

## Health and Wellbeing Board

8 March 2017

Report of the Health and Wellbeing Board Healthwatch York  
Representative

### Healthwatch York Reports

#### Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive three new reports from Healthwatch York namely:
  - a. Continuing Healthcare (Annex A)
  - b. Support for Adults with Attention Deficit Hyperactivity Disorder (ADHD) (Annex B)
  - c. Making York Work for People Living with Dementia (Annex C)

#### Background

2. Healthwatch York produce several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.
3. A new procedure has been put forward for managing Healthwatch York reports and the recommendations arising from them. This is discussed as part of a previous report on this agenda. For ease of reference the new process is also set out below:
  - **Step 1:** Completed Healthwatch reports to be sent to the HWBB in the first instance
  - **Step 2:** Chair of the HWBB to send a formal letter to all organisations who need to respond to the recommendations asking that a named representative feedback to Healthwatch York within 20 working days
  - **Step 3:** Healthwatch York reports to the Health and Adult Social Care Policy and Scrutiny Committee twice a year already.

Updates on recommendations and the responses received should be included within this report (including any concerns).

- **Step 4:** (only if required) – escalation back to the Joint Strategic Needs Assessment/Joint Health and Wellbeing Strategy Steering Group for further consideration.

### **Main/Key Issues to be Considered**

4. There are a number of recommendations arising from the three Healthwatch York reports on today’s agenda and these are set out in the tables below:

**Table 1 – Continuing Healthcare**

<b>Recommendation</b>	<b>Recommended to</b>
Look at ways to improve staff training and awareness around Continuing Healthcare, eligibility and assessment.	NHS Vale of York Clinical Commissioning Group, City of York Council, Care Homes, GP practices, York Teaching Hospital NHS Foundation Trust
Look at ways to improve access to information about Continuing Healthcare for individuals, families and carers.	City of York Council, Care Homes, GP practices, York Teaching Hospital NHS Foundation Trust, working with York Carers Centre
Consider options to increase proactive support and advocacy services to those going through the Continuing Healthcare process. This may include, but is not limited to, increasing awareness of the NHS England commissioned BEACON information and advice service.	NHS Vale of York Clinical Commissioning Group
Increase access to Personal Health Budgets and consider ways to make this possible for fast tracked patients.	NHS Vale of York Clinical Commissioning Group

<b>Recommendation</b>	<b>Recommended to</b>
Look at ways of increasing flexibility for families facing end of life. This should include consideration of issues like top-up fees and where these might be permitted.	NHS England
Work together with existing providers of care services to identify ways of increasing choice and access and encourage a wider range of placement options.	City of York Council / NHS Vale of York Clinical Commissioning Group
Work together with existing providers of care services to encourage more feedback, helping the system better understand the experiences of people going through the NHS Continuing Care process, including making routes outside the NHS and social care system clear to patients and families (for example York Carers Centre, York Advocacy, Older Citizens Advocacy York, Age UK York, Healthwatch	NHS Vale of York Clinical Commissioning Group

**Table 2 - Support for Adults with Attention Deficit Hyperactivity Disorder**

<b>Recommendation</b>	<b>Recommended to</b>
Commissioners and Providers commit to working together with people with ADHD to find a creative (if necessary) and sustainable solution to provide support services for adults with ADHD in the York area. This should include considering the needs of people with ADHD in newly emerging pathways around	NHS Vale of York CCG (VoYCCG) Tees Esk & Wear Valleys NHS Foundation Trust (TEWV) City of York Council (CYC)

<b>Recommendation</b>	<b>Recommended to</b>
low level / community based support for people experiencing mental ill health.	
Consider the creation of a multi-agency task group to look at how a 'system wide' pathway to provide the efficient and effective pathways regarding support for people with ADHD and their carers can be developed.	VoY CCG TEWV CYC The Retreat SOAAC
A patient/service user reference group should be established with links to the task group to embed co-production approaches and to develop peer support networks locally.	Health & Wellbeing Board
Consider creative approaches to personal budgets and personal health budgets to support those with ADHD having access to a wider range of potential support services.	VoY CCG CYC
Clarify where responsibility sits in York for Autism, and where concerns about the implementation of the National Autism Strategy can be raised	Health & Wellbeing Board

**Table 3 – Making York Work for People Living with Dementia**

<b>Recommendation</b>	<b>Recommended to</b>
As part of the renewal of the Health and Wellbeing Strategy for the city, clarify the structures relating to strategic responsibility for making York a great place to live for people with dementia, and how this fits with the Dementia Action Alliance in York. This should include clearly identifying the route for people with dementia to be heard.	Health and Wellbeing Board
Bring together people with dementia and GPs to explore the importance of diagnosis and consider effective signposting. Co-produce a consistent dementia pathway to make sure individuals have access to the support, information and advice they need (and improve our dementia diagnosis rate).	NHS Vale of York and the Council of Representatives, Minds & Voices, Healthwatch York
Consider ways of making sure engagement with people with dementia continues in York, making sure their voices are at the heart of all dementia initiatives	Health and Wellbeing Board
Consider ways to support and refer onto a co-produced post-diagnostic course, involving people with dementia as tutors and course designers.	Health and Wellbeing Board
In embedding co-production as a way of working in York, consider how we make sure involvement of people with dementia moves beyond token representation and directly involves them in decision making and shaping services	Health and Wellbeing Board

Consider the needs of people with dementia when reviewing York's volunteering strategy, to include how we enable more people with dementia to take up volunteering opportunities, and how volunteer involving organisations can provide good volunteering experiences	York CVS
Consider ways of embedding dementia awareness within secondary schools PHSE, making sure people with dementia are involved	YorOK
Consider ways of embedding dementia awareness into contracting arrangements for the city, making sure people with dementia are involved	Health and Wellbeing Board / Joint Commissioning Group
Consider additional ways in which small opportunities to do things separately can be developed and supported for people with dementia and their carers	Commissioners and providers of dementia support services
Tap into the passion and willingness of people with dementia to get positive messages out there in all awareness raising activity	Dementia Action Alliance, Health and Wellbeing Board
Consider ways of increasing advocacy, mediation and support for couples and families to work through changing relationship dynamics	Health and Wellbeing Board
Consider how we make sure those who need face to face information, advice, and customer service are not left behind by increasing reliance on modern technology and "digital by default" approaches to information.	Health and Wellbeing Board

Consider producing a map of accessible toilet facilities in York and making this available through tourist information, as well as through existing information channels within the city.	Make It York
Consider whether there are sufficient accessible toilet facilities in York to enable people to stay independent.	City of York Council / Make it York
Undertake further work with key partners (e.g. Citizens Advice York, York Carers Centre) to understand the impact of the PIP assessment process on people with dementia	Healthwatch York / Dementia Service Providers and the Dementia Action Alliance

### **Consultation**

5. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York has consulted extensively to produce their reports.

### **Options**

6. This report is for information only and as such there are no specific options for members of the Board to consider.

### **Analysis**

7. The Chair of the HWBB will write to the organisations that have recommendations assigned to them; as per the procedure at paragraph 3 of this report. However; some of the recommendations are for the HWBB itself Board members may wish to respond to these at today's meeting.

### **Strategic/Operational Plans**

8. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy.

## Implications

9. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

## Risk Management

10. There are no known risks associated with the recommendations in this report.

## Recommendations

11. Health and Wellbeing Board are asked to:
- Receive and comment on the reports from Healthwatch York at Annexes A, B and C;
  - Agree to the Chair writing to organisations asking them to respond to the recommendations in the Healthwatch York reports within 20 working days.

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

## Contact Details

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### Chief Officer Responsible for the report:

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Report  
Approved

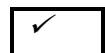


Date 27.02.2017

Specialist Implications Officer(s) None

Wards Affected:

All



**For further information please contact the author of the report**

**Background Papers:**

None



## **Annexes**

**Annex A** – Continuing Healthcare

**Annex B** - Support for Adults with Attention Deficit Hyperactivity Disorder (ADHD)

**Annex C** - Making York Work for People Living with Dementia

## **Glossary**

ADHD - Attention Deficit Hyperactivity Disorder

CYC – City of York Council

HWBB - Health and Wellbeing Board

NHS – National Health Service

PHSE – Personal, Social and Health Education

PIP – Personal Independence Payment

SOAAC - Solution Orientated Adult ADHD Carers' Group

TEWV – Tees, Esk and Wear Valleys NHS Foundation Trust

VoY CCG – NHS Vale of York Clinical Commissioning Group