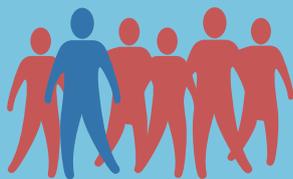
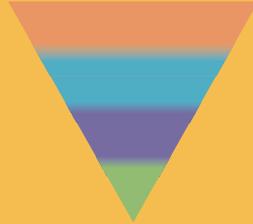
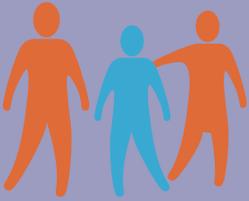


Adult Social Care

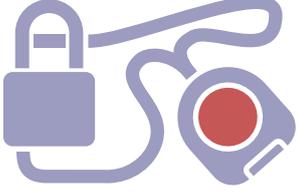
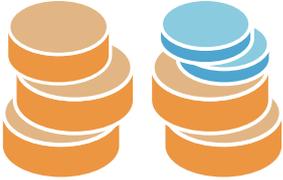
Local Account

Annual Report 2016-2017



CITY OF
YORK
COUNCIL

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Welcome to the Local Account for 2016-17



Let's begin with some fantastic news. The people of York are living longer and people with complex needs are supported to enjoy real quality of life through greater choice and control. This city is growing and thriving and is a truly wonderful place to live.

In this report we take this opportunity to tell you about what we have done in the last year, how we have spent our budget, and what you, the customer, have said about the services and advice we provide. We have set out our future plans for improvement and you will see that there are a lot of positive messages to give and a lot of great work going on.

As our population grows and ages, so too does the demand for social care services. We know that if we are not thinking and working differently, then the demand for traditional care services will soon overtake the money available to deliver them. These are serious challenges and we want to engage you, as a customer of social care, as a carer, as a resident of this city, in a conversation about the challenges we face.

We will continue to work to prevent poor health in our communities, to reduce the impact of disabilities and long term conditions, to delay the need for services by keeping people well and independent and, when necessary, to offer services which meet the needs of those requiring care to the highest possible standards.

Please do feel free to contact us about anything that you read here in the Local Account or if you would like to be involved in future conversations about Adult Social Care then we would to hear from you. Together we can improve the health and wellbeing of adults in this city for years to come.



Martin Farran
Corporate Director of
Health, Housing and
Adult Social Care



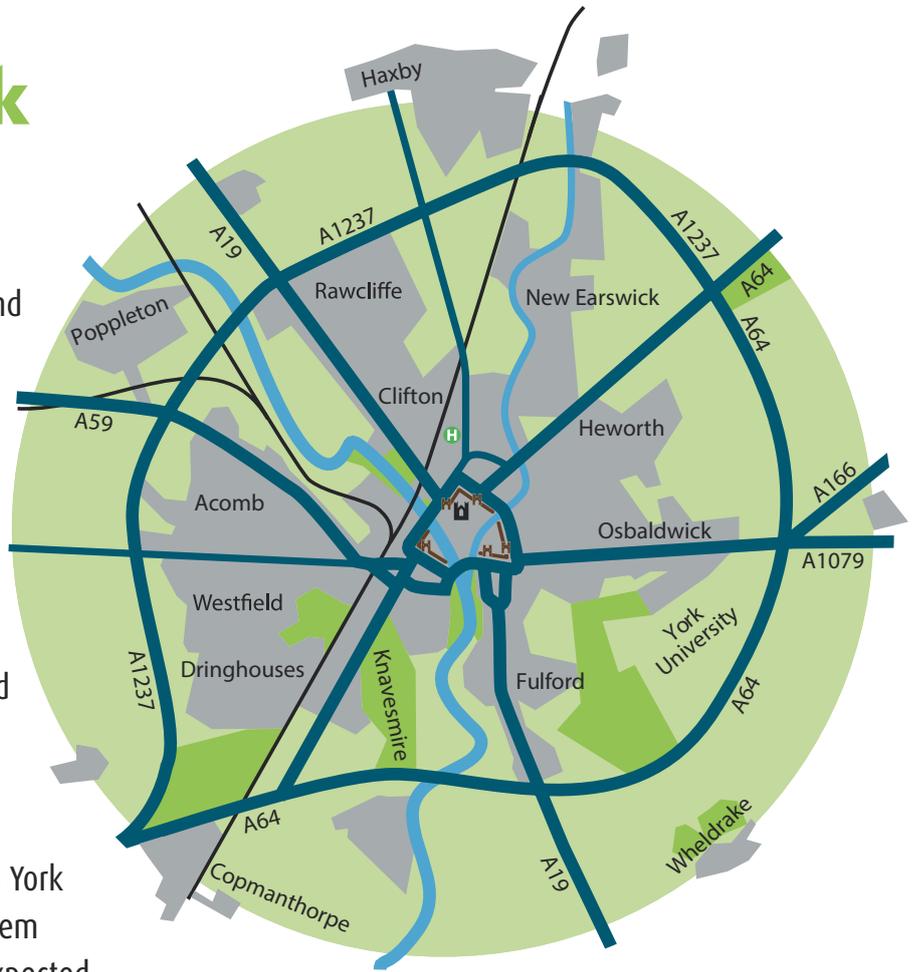
Cllr Carol Runciman
Executive Member for
Adult Social Care
and Health



Get in touch with us!

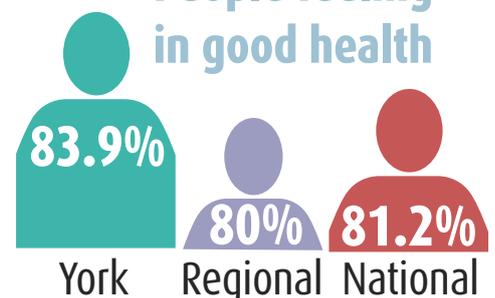
 adult.socialsupport@york.gov.uk  (01904) 555111  West Offices, Station Rise, York YO1 6GA

About York



- York has a population of around **205,000** people and this is expected to rise by about 10,000 people in 10 years.
- According to analysis of needs in the city, **83.9%** stated that they are in very good or good health compared to 80% regionally and 81.2% nationally.
- Almost **9,500 older people** in York have a long-term health problem and by 2020 this number is expected to rise to more than 10,000.
- **14,000 older people live alone.** In the next 10 years this is expected to increase to around 16,000 people.
- Around **4,000 adults in the city have a learning disability.** One fifth of these, around 800 people, are over the age of 65.
- There are around **12,500 working age adults** with a **moderate or serious physical disability** in the city. This is set to grow by around 4% in the next 10 years.
- There are estimated to be more around **2,500 older people providing 20 or more hours of care per week**, with 1,800 of these people providing more than 50 hours per week of unpaid care. There is estimated to be an increase of 16% in this level of unpaid care by older people by 2025.
- There are around **9,500 working age adults in the city who have a mental health condition.**
- There are **2,700 older people in the city with dementia**, a number set to grow to around 3,500 in the next 10 years.

People feeling in good health



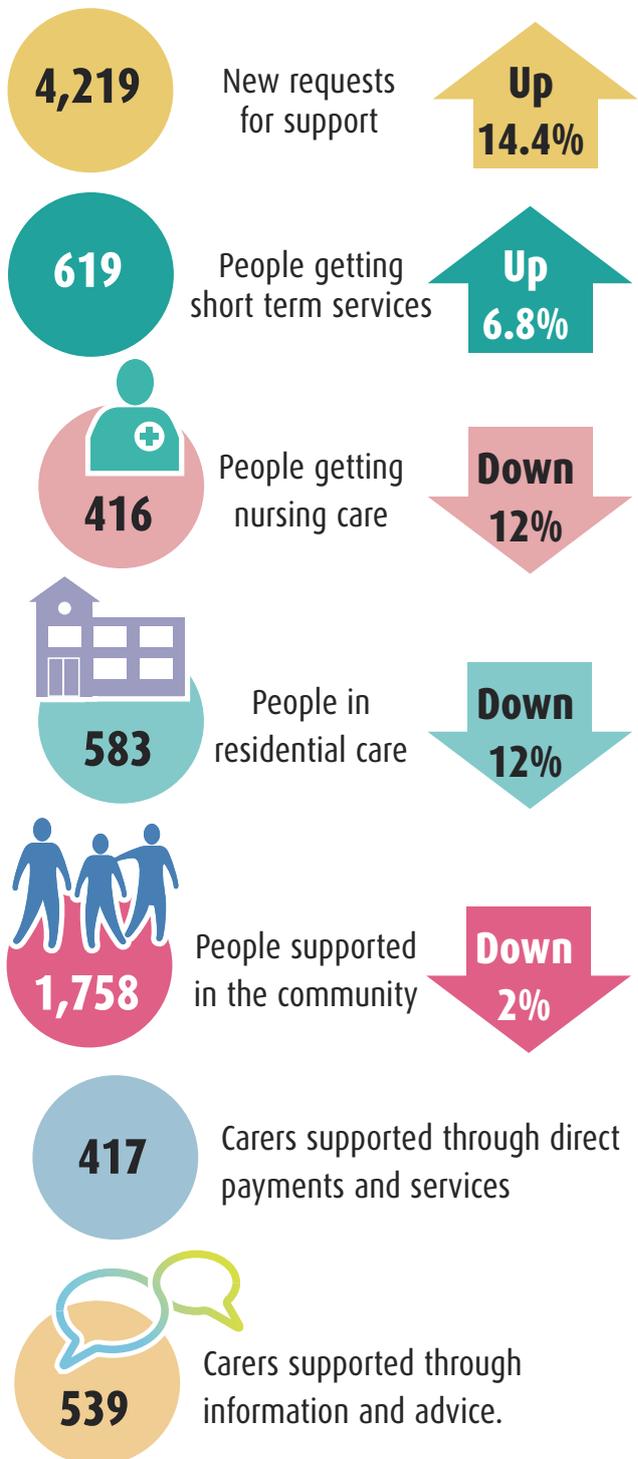
About Adult Social Care in York

Adult Social Care is part of the Health, Housing and Adult Social Care directorate at City of York Council. We support adults who have care and support needs to be as safe and as independent as possible.

Some of the ways in which we do this are:

- Managing future demand for services by supporting schemes that prevent ill health, and reduce and delay the impact of long term health conditions.
- Supporting carers through direct payments, services and offering information and advice to continue to support their loved ones in the community.
- Helping people to direct their own care by offering personal budgets to people who want them.
- Commissioning high quality community support services such as home care and reablement services to help people return to health after illness or injury.
- Offering choices in how people want to live through adapting homes, using technology and the development of sheltered accommodation and extra care schemes and high quality residential and nursing care.
- Safeguarding people whose circumstances make them vulnerable to abuse or neglect.

Adult Social Care in 2015-16



Information and advice



This means:

- Having the information and advice you need to remain as independent as possible.
- Having access to easy to understand information about care and support which is consistent, accurate, accessible and up to date.
- Being able to speak to people who know something about care and support and can make things happen.
- Having help to make informed choices if you need and want it.
- Knowing where to get information about what is going on in your community.



What you said:

In our annual survey, 77% of people who use services said they found it easy to find information about services. (74.5% nationally and 74.4% regionally) This is a slight fall from last year when almost 80% reported it was easy to find.

- You said you would like detailed information on care and support agencies, financial and legal advice, safeguarding and keeping safe.
- You said you would like personalised, bespoke and trusted information.
- You said you would like information that helps you make contact with local groups and other people in your situation.
- You said you would like this information to be accessible and in a variety of different formats.
- You said you would like more advice and information for people who fund their own care, particularly financial advice.



What we did:

We have produced an **Information and Advice Strategy Action Plan for York** outlining how we will deliver an enhanced Universal Information and Advice service in the city.

We looked at all the existing information and advice on offer and through taking a customer perspective we have identified opportunities to respond more effectively to the local health and care needs.



What we need to do in the next 12 months:

We will develop and implement a joined-up Universal Information and Advice (UIA) Strategy for York which will:

- Be designed around and responsive to local needs
- Make the best use of community assets and opportunities
- Be designed around the person
- Support self-care and prevention
- Cover the whole population
- Promote better uses of information and use different formats for people.

Get in touch to help us improve our services

 adult.socialsupport@york.gov.uk

 (01904) 555111

 West Offices, Station Rise, York YO1 6GA

Keeping vulnerable adults safe



This means:

- Being able to plan ahead and keep in control of a crisis.
- Feeling safe, living the life you want and being supported to manage risks.
- Feeling that your community is a safe place to live and that local people look out for each other.
- Having support in place so that you can get help at an early stage to avoid a crisis.



What you said:

In this year's Adult Social Care survey, 91% of customers reported feeling safer as a result of using our services. This is up from just 67.4% when we asked last year.

67% of people who responded to this year's survey said they felt safe in general. This is up from 62% from last year.



What we did:

Worked with our partners on the Adult Safeguarding Board to raise issues and work on safeguarding concerns as a city partnership.

Progressed the Making Safeguarding Personal agenda in our services.



Safeguarding concerns received



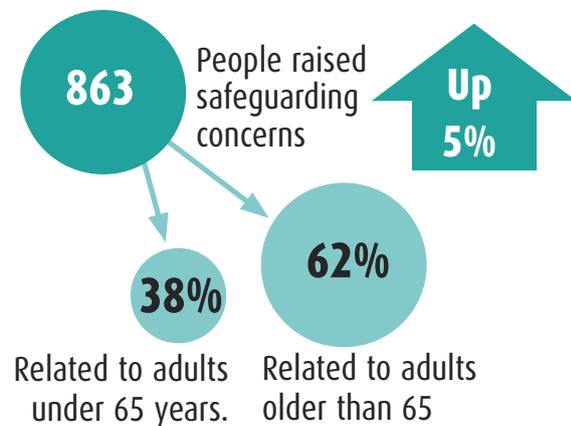
What we need to do in the next 12 months:

Train staff in our services so we know that safeguarding skills are present in all our work.

Work more closely with our partners who may lead on safeguarding enquiries to make sure we have a sustainable approach to these going forward.

Develop accessible information to help people have information around staying safe; feel more in control.

Introduce a process of audit across teams so that, no matter which service a customer is receiving, the safeguarding response is of the highest quality.



In 88% of cases the risk reduced or completely removed. In only 4% cases was the same level of risk still ongoing.

Want to know more?

The City of York Safeguarding Adults Board Annual report 2015/16 is published and is available at <https://www.safeguardingadultsyork.org.uk/the-board/annual-reports/>

Case study:

"You did a good job there, Trish."



As a young woman Ms A suffered mental health problems and gave up her job to focus on her health. After her father's death and a burglary at their home, Ms A stayed at home with her mother and did not engage with the community as they felt unsafe. This remained the case for 26 years.

Sadly, when Ms A's mother died, it became apparent that Ms A needed a great deal of support with managing things that had always been done by her parents.

Ms A was not able to deal with day to day decisions, managing her household tasks or finances, arranging a funeral or registering her mother's death. Ms A had never had to do these things for herself before.

Trish, a Social Worker in Adult Social Care, took up the case.

Trish supported Ms A to register her mother's death and arrange the funeral. After this Ms A was helped to get her finances in order and to claim her benefits which she had not done for 11 years. Banks were visited; accounts opened, and in all of this Trish supported Ms A, the main priority being the safety and wellbeing of Ms A and her finances.

Throughout this time Ms A stayed at a local residential home. The manager there had a good relationship with Ms A, but suspected that she may have undiagnosed Asperger's. By understanding this, Ms A was provided with support to develop the skills to manage on her own in a way that she had not been able to before.

Ms A has now gone home and is managing independently. She remains in contact with the residential home everyday, just to let them know she is alright. Trish still visits her to make sure things are still going well. The house is getting cleaner, Ms A is becoming more confident and even she takes herself into town.

Ms A is living an independent life in the community. Through the support of Trish she has been able to begin to look after herself. Visiting her today gives Trish a huge amount of job satisfaction. It is true to say, "you did a good job there Trish".

Ms A has now gone home and is managing independently. She remains in contact with the residential home everyday, just to let them know she is alright...

Supporting active communities

One of York's unique strengths is its active, educated and innovative communities. Some of our greatest successes have been working to connect people and groups who can help one another stay well and keep healthy.

We will continue working to support communities to continue to be active and healthy.

This means:

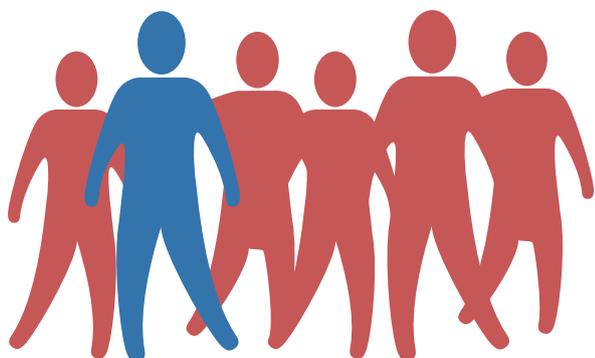
- Staying strong, safe and connected as contributing citizens;
- Finding practical, non-service solutions to problems wherever possible
- Building welcoming, inclusive and supportive communities
- Supporting service to change in response to people's needs
- Having high quality social care services as a valued back up to local solutions.

Meet The Team



June Peacock and Sue Reape

Sue and June are the community facilitators who work with residents to help promote their health and wellbeing through community inclusion and participation. They work to help people who are feeling isolated or lonely by building connections between what people would like and the many groups and services that run across the city. That could be a young person with learning difficulties or disability, someone with a long term health condition, an older person who is feeling isolated or any adult who's vulnerable and needs help to get their lives back on track.



Get in touch to help us improve our services

 adult.socialsupport@york.gov.uk  (01904) 555111  West Offices, Station Rise, York YO1 6GA

Personal budgets and self-funding

What are they?

A personal budget is funding given to people after an assessment of their needs.

If the council is contributing towards your support costs, there are several ways that you can receive your personal budget.

You can use it as a direct payment, where the money is given to you so that you can buy your own care and support services.

The council can hold and manage your personal budget for you; but you decide how the money is spent on your care.

A third party, such as a local voluntary organisation, a care provider or someone you trust can manage your personal budget for you.

You could also choose a mixture of these options. For instance, you could take some of your personal budget as direct payments and leave the rest with the council to arrange some services for you.

What does this mean for me?

A personal budget can provide a greater level of choice, control and flexibility for you. It allows you to decide what care and support you receive as well as how and when you receive it.

How are we doing?

The proportion of carers and people who use services who get personal budgets to manage their own care in York is higher than the national and regional average.

The proportion of people who get a direct payment to manage their own case is higher in York than the national and regional averages.

What we need to do in the next 12 months.

- To promote the use of personal budgets and direct payments for all new customers of social care.
- To increase the take up of direct payments as a personal budget option.
- To join up with health's offer of personal budgets to support people with more complex needs.

Did you know? Personal budgets are available in Health Services too:
<http://www.nhs.uk/choiceintheNHS/Yourchoices/personal-health-budgets/Pages/about-personal-health-budgets.aspx>



Case study

Mr G goes home!



Mr G is 88 and a widower who lives alone in a three bedroom house.

Mr G has macular degeneration, is registered as partially sighted and hard of hearing. With support from his son and daughter-in-law for household tasks Mr G has been living well at home without social care support.

In June 2016 Mr G fell and was admitted to hospital after fracturing his femur. After he was discharged to a rehabilitation unit Mr G fell again, and was re-admitted to hospital with confusion.

It was felt that it was not in Mr G's best interests to return to the rehabilitation unit, but his family were very concerned about him returning home and didn't feel he was ready. Mr G was offered a short term bed in a residential home while he recovered, but Mr G made it clear he wished to return home and understood the risks involved with his decision

Social care supported him to return home by making his house as safe as possible. Mr G's son re-organised the home for downstairs living, falls detectors were fitted, carers established daily visits and on the day he went home he was accompanied by an occupational therapist and a physiotherapist.

During the first weeks there were a few issues that arose, Mr G had falls within the home and was not sleeping well as the bed sensor was going off in the night when Mr G got out of his bed! But on the whole Mr G was happy at home and happy with the care package in place.

By week seven Mr G was doing really well. Mr G often gets up on his own in the morning will wash, dress, shave and have his breakfast independently. He is more confident mobilising with his frame and the physio has now assessed him as able to go up stairs with supervision of one to have a bath. Mr G has not fallen since the first weekend he returned home. He is currently living downstairs, however if everything continues to improve he might be able to live upstairs again in the future.

Mr G says he is very happy with the care he has received and cannot fault it. His family feel that everything has now settled down. The length of care calls have reduced and Mr G has remained living at home and his independence has increased.

...has not fallen since the first weekend he returned home... He is very happy with the care he has received and cannot fault it.

Workforce



This means:

- Having a skilled, confident and competent adult care workforce able to deliver truly person centred care
- A workforce that works in partnership with carers, families and communities to support individuals to retain and regain their independence, providing care and support with skill, compassion and imagination.
- This includes anyone who supports residents with their care and support needs, both paid and unpaid including organisations in the voluntary, statutory, private and independent sectors as well as unpaid carers and staff employed directly by individuals receiving direct payments.



What our customers tell us

Our last home care report tells us that 95% of customers feel the care and support they receive maximises their independence and 90% of carers offer support to the customers' satisfaction.

Our commissioning team has worked closely with staff and customers within supported living houses for people with disabilities to develop communication and observation techniques to enable us to understand how satisfied customers who communicate non-verbally are in their homes.



What we've done to improve services

- We have held a workshop to bring together key people from health, education and the voluntary sector to see what we can do better together to ensure that we are employing the right people with the right skills and values and that they are supported and developed.
- We identified some key things that we will do together over the next year such as raising the profile of careers in adult care in the city.
- We have held a workshop with over 70 voluntary and independent sector organisations to talk about safeguarding adults and to jointly identify what support, information and training is needed to ensure that they are able to safeguard adults in York.
- We have trained all of our social work teams so that they can better support people who are entitled to continuing healthcare funding.
- We have changed our internal safeguarding adults processes to ensure we respond to safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. All of our social work teams have been trained in these new processes.

 3,168

City of York Council's Workforce Development Unit has trained 3,168 people who work with adults between September 2015 and September 2016

- We have expanded the range of training opportunities that are available free of charge to voluntary and independent care providers in the city including safeguarding, administration of medication, mental capacity act, first aid and moving and positioning.
- We have delivered interactive dementia training to all staff working in our older people's homes to ensure that they can provide the best support possible to the people with whom they work.
- We have worked closely with two homecare providers in York to develop new ways of attracting and retaining staff by providing support with housing and transport.
- We have held a training session for domiciliary care workers to help to improve services for people with Multiple Sclerosis. Another session is planned for the new year.
- Our commissioning team have continued to work closely with social care providers to not only contract monitor and quality assure but support and develop services through information sharing, creating networking opportunities.

What do we need to improve over the next 12 months?

- We will continue to work in partnership with our partners in health and the independent and voluntary sectors to address some of the key issues that were identified at the workshop in May 2016. This has included raising the profile of careers in Adult Social Care and promoting different models of support which are driven by the needs and wishes of customers, their families and carers.
- Ensure our workforce can support people to access information, advice and support delivered in their community.



The commissioning team have given development and support to all 58 commissioned care agencies and care homes through quarterly business meetings.



The commissioning team have supported 24 providers with improvement plans and enhanced monitoring in the last year.



Regular information updates are sent to 123 providers in the city

Our performance

In Adult Social Care, we have four main outcome priorities:

- **Preventing, delaying, reducing and managing the need for care and support**
- **Enhancing the quality of life for people with care and support needs**
- **Ensuring that people have a positive experience of care and support**
- **Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm**



Keeping people independent at home

Quality of Life for people in our services



Easy to find information about services

Services make people feel safe and secure



Preventing, delaying and reducing and managing the need for care and support

Good

Numbers of people going into our residential and nursing homes is falling. This shows we are being more successful in keeping people independent at home.

We have doubled the offer of reablement services for people leaving hospital and we have supported older people to remain living at home three months after leaving hospital.

Stable

Compared with other areas we have more people staying on to have other social care services after a period of rehabilitation. These numbers are stable and we believe is helping reduce the cost of longer term packages of care.

Needs Improvement

Delayed transfer of care in our acute hospitals, where people need specialist short term medical care, is improving. However in non acute services, where care needs are managed in a more long term way, and particularly in mental health services, the numbers are growing.

Enhancing the quality of life for people with care and support needs

Good

Reported quality of life for people in our services is higher than last year and higher than national and regional averages.

The proportion of carers and people who use services who have a personal budgets to manage their own care in York is higher than the national and regional average.

Carers in York report higher levels of quality of life than the regional and national averages.

The proportion of people with a learning disability in employment and in independent accommodation remains higher than national and regional levels.

Stable

The proportion of people who use services and report having control over their daily life is similar to last year and around the national levels.

The proportion of people who reported that they had as much social contact as they would like remains stable and comparable to other areas of the country and region.

Needs Improvement

Proportion of people who get a direct payment to manage their care, whilst growing, is lower than in other areas of the country.

Ensuring that people have a positive experience of care and support

Good

The proportion of people who find it easy to find information about services remains high and above the national and regional average.

Stable

The overall satisfaction of carers with social care services is in line with the national and regional average.

The proportion of carers who report that they have been included or consulted in discussion about the person they care for is just above the national average.

Needs Improvement

The overall satisfaction level, where people have said they are either “very” or “extremely satisfied” with their care and support has fallen since last year and has dropped slightly below the national and regional average.

Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

Good

The proportion of people who say that the services they get from us have made them feel safe and secure is over 90% and is higher than national and regional averages.

Stable

The proportion of people say they feel safe has improved since last year and is in line with regional averages.

Listening to our customers

Each year we run a survey to find out about the experience of Adult Social Care users. Here are some of the responses.

How do you feel about your care and support?	I am extremely/very satisfied. 64% 	I am extremely dissatisfied. 1.5% 
How would you rate the quality of your life as a whole?	Good, or So Good it couldn't be better! 62% 	Very bad or so bad, it could not be worse. 3% 
How much control do you have over your daily life?	I have adequate control or as much as I like. 77% 	I have no, or not enough control. 23% 
Do care and support services help you in having control over your daily life?	Yes, they do. 92% 	No, they do not. 8% 
How much contact have you had with people that you like?	I have adequate contact, or as much as I like. 81% 	I have no, or not enough contact. 19% 
How does the way you are helped and treated makes you think and feel about yourself?	It doesn't affect me, or makes me feel better about myself. 93% 	It undermines the way I feel about myself. 7% 
Do you get help from your husband/wife, partner, friends, neighbours or family members?	Yes, I do. 90% 	No, I don't. 10% 

In addition to the survey of Adult Social Care users we will be running surveys for carers so you can tell us how you feel about support and services in York. In the new year there will also be an older people's survey looking to find out about experiences of living in York for the older generation.

Complaints and compliments

Adult Social Care accounts for just 4% of the complaints received by the council, and for 24% of the compliments received. We are pleased with this performance, however we take it very seriously when we do not get things right.

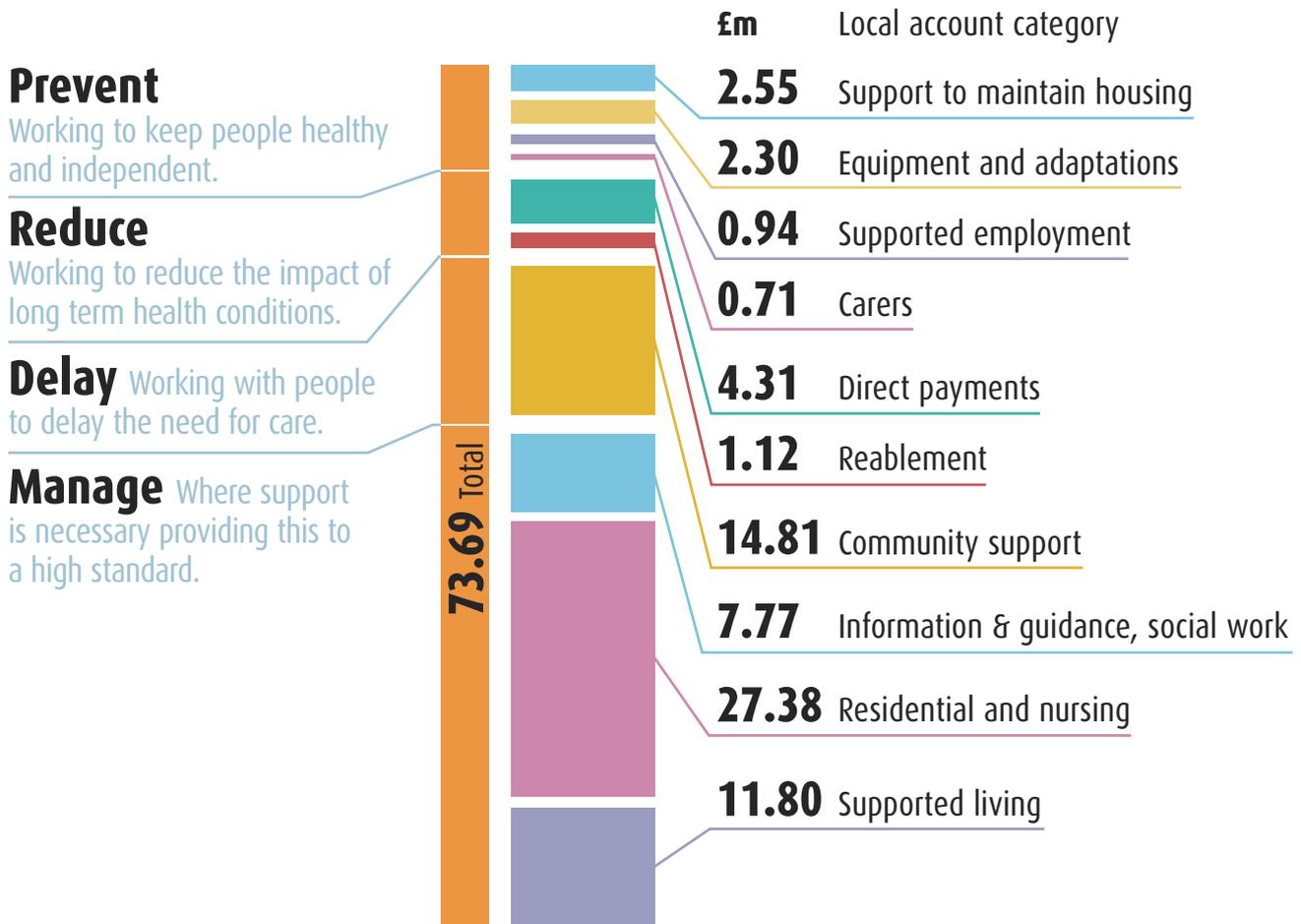
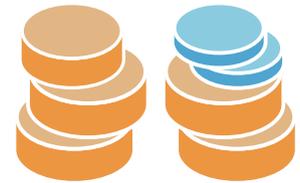
In 2015-16 the top two reasons for complaints in Social Care were about following up our actions.

What are we doing in response to complaints?

We will be looking at all complaints in detail in the coming year and working to understand the causes for these. We will follow up with customers where we have failed to provide a high quality service.

If you would like to tell us about your experience - good or bad - we would love to hear about it.

How we spent our budget in 2015/16



In 2015/16 we spent £74 million (gross) on adult care, support and services from the council's total spend of £370m. This means we spent £360 for every person in York on Adult Social Care.

City of York Council has dealt with large funding reductions in recent years making savings of £62m between 2011/12 and 2015/16; Adult Social Care have contributed £15m towards this. The council expects to make further savings of up to £30m over the next 5 years as the money it gets from central government is phased out

and Adult Social Care will have to work more efficiently in order for the council to live within its means.

The government has, however, recognised the pressure Adult Social Care is under and has allowed councils to raise a local tax from 2016/17 called the Adult Social Care Precept. This is expected to raise £1.5m for York. Money will also be shared jointly between health and social care in the future as part of a national scheme to provide better health, care and support services with health and social care colleagues working closely together to improve people's outcomes.

The Older Persons' Accommodation Programme

There is a shortage in York of accommodation with care for older people. With an expected **50% increase** in the size of the over **75 population** of the city over the next fifteen years we need to do more to create quality homes for the future.

The Older Persons' Accommodation Programme will address this shortfall over the next three years, while also facilitating the replacement of the seven council run older persons' homes which are no longer fit for purpose. We will:

- fund 24/7 care support at Auden House, Glen Lodge and Marjorie Waite Court sheltered housing with extra care schemes;
- build a 27 home extension to Glen Lodge, providing new apartments and two bungalows suitable for people with dementia;
- work with partners to building a new extra care scheme at Oakhaven in Acomb and New Lodge in New Earswick;
- see the building of a new residential care facility as part of the wider Health and Wellbeing Campus at Burnholme; and
- encourage the development of additional residential care capacity in York including block-purchase of beds to meet the council's needs.

Together these changes bring into use **465 units of older persons' accommodation with care**, sufficient to replace the loss of council-run care homes and meet the current shortfall in provision.

However, more is needed. **An estimated 90 additional care beds and 50 units of extra care accommodation is required to deal with future population growth to 2020.** The care and accommodation needs of those with dementia are particularly important.

The provision of extra Ccare accommodation is particularly important as York currently has very little of this type of provision. Extra care allows an older person to live independently in their own home while making use of communal facilities, such as a cafe restaurant, and drawing upon 24/7 care support which is provided on site. Extra care accommodation allows those with high care needs to continue to live independently. York has no extra care accommodation to buy, despite **81% of over 75s currently owning their own home.** We will therefore deliver:

- at least **40 extra care apartments** at Oakhaven in Acomb, with at least **15 to buy**; and
- **105 extra care homes** at New Lodge, New Earswick, with **35 to buy** on a discount equity scheme.

Contact us

If you would like to tell us about your experience – good or bad, We would love to hear it!

Here are some ways you can get in touch

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 5pm Monday to Friday

Connect to Support

Online advice and information, social care e-marketplace and directory of community services

www.connecttosupport.org/york

Complaints and feedback and general council enquiries

City of York Council, West Offices, Station Rise, York YO1 6GA

Tel: 01904 551550 – Fax: 01904 553560

Minicom: 01904 553562

Opening times

8am to 5pm

Emergency Duty Team

Tel: 01609 780780 – Fax: 01609 532009

Email: edt@northyorks.gov.uk

Opening times

Monday to Thursday: 5pm to 8.30am

Weekends: 4.30pm Friday to 8.30am Monday

Bank holidays: on duty all over the bank holidays

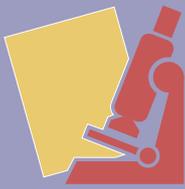
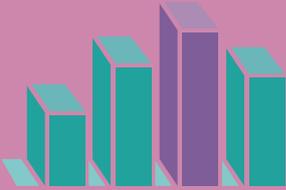
Together we can improve the health and wellbeing of residents

If you would personally like to be involved in helping us improve Adult Social Care or are a member of a group that could contribute in the future we would be very happy to hear from you.

Please contact Joe Micheli, Head of Commissioning  joe.micheli@york.gov.uk



Thanks to our local and regional partners for their support in creating this document.



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