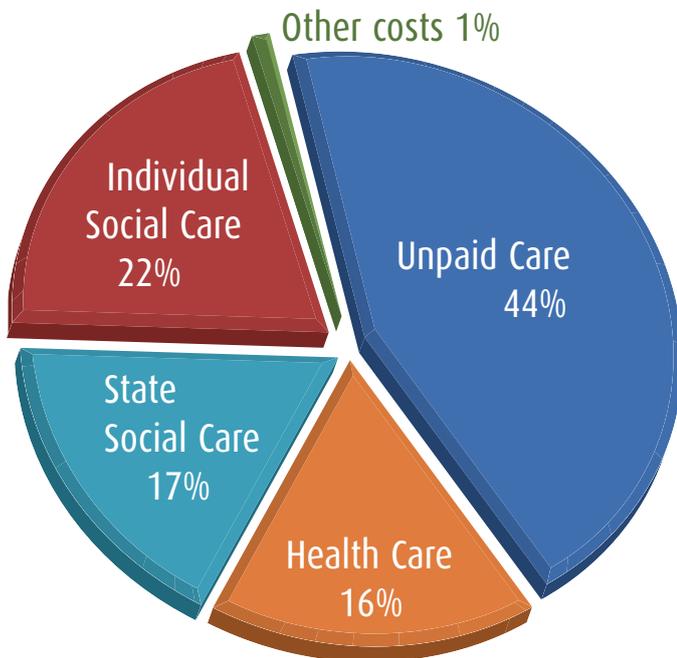
Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language.



Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes.

£26bn a year is spent on Dementia in the UK

Source Alzheimer's Society, Sept 14



It is estimated that in the UK there will be 850,000 people living with dementia in 2015⁷, By 2050 the number of people diagnosed with dementia is expected to reach 2million. In the UK one person develops dementia every 3 minutes. The cost of dementia to the UK is £26.3 billion a year, of which the NHS picks up £4.3 billion of the costs and social care services £10.3 billion.

A total of £17.4 billion is paid by people with dementia and their families, either in unpaid care (£11.6 billion) or in paying for private social care.

In York it is estimated there are around 2,725 people living with dementia and this is expected to rise to 3,209 by 2020. During 2013/14 £5,990m was spent on supporting people with Dementia.

Key Achievements:

We have been working hard to raise awareness of dementia in the city. The Joseph Rowntree Foundation supported an action research project in 2011 called Dementia Without Walls to find out what living in York means to people with dementia and what makes life good or difficult. As a result, York Dementia Action Alliance was established in summer 2013. The Alliance brings together over 30 organisations committed to transforming the lives of people with dementia and their carers. These organisations are all working towards York's aspiration of becoming a Dementia Friendly City, and many of them have received dementia education sessions from Dementia Forward.

Dementia friendly work is also taking place in shops, legal services, hospitals, museums and schools as people get behind the national Dementia Friends initiative. Local people in ordinary jobs are leading the changes across their organisations, including:

- York Station have trained staff in dementia awareness, ensuring the station is a safe and pleasurable place to be for people living with dementia and their carers.

⁷ Alzheimer's Society Report Sept 2014

- Joseph Rowntree School is raising awareness of the issue, bringing together students and local residents with dementia. A 9 minute film - Tune into Dementia – was created to raise awareness of the condition in York’s secondary schools.
- Fenwick’s have arranged dementia awareness training for staff at their York branch and are hoping to inspire further branches to adopt dementia friendly awareness.
- Here:now dementia – has been established to bring arts to people with dementia.
- City of York Council’s Sport and Active Leisure Team has developed a dementia awareness workshop for sport and active leisure groups, in partnership with Sport Coach UK entitled ‘How to Deliver Engaging Sessions for Adults with Dementia’.
- York Hospital has refurbished some wards using colour and lighting to create a flowing space which is stimulating and calm.
- Harrowell’s offices in Yorkshire are all dementia friendly, with staff avoiding writing long letters, talking people through things at an easy pace, and using picture or diagrams to explain issues.

City of York Council, supported by funding from the Joseph Rowntree Foundation ‘Dementia Small Grants Fund’, has run workshops for eight sport and leisure providers. The workshops have been delivered to a wide range of staff including fitness instructors, receptionists, coaches, lifeguards, facility management and voluntary club members. All have committed to adapting their services to become Dementia

Friendly and two of whom have become members of York’s Dementia Action Alliance.

People attending the workshops also received a dementia ‘Top Tips Card’ to share with their members.

Further Support/Help and Advice

Dementia Forward

www.dementiaforward.org.uk/

York Dementia Action Alliance

www.dementiaaction.org.uk/local_alliances/2934_york_dementia_action_alliance

Alzheimer’s Society

www.alzheimers.org.uk/



People with Learning Disabilities

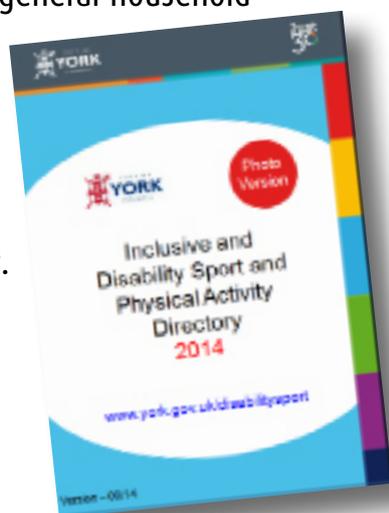
A learning disability affects the way a person understands information and how they communicate.

This means they can have difficulty understanding new or complex information, learning new skills or coping independently.



In York last year, we provided social care and support to just over 500 adults with moderate or severe learning disabilities. The care we provide includes day services, accommodation, short breaks, personal care, budgeting support, assistance with accessing employment and health services, access to direct payments, support with social activities and links to friendship groups. We spent £27,529m on people with Learning Disabilities during 2013/14, with the majority contributing to supported living.

Many adults with learning disabilities receive help to live independently in their own accommodation. We support them by providing advice with budgeting, help with bills and support to manage general household tasks. In York, 82.6% people with learning disabilities live on their own and 7.7% are currently employed⁸.



Key Achievements

City of York Council published the Inclusive and Disability Sport and Physical Activity Directory 2014 which includes a variety of activities suitable for people with Learning Disabilities such as table tennis, dance, bowling, footy fun and multisports and wii games.

Work continues to promote the Special Olympics in York. In October 2014 a team of five tennis players represented the Special Olympics City of York at the Learning Disability Regional Tennis Series Scotland, winning two gold medals for the women's singles.

City of York Council has also been working with people with Learning Disabilities to have their own tenancies. This year the number of people living in settled accommodation has increased by nearly 20% to 82.6%

Further Support/Help and Advice

Special Olympics City of York

www.specialolympicscityofyork.org/index.html



⁸ ASCOF 2013/14

Disabled People

People with physical disabilities sometimes need help to move around more easily, or they may be frail or have difficulties hearing or seeing.



In York 9,576 people have a moderate disability and 2,746 have a severe disability. In 2013/14 we spent £7,844m supporting disabled people in York. We provide a range of practical support to help people with physical disabilities live independent lives, including equipment, housing adaptations, and occupational therapy support.



Our services include:

- equipment as well as adaptations in the home
- residential and nursing care
- professional services for people with problems seeing or hearing
- direct payments
- supported housing
- telecare devices
- short term reablement services.
- home meals for those meeting the criteria.

In June 2014 Healthwatch York published their findings on Discrimination on Disabled People in York. Whilst work needs to improve to ensure disabled people are not discriminated against, the report did highlight examples of good practice. For example a number of restaurants were praised for being disability-aware, and cinemas, bowling facilities and libraries were mentioned as being particularly helpful.



Key Achievements

City of York Council coordinated its first ever week-long celebration of sport and physical activities for disabled people earlier this year, reflecting the growth in disabled sport participation since the 2012 Paralympics. Celebrating Ability Week was held in August and provided a range of taster events at a range of accessible locations across the city.

Over 100 people took part in different activities throughout the week, all of which were run by local clubs or groups. This ensures that a pathway to participation exists for anyone who wishes to start playing regularly. Two of the events also had an impairment specific theme and provided opportunities for deaf or hearing impaired individuals, as well as people with sight loss.

Additionally, over 40 people took part in workshops aimed at making their sessions more inclusive, or for non sports professionals, showing them how they could include disabled people in sports. It is hoped that this will lead to more opportunities for disabled people to play different sports and become more integrated within the community.

Further Support/Help and Advice

Healthwatch

www.healthwatchyork.co.uk/

Disabled Go

www.disabledgo.com/organisations/city-of-york-council/main-2

Sports and leisure

www.ablewebyork.org/htmldocs/sports.html



People with Mental Health Conditions



Poor mental health is the largest cause of disability in the UK and is foremost in the wellbeing and quality of our lives. Mental

health covers a variety of conditions ranging from our ability to cope with stress to more severe clinical conditions such as depression and schizophrenia and can be influenced by things like having positive relationships and meaningful work, housing and feeling part of a community.

It is estimated that 28% of adults in York between the ages of 18 and 65 are living with poor mental health, similar to the English average. Most mental health symptoms have traditionally been divided into groups called either 'neurotic' or 'psychotic' symptoms.

'Neurotic' covers symptoms such as depression, anxiety or panic, and are now more frequently called 'common mental health problems'. Less common are 'psychotic' symptoms which interfere with a person's perception of reality and may include hallucinations, delusions or paranoia, with the person seeing, hearing, smelling, feeling or believing things that no one else does. Of the 31,844 people with poor mental health in York, 520 are living with psychosis⁹.

In 2012/13 there were 335 admissions to local hospitals where mental health was the main cause of admission. 30 patients had multiple admissions. We have higher rates of hospital admissions for mental health conditions, and specifically unipolar depression (depression that is not bipolar in diagnosis), Alzheimer's and schizophrenia in York than the English average. Admission rates for Alzheimer's and schizophrenia were significantly worse than the England averages.



⁹ Poppi



York also has a higher number of in-patient 'bed days' – that is the amount of time a person will spend in hospital with a mental health problem – per head of population than the England average, and a lower spend on mental health per head of population than the England average¹⁰. During 2013/14 £2,083m was spent helping people with mental health problems, with the majority of spend on residential care.



The role of the York Joint Strategic Needs Assessment is to bring together local authorities, the community, voluntary sector and NHS partners to undertake a high level analysis of current and future health and wellbeing needs. These outcomes are used to address our priority areas and ensure where best to invest resources to reduce inequalities. Further information is available on the JSNA website. www.healthyyork.org/



¹⁰ York Health and Wellbeing

Key Achievements

The Commissioning Team at City of York Council has developed a joint consultation model with Healthwatch and are working with commissioning staff to carry out quality assessments of Residential and Nursing Care Homes for people with poor mental health.

Further Support/Help and Advice

York Mind

www.yorkmind.org.uk/

Joint Strategic Needs Assessment

www.healthyyork.org/



Safeguarding Adults



Safeguarding adults involves a range of additional measures taken to protect the most vulnerable

residents. Vulnerability may be due to illness, impaired mental capacity, physical or learning disability or frailty brought about by age or other circumstances. In York we spent £5,987m on safeguarding adults during 2013/14.

In November 2008 City of York Council created The Safeguarding Adults' Board (SAB) which serves York's vulnerable adults. The Board has a strong focus on partnership working to ensure that vulnerable adults are able to live their life free from violence, whilst maintaining their independence and well being.

SAB membership includes representation from both York Teaching Hospital NHS Foundation Trust and Leeds and



York Partnership NHS Foundation Trust, as well as representatives from the Vale of York Clinical Commissioning Group (CCG), NHS England's Area Team for North Yorkshire and The Humber and also the Partnership Commissioning Unit operating across both City of York and North Yorkshire County Council. Other partners include members of the private and voluntary sectors. The Safeguarding Adults Board has published its Strategy and Action Plan for 2014-17 which is available from www.safeguardingadultsyork.org.uk.



Key Achievements

City of York Council's Safeguarding report for the last year showed that on 96% of the occasions involving City of York Council's safeguarding service, the risk of harm to a vulnerable person was removed or reduced.

A group of commissioners from across health and social care meet regularly with the Care Quality Commission (CQC) – the independent regulator of health and social care in England - and the safeguarding team to inform commissioning and improvement activity.

City of York Council's Safeguarding team is now working even more closely with North Yorkshire Police, to protect vulnerable adults. We have set up a new multi agency safeguarding hub where police work alongside social workers, analysts and specialist staff from both City of York Council and North Yorkshire County Council. The hub is dedicated to preventing and dealing with serious crimes and abuse against vulnerable adults.

The council has also improved the information and advice for vulnerable adults on how to keep safe through the Connect to Support website.

In April 2014 City of York Council was one of nearly 50 councils participating in the Making Safeguarding Personal programme. This is led by the Local Government Association and the Association of Directors of Adult Social Services. The aim of the programme is ensure a person centred response to safeguarding, with a range of support tailored to improve or resolve people's circumstances. This should result in safeguarding being done with, and not to, people.

Further Support/Help and Advice

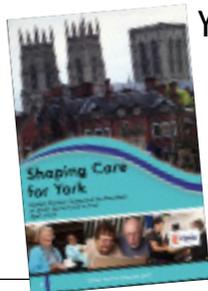
York Safeguarding Adults Board
www.safeguardingadultsyork.org.uk/

Action on Elder Abuse Website
www.elderabuse.org.uk



What we said we'd do and what we have done...

Develop a Market Position Statement for York to address the priority requests from our providers. 



York's Market Position Statement – 'Shaping Care for York' was published in April 2014, providing information and analysis about care and support services for adults. Focusing on older people, it will provide a reference point, helping identify future demand, outlining how the council will respond to the city's changing needs and setting out how providers may need to respond, whilst also stimulating active engagement from our partners.

Develop a Market Position Statement for York to address the priority requests from our providers. 

Work on self directed support is continuing. The Working Group has been consulting with Rotherham Council on the best ways to promote the rights of choice and control.

Look at better ways of recording information about our customers with learning disabilities who live in their own home, so that we can meet the needs of the increasing number of people who have their own tenancies. 

In line with national strategies about support and care for people with learning disabilities - Valuing People and Valuing People Now - we have been working with people with learning disabilities to have their own tenancies. This year the number of people living in settled accommodation has increased by nearly 20% from 63.2% in 2012/13 to 82.6% in 2013/14.



<p>Develop new ways to ensure that people who need care and their carers can have a greater choice and maintain a high quality of life.</p>	
<p>Achievements in the last few months include:</p> <ul style="list-style-type: none"> • York Carers Centre has employed a part-time Carers Support Worker in response to evidence that there is greater need for emotional support for carers. • The second round of small grants for Carer Support Groups coordinated by York Carers Centre in summer 2014 has included support for 'hard to reach' groups, eg: carers of adults with Aspergers and carers of people with mental ill health. • York Carers Centre, City of York Council and Vale of York Clinical Commissioning Group are working together to ensure there is a preventative 'local offer' for carers that is both accessible and coherent. We are aiming to provide a tool to help identify carers and ensure that they have access to information/advice/support when and how they need it. Work to complete the 'Start Here' check list; 'How to identify a carer'; updating e- learning tools and the launch of a new York Carers Centre website is due to be completed by end of 2014. 	
<p>Continue to invest in our reablement services to reduce the need for ongoing long term care and ensure that people are supported to return to their homes and regain their independence.</p>	
<p>Working with our health colleagues we are reviewing all aspects of reablement, looking at the services currently provided and the 'pathway' to retaining and remaining independent in your own home. We have invested in 8 beds at Woolnough House that help support people out of hospital and back into their own home and are working on proposals to enhance the existing Reablement home care service currently provided.</p>	
<p>Develop new ways to ensure that people who need care and their carers can have greater choice and maintain a high quality of life.</p>	
<p>We are looking at ways that people can get involved in developing their own support plans that meet their assessed needs and outcomes, once they have an agreed personal budget. We also want to ensure that people can access support that is available from the wider York community that they may not already be aware of.</p>	
<p>Consider proposals between social care, community health and acute settings via the winter planning processes to improve 'diversion services' for older people who might otherwise be admitted to hospital.</p>	
<p>We have worked jointly with our health colleagues to provide step up and step down provision to prevent unnecessary stays in hospital. As part of the work with the Better Care Fund Programme we are developing a number of schemes to keep people in their own homes for as long as possible.</p>	

Improve the number of older people who are able to remain at home in the months after their discharge from hospital into reablement or rehabilitation services.



The number of people who remain in their own homes 91 days after they have been discharged from hospital into reablement or rehabilitation improved last year from 69.8% to 80.9% meeting our target. However, we are keen to exceed this target in 2014/15.

Continue to invest in our reablement services to reduce the need for ongoing long term care and to ensure that people are supported to return to their homes and regain their independence.



We are continuing to invest in our reablement services.

Continue to work with our health colleagues to reduce the number of delayed discharges from hospital into the community.



Delayed Discharges figures have improved.

We are working even more closely with our mental health provider Leeds and York Partnership NHS FoundationTrust (LYPFT) and we have seen reductions in delays in this area as a result of jointly agreed and adopted processes.

The department will continue to work with the Vale of York CCG and the Acute Trust to reduce unnecessary admissions to acute settings and promote timely discharges.



This is a key demand of the Better Care Fund Programme and all partners are working to ensure that avoidable hospital admissions are kept to a minimum and people are able to leave hospital without delay.

Create a social work post aligned to the work of the early adopter multi-disciplinary Neighbourhood Care Team at the Haxby & Wigginton Group Practice



It was agreed to create a social work post and community facilitators linked to the Priory Medical Group, as the Group already has the capacity to deliver a rapid response service which can support people who are stepped down from A&E. A new multi disciplinary hub has been created which will provide care, support and advice to patients who might otherwise have been admitted to acute care.

Continue an initiative to improve the timely discharges from mental health facilities for older patients with mental health conditions.



We have successfully reduced the number of delayed discharges in this area. We are currently recommissioning all our mental health services.

Continue to develop our online resources to provide the best information and advice to all people in the city.



Connect to Support – a local web based resource where people can find out information and directly purchase services and support – has been successfully launched.

Address the results of the survey that identified a fall in the number of people who reported feeling safe.



The reduction in numbers of people feeling safe was to do with concerns about falling outside. We will feed this back into Our Safer City and Joint Strategic Needs Assessment for 2014.

Establish a multi agency safeguarding hub, where our social workers will work alongside the police to protect vulnerable adults.



We have set up a new multi agency safeguarding hub where police work alongside social workers, analysts and specialist staff from both City of York Council and North Yorkshire County Council. The hub is dedicated to preventing and dealing with serious crimes and abuse against vulnerable adults.



Working in Partnership



Commissioned Services

Commissioning for adult social care involves understanding the needs of local residents, agreeing and setting priorities and then buying services to ensure that there is a range of services that provide the best possible care and support within the available resources.

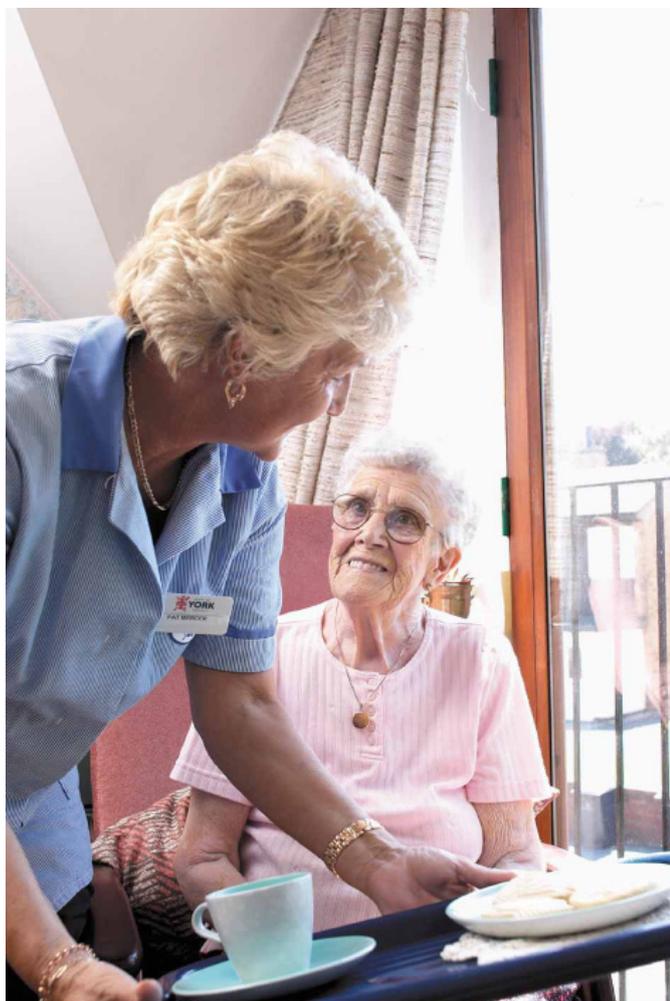
We work with our partners and local people to understand what people need. We then work together to design the service. We involve people who use our services because they are the experts and have direct experience of the problems and the services which help.

Their knowledge is very valuable and helps us ensure that we commission the appropriate, best quality services within the resources available.



During 2013/14 we:

- Published York's Market Position Statement – 'Shaping Care for York' in April 2014. The document is intended to be 'live', providing up to date information and analysis about care and support services for adults.
- Reached agreement with the Independent Care Group (ICG) on a three year fee settlement on residential and nursing care rates as a result of an actual cost of care exercise.
- Reviewed the strategic direction and approach of Carers Service in York.
- Published the council's Joint Strategy on Autism – 'Fulfilling and rewarding lives for adults with Autistic Spectrum Conditions living in York'
- Produced a Local Action Plan and established local Dementia Alliance to progress York's ambition to become a Dementia Friendly City.
- Commissioned 'Be Independent', a social enterprise providing telecare and equipment services previously delivered by the council.



In addition, York's Health and Wellbeing Board includes representatives from York Hospital, the Leeds and York Partnership Trust, NHS England, North Yorkshire Police and the independent care sector.

York's Health and Wellbeing Board has agreed to formalise its working relationship with the independent Safeguarding Adults' Board, which will become a statutory body in the next few months as part of the Care Act 2014.

Healthwatch

Healthwatch is responsible for providing information and signposting to residents about health and social care and has taken over from LINK (Local Involvement Network). As part of their role as the consumer voice for health and social care, Healthwatch will investigate key local issues and ensure the voices of residents are heard.



Health and Wellbeing Board

Health and wellbeing boards are statutory bodies introduced in England under the Health and Social Care Act 2012. The overall purpose of the Health and Wellbeing Board is to jointly plan how best to meet local health and care needs of the York population.

Each Health and Wellbeing Board (HWB) must include key representatives, including a local elected council member, representatives from the local Healthwatch organisation, local Clinical Commissioning Group and the local council's directors of adult social services, children's services and public health.

They have posted 31 consultations online since July 2013 and have researched and produced 3 joint reports on Discrimination Against Disabled People in York, Access to Health and Social Care Services for Deaf People and Loneliness: a modern epidemic in search of a cure.

The Commissioning Team at City of York Council has also developed a joint consultation model with Healthwatch and they work with commissioning staff to carry out Quality Assessment Visits at Residential and Nursing Care Homes.



Connect to Support

Last year the council launched Connect to Support, a local web based resource where people can find out information and directly purchase services and support. We would like businesses and providers to sign up to the website to increase the information available to local people.



York CVS

York CVS provides a range of support, training and advice to help voluntary organisations set up and flourish. The council has been working very closely with York CVS to ensure services are joined up and customers are aware of what help and support is available. Further information is available on the York CVS website: www.yorkcvs.org.uk/



York has introduced Community Facilitators who are becoming instrumental in building community capacity across the city. Their role is to provide advice and information, undertake preventative work and run community development projects.

The Community Facilitators have been working closely with health colleagues to look at how people who are living in the community can be supported to look at activities in their own areas – they have been meeting with people in local GP surgeries, community centres and the Explore Centres in the city.

What has been particularly useful is that it can bring together people with similar interests.

The facilitators continue to build up a database of what is happening in and around York which can be accessed through the Connect to Support site. www.connecttosupport.org/york

Think Local Act Personal

The partnership Think Local Act Personal was established in 2011. It is a national partnership of more than 30 organisations committed to transforming health and care through personalisation and community-based support.



The partnership spans:

- central and local government;
- the NHS;
- the provider sector;
- people with care and support needs, carers and family members with whom we engage via the National Co-production Advisory Group.



The Care Act

The Care Act 2014 is the single largest change to health and social care policy for a generation.

The Act will bring together a number of existing laws, and introduce new duties to local authorities to ensure that wellbeing, dignity and choice are at the heart of health and social care.

The aim is to ensure that partners work together to create an integrated approach to support for local residents over 18 years of age. The Act links to new reforms to the care and support available to Children and Young people with Special Educational Needs and Disabilities, which relates to young people aged between 0-25 years of age.

The Act also takes into account the findings of the Dilnot Commission's Report into the Funding of Care and Support. It also introduces a number of significant changes to how care is charged



for, who has to contribute, and how much people will have to pay towards their care.

The Care Act will come into force in two phases, the first in April 2015 and the second in April 2016.

Key areas of change for April 2015 include:

- General responsibilities on local authorities including promoting people's wellbeing, focusing on prevention and providing information and advice
- The introduction of new national eligibility criteria
- New rights to support for carers on an equivalent basis to the people they care for
- A legal right to a personal budget and direct payment
- The extension of local authority adult social care responsibility to include prisons, and;
- New responsibilities around transition, provider failure, supporting people who move between local authority areas and safeguarding

Major reforms to the way that social care is funded will be effective from April 2016, including:

- A lifetime 'cap' of no more than £72,000 for individuals to meet their eligible needs
- An increase in the capital threshold for people in residential care who own their own home

Throughout the implementation of the Care Act the council will work with local people, voluntary sector organisations and care providers to ensure that they are aware of the changes the Act will bring and that services continue to meet the needs of local residents.

Quality of Services

Feedback

We receive correspondence from members of the public regarding complaints and compliments as well as Freedom of Information requests and access to records.

Compliments: Between January and August 2014, we received 53 compliments, 14 thanking the work of the Hospital Team, 13 around sheltered housing and others regarding the work of the Customer Access and Service Team, the Long Term Team and Intensive Support.

Complaints: We received 48 complaints between January and August 2014. Nine of these were concerning mental health and learning disabilities and were mainly around

advice and communications. Other complaints received related to housing, home support and issues around hospital teams.

Scrutiny

Good quality social care is a key outcome for clients, service providers, commissioners and us as a council.

The Care Quality Commission (CQC) is an independent regulatory body which inspects care services and reviews compliance against 16 essential standards. All findings are published on the CQC's website to enable people to make informed choices about the care they receive.



The Health Overview and Scrutiny Committee is responsible for monitoring the performance of services for older people and adults with physical disabilities, sensory impairments, mental health and learning disability. The Committee undertook various reviews In 2013/14:

- The Carers' Review recommended the need to improve accessibility of information. We have provided information in factsheet format which is available online. A new York Carers Centre website has also been developed: www.yorkcarerscentre.co.uk/
- It was also recommended that carers' ethnicity information is recorded to help future service planning. This has been completed and ensures carers are part of all equality and inclusion work.
- Recommendations from the Personalisation Review included simplifying language in correspondence, consulting customers at each stage of the process and providing better training to enable people to manage their own budgets.



- The Night-Time Economy Scrutiny Review was commissioned to ascertain the night time impact on the health environment. Recommendations received included the creation of a city centre treatment and recovery centre to operate on Friday and Saturday nights; continuing to support the work of the Street Angels; York Hospital Trust continuing to monitor the reasons for people arriving in A&E; promoting public health campaigns and considering the licensing of the use of glass in late night bars and clubs in the city centre.

For 2014-15 there will be a scrutiny review of services for older people.



Going Forward



1. During 2015 we will continue to work towards our Better Care Fund metrics by reducing avoidable hospital admissions.
2. We are aspiring to deliver quality services in line with the Care Quality Commission's five principles:
 - Treating people with respect and involving them in their care
 - Providing care, treatment and support that meets people's needs
 - Caring for people safely and protecting them from harm
 - Staffing
 - Quality and suitability of management
3. Delayed Discharges: We aim to develop our work with health partners to deliver a seamless service that helps reduce emergency hospital admissions where possible. We are keen to encourage diverse service delivery models such as social enterprises and other methods of building social capital, which can also deliver efficiencies and improve services for customers.



4. Preventative Services for Older People: We will continue to encourage more people to develop self-care, as well as encouraging community initiatives that support people in their neighbourhoods.
5. Older People's Programmes: During 2014 we will continue to promote the Eng-AGE 50+ Programme to deliver community sport and physical activity sessions across the city and encourage older active adults to maintain a healthy active lifestyle

The Moving More Often programme also continues to be an important aspect in promoting longer living and we will continue our work on this in the coming years.

6. We will continue to promote the 'Deliver Engaging Sessions to Adults with Dementia' workshop, which will be delivered over the next three years to sport and leisure settings in York and across North Yorkshire.
7. We will continue to support ongoing work to make York a Dementia Friendly City, and encourage people to become Dementia Friends.
8. We will provide disability equality and mental health awareness training for all staff who have contact with the public. It will be co-designed with disabled people and people with mental health conditions and relevant organisations. Where possible, delivery will be by disabled people; supported by a trainer only where the disabled person(s) is (are) not an accredited trainer themselves.
9. There will be more support for people to deal with the welfare reforms and changes to health and social care funding.
10. We will consider introducing an 'Accessible York' card that individuals could use when going about their daily lives to increase understanding amongst service providers as to why they have particular requirements. This card will have wide eligibility criteria to ensure as many disabled people as possible are able to access it.
11. We will consider the distance from bus stops and accessible parking spaces to public offices, places of work and accommodation, providing plenty of seating both outside and inside these buildings, and publicly accessible cafes for disabled people.



12. We will review the eligibility criteria for disabled bus passes to ensure it is in-line with legal guidance on disabled bus pass provision.
13. We will improve hate crime reporting by working with disabled people to develop effective reporting systems and raise awareness of how and where disabled people can report disability hate crimes.
14. We will improve accessible parking and access to the city centre for disabled people, including public transport options.
15. Through the Safeguarding Adults Board we will adopt a new assurance framework for City of York Council across the safeguarding adults partnership.
16. We will also adopt a new performance framework which will improve the way we ensure we are safeguarding vulnerable people in York. How we learn from serious incidents is set to improve with new drafting of lessons learned and serious case review.
17. We will review Mental Health Services to develop integrated approaches with health partners.
18. We will produce a Strategic Commissioning Plan for the implementation of the Care Act.
19. We will develop and implement a local commissioning plan to deliver the outcomes from the Winterbourne Review.



20. We will facilitate the development of a diagnostic pathway across partner agencies for people with autism and develop closer strategic relationships with Children's Services and young people with autism.
21. We will provide an enhanced preventative offer to carers who need support.
22. We will review Learning Disability day and support services, developing the Community Activity Hub at Burton Stone Community Centre.
23. We will develop a vision and commissioning plan for older persons' Specialist Housing and Support.

Performance Measures

The tables below show how we have performed against a range of national measures in 2013/14, and our position within 152 councils in England.

Outcome Measure	Description		York Score	Position in 152 councils
1A	Social care-related quality of life		18.8	87
1B	Proportion of people who use services who have control over their daily life		80.3	21
1C	Proportion of people using social care who receive self-directed support (Part 1), and those receiving direct payments (Part 2)	Part 1	33.9	145
		Part 2	9.4	134
1D	Carer-reported quality of life		not available	
1E	Proportion of adults with learning disabilities in paid employment		7.7	56
1F	Proportion of adults in contact with secondary mental health services in paid employment		10.3	17
1G	Proportion of adults with learning disabilities who live in their own home or with their family		82.6	33
1H	Proportion of adults in contact with secondary mental health services who live independently, with or without support		68.6	70
1I	Proportion of people who use services and their carers, who reported that they have as much social contact as they would like.		43	87
2A	Permanent admissions to residential and nursing care homes, per 100,000 population, younger people 18-64 (Part 1) and people 65 and over (Part 2)	Part 1	11.6	51
		Part 2	787.2	120
2B	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services, effectiveness of service (Part 1) and offered service (Part 2)	Part 1	80.9	100
		Part 2	1.1	145

Outcome Measure	Description		York Score	Position in 152 councils
2C	Delayed transfers of care from hospital (Part 1), and those which are attributable to adult social care (Part 2)	Part 1	17.8	147
		Part 2	11.3	143
3A	Overall satisfaction of people who use services with their care and support		67.4	32
3B	Overall satisfaction of carers with social services		not available	
3C	Proportion of carers who report that they have been included or consulted in discussion about the person they care for		not available	
3D	Proportion of people who use services (Part 1) and carers who find it easy to find information about services (Part 2)	Part 1	77.1	40
		Part 2	not available	
4A	Proportion of people who use services who feel safe		63.4	103
4B	Proportion of people who use services who say that those services have made them feel safe and secure		64.5	145

Key	
1st Quartile	0-38
2nd Quartile	39-76
3rd Quartile	77-144
4th Quartile	115-152



Mystery Shopper results

Between July – August 2014 Rotherham’s Customer Inspection Service conducted a regional mystery shopping exercise on behalf all the local authorities across the Yorkshire and Humber Region focussing on access to services. The methodology which was adopted was based on the Care Quality Commission ‘access to service’ toolkit and scenarios.

The assessment was conducted by real customer’s inspectors testing access to services over the telephone, face to face, and on the internet. The customer inspectors have provided a rating based on their experience (Excellent, Good, Fair and Unsatisfactory).

Findings

Details of the overall ratings and summary of the mystery shopping findings are set out below.

Out of hours, safeguarding access and information, advice and guidance have been analysed and summarised separately.

Scenario	2014 Rating	2013 Rating	2012 Rating
Telephone	Good	Good	Fair
Website	Good	Fair	Good
Face to Face	Good	Good	Fair
Reception	Good	Excellent	Unsatisfactory
Out of Hours	Good	Unsatisfactory	Good
Safeguarding Access	Good	Good	



Useful Contacts

Customer Access and Assessment Team

West Offices, Station Rise, York, YO1 6GA

Tel: 01904 555111 - Fax: 01904 554055

Email: adult.socialsupport@york.gov.uk

Text referral only: 07534437804

Opening Times: 8.30am to 5.00pm Monday to Friday



Complaints & Feedback and General Council Enquiries

City of York Council, Library Square, York, YO1 7DU

Tel: 01904 551550 - Fax: 01904 553560

Minicom: 01904 553562

Opening Times: 8.00am to 7.00pm

Directory of Services

Information on community support and social care in York

www.mylifemychoice.york.gov.uk

Emergency Duty Team

Tel: 0845 034 9417 - Fax: 01609 532009

Email: edt@northyorks.gov.uk

Mondays to Thursdays: 5.00pm to 8.30am

Weekends: 4.30pm on Fridays until 8.30am Mondays

Bank holidays: on duty all over the bank holidays



Connect to Support

www.connecttosupport.org/s4s/WhereILive/Council?pagelD=417&lockLA=True



Further Information

Please visit our website which provides information about various health and social care services available to adults and older people in York.

www.york.gov.uk

The Health & Wellbeing Strategy, JSNA, City of York Council Plan are available on the council's website:

www.york.gov.uk

Department of Health

www.dh.gov.uk

Care Quality Commission

www.cqc.org.uk

The Fairness Commission report and the Fairer York report

www.yorkfairnesscommission.org.uk

York Market Position Statement

www.york.gov.uk/downloads/file/12041/shaping_care_for_york_%E2%80%93_market_position_statement_for_providers_of_adult_social_care_in_york

Adults Safeguarding Board

www.safeguardingadultsyork.org.uk/

York Healthwatch

www.healthwatchyork.co.uk/



Feedback Form

We are interested to hear your feedback on the Local Account 2014. Please complete the feedback form here, or send your comments via email to: adultbusinessintelligence@york.gov.uk

1. How did you find out about the local account?

2. Did you find the Local Account report informative?

Fully Partly Not at all

3. Was the Local Account interesting?

Fully Partly Not at all

4. Was the Local Account laid out in a way that was easy to read?

Fully Partly Not at all

5. Was the Local Account easy to understand?

Fully Partly Not at all

6. If you said partly or not at all for questions 2-5, please explain why:

7. Is there anything you would like to see more or less of in next years Local Account?



Adult Social Care
City of York Council
West Offices
York
Yo1 6Ga
www.york.gov.uk

If you would like this information in an accessible format (for example in large print, in Braille, on CD or by email) please call **(01904) 551550**

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

Ta informacja może być dostarczona w Twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

01904 551550