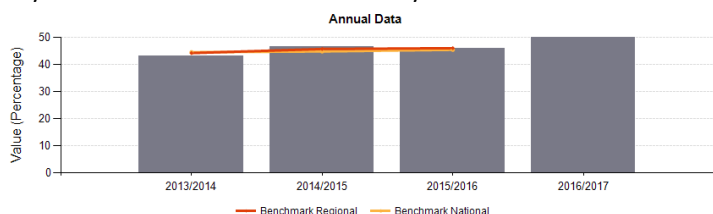


We are monitoring progress on:

- more older people telling us they have as much social contact as they would like
- reducing the number of unnecessary admissions to hospital for older people
- reducing the number of delayed discharges from hospital beds
- more older people still being at home 91 days after reablement or rehabilitation
- more volunteering opportunities for older people
- more older people telling us they are happy with the care they receive, and have done the groundwork to prepare for their end of life.

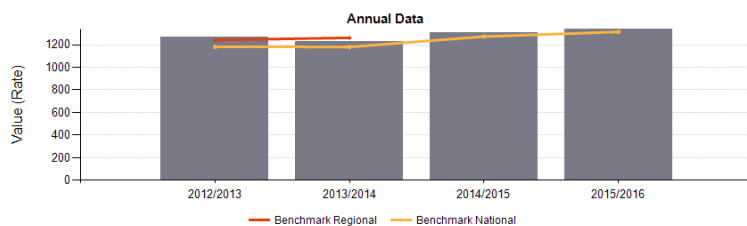
**ASCOF1I1 - Proportion of people who use services who reported that they had as much social contact as they would like**



**Annual Data**

	2014/2015	2015/2016	2016/2017
Proportion of people who use services who reported that they had as much social contact as they would like	46.6	45.8	50
Benchmark - National Data	44.8	45.4	-
Benchmark - Regional Data	45.7	46	-

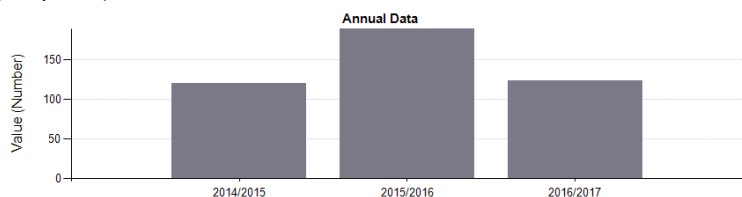
**CCGOIS301 - Emergency admissions for acute conditions that should not usually require hospital admission, per 100,000 registered patients - (VoY CCG)**



**Annual Data**

	2014/2015	2015/2016
Emergency admissions for acute conditions that should not usually require hospital admission, per 100,000 registered patients - (VoY CCG)	1306.6	1336.8
Benchmark - National Data	1273	1314.2

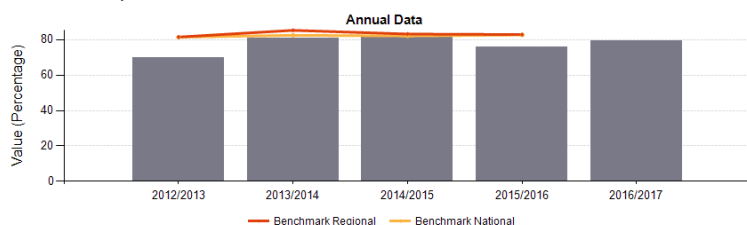
**PVP04 - Total number of Acute delayed discharges (YDH only) - (Snapshot)**



**Annual Data**

	2014/2015	2015/2016	2016/2017
Total number of Acute delayed discharges (YDH only) - (Snapshot)	120	189	124

**ASCOF2B1 - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services**

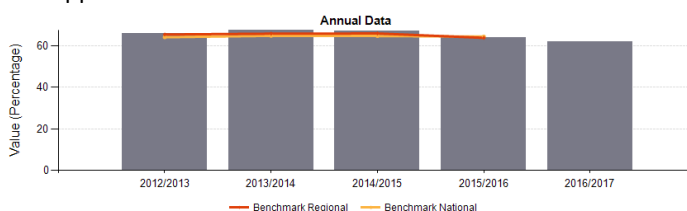


**Annual Data**

	2014/2015	2015/2016	2016/2017
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	81.5	75.7	79.26
Benchmark - National Data	82.1	82.7	-
Benchmark - Regional Data	83.2	82.9	-

**More volunteering opportunities for older people – Not collected**

**ASCOF3A - Overall satisfaction of people who use services with their care and support**



**Annual Data**

	2014/2015	2015/2016	2016/2017
Overall satisfaction of people who use services with their care and support	67.1	64	62
Benchmark - National Data	64.7	64.4	-
Benchmark - Regional Data	65.9	63.8	-

## Performance narrative and update on actions

### **More older people telling us they have as much social contact as they would like:**

The ASCOF measure (1I1) for 2016-17 shows that 50% of Adult Social Care users surveyed in 2016-17 had as much social contact as they would like. Amongst the Older People surveyed, this increased to 56% amongst those in residential care, but was only 45% amongst Older People in the community. These levels are both higher than those reported in 2015-16 (52% and 37% respectively). The disparity is explained because those in residential care are more likely to have contact with others because of their setting, whereas those in the community are more likely to have to initiate contact with others.

### **Reducing the number of unnecessary admissions to hospital for older people:**

In the year to 31 December 2016, which is the latest data available, there were 1,427 emergency admissions (EAs), per 100,000 registered patients (RPs), to hospital for acute conditions that would not normally require this in the Vale of York CCG area. (A breakdown to the CYC LA area is not possible). This rate has steadily been increasing – in the year to 31 March 2016, it had been 1,337 EAs per 100,000 RPs. The latest data shows that this rate is slightly higher for females (1,476 EAs per 100,000 RPs) than it is for males (1,378 EAs per 100,000 RPs).

### **Reducing the number of delayed discharges from hospital beds:**

There were 22 delayed discharges from York Hospital in the first quarter of 2017-18. This compares with 38 in the corresponding quarter of 2016-17. There has been a major focus in the York health and social care system with reducing delayed transfers of care across both acute and non-acute pathways, with there being a clear downward trend in the amount of time occupied by patients waiting for care packages over the last year; the forthcoming CQC review of the system has provided an impetus for all involved to improve the relevant procedures. The number of days that patients were delayed in YDH awaiting a care package was 35% lower in the first quarter of 2017-18 (1,252) than it was in the corresponding quarter of 2016-17 (1,919); this is for patients of all ages, although older people will make up a sizeable proportion of those.

### **More older people still being at home 91 days after reablement or rehabilitation:**

In 2016-17, the ASCOF measure (2B1) shows that 79.2% of Older People were living at home 91 days after being discharged from hospital, which is an increase from 2015-16 (75.8%). However, this indicator only measures discharges in one quarter (Q3) each year, and it does not take account of people dying within the 91 day period that would otherwise have counted as “successes”; York had a relatively high number of these people in 2016-17 compared to other LAs in Yorkshire and the Humber. Service managers advise that – generally speaking – they feel that this percentage would be higher if it was measured on a year-round basis.

### **More older people telling us they are happy with the care they receive:**

The ASCOF measure (3A) for 2016-17 reported that 62% of Adult Social Care users surveyed in 2016-17 were “extremely” or “very” satisfied with their care and support. Amongst Older People surveyed, 66% of those living in residential care reported these levels of satisfaction, but only 55% of those living in the community did. This represents a decrease from the 2015-16 level for those in residential care (74% said they were “extremely” or “very” satisfied) but an increase on the 2015-16 level for those in the community (52% reported being “extremely” or “very” satisfied with their care). Again, the disparity is likely to arise because of the amount of contact each group has with a service supported by Adult Social Care.