

Ageing Well Partnership

Notes of meeting - Tuesday 16 April 2024

In attendance

- Siân Balsom (SB) – Manager, Healthwatch York (HWY)
- Liz Buckton (Chair) - Public Health Improvement Officer, City of York Council
- Shelia Fletcher (SF) – Commissioning Manager, Mental Health and Vulnerable Adults – NHS Humber and North Yorkshire Health and Care Partnership
- Simon Holmes (SH) – Chief Executive, Age UK York
- Alison Semmence (AS) – Chief Executive, York CVS
- Clare Tate (CT) – Communities and Prevention, CYC (minutes)
- Carl Wain (CW) - Information & Social Action Manager, City of York Council
- Liz Wands-Murray (LWM) – The Curiosity Partnership, University of York School for Business and Society
- Mark Wilberforce (MW) - The Curiosity Partnership, University of York School for Business and Society
- Apologies
- Jayne Bone (JB) – Ops Senior Manager, NHS York Trust
- Joe Micheli (Chair) - Head of Communities, City of York Council
- Diana Robinson (DR) – Carer Action Group
- Sharon Smith (SS) – York Carers Centre
- Dianne Willcocks (DW) – York Older Person’s Assembly (YOPA)

1: Welcome and introductions

The Chair welcomed everyone to the Ageing Well Partnership and introductions were made.

2: Apologies and Minutes of the last meeting

Apologies were noted.

Please contact carl.wain@york.gov.uk if you require a copy of previous minutes.

Update on the 1 outstanding action (Action 067) SB confirmed that they have spoke to Nimbus Care and they aren't using the self-checking machines.

Notes and actions signed off and approved.

3: Loneliness Evidence Showcase – The Curiosity Partnership

LWM and MW provided an overview of the event on 13 March which highlighted presentations, videos and table discussions and local/national stories by the Curiosity Partnership which York is a part of; all around the theme of Loneliness.

Key points:

- Approx 50 attendees from local authority; Local Area Coordinators, social workers and public health; Voluntary/charity sector, Age UK, St Leonards, York Carers Centre and Alzheimer's Society; Academics.
- The introduction scene setting presentations showed how York was very high on loneliness compared to other areas.
- Keynote speaker Dr Kalpa Karicha – loneliness policy and the media, how we measure loneliness and find solutions and whether these are impactful.
- Examples of loneliness through a range of stories.
- Table discussions – these included people reactions to what they had heard. People generally were surprised that York was so high up the list. Also noted was that any one can be affected not just older people. More common in women, parents of younger children.
- After lunch focus switched to approaches in York, presentations from Local Area Coordinators, York Cares Social Connections, academic research and local groups such as Musical Connections.

Themes:

- Further table discussions explored York as a lonely city and how do we know measures are making a difference. Lots of people were unaware of lots of the activities available so people concluded that much more can be done to promote and raise awareness to reach people in the right way. How to engage younger people, such as Instagram and Tik Tok, or having a central directory.
- Transient population (students) make it hard to build lasting relationships.
- Differences in economic circumstances create divisions.

- Physical barriers, such as public transport, blue badge restrictions, lack of public toilets/benches, flooding.
- How to protect existing services.
- Explored a “tourist tax” to fund community activities.
- Data collection to learn from local experiences.
- Better use of touch points, such as GPs and pharmacies.
- More focus on creating connections and belonging in the community, such as through in-person contact at shop/banks.
- Consider what other similar cities are doing.
- Raise awareness of existing resources.

Ideas for more research:

- What has happened since COVID
- Relationship between loneliness and deprivation
- Difference in urban and rural areas
- Impact of community groups and services
- How to better educate Health and Social Care professionals
- Better ways for warning signs to be picked up early

A short discussion followed from people in the group who had attended and their experiences of the event. Comments included that there was a good mix of people and attendees learned a lot about what was happening across the city. Loneliness looks different to different people. Examples of lived experience were great and how they got back into social situations was inspiring. Lots of discussion and food for thought. How dementia can be increased by social isolation and that there is a lot of research on health factors available. Not all loneliness is bad - its about identifying and intervening where loneliness is acute, it's the acute loneliness that needs attention. How York compares to other education cities such as Bath, Warwick or Canterbury rather than local cities in Yorkshire which we are normally compared (Hull, Wakefield).

The group talked about looking at the detail of the report and looking at trying to create a “loneliness scale” or “social frailty” in a similar way to the frailty scale. Prof. Martin Walker (University of York) is currently looking into this.

The group thanked LWM and MW for their summary and they left the call.

4: Dementia Strategy Update – Sheila Fletcher

SF gave an update on this piece of work which was launched in 2022 (presentation available on request).

Main aims:

- Preventing well; the risk of people developing dementia is minimised
- Diagnosing well; timely and accurate diagnosis
- Supporting well; support plan and review within the first year
- Living well; people with dementia can live normally in safe and accepting communities
- Dying well; people with dementia die with dignity in the place of their choosing

Challenges:

- Complexity of dementia
- Get feedback as people are introduced to new services
- Some good examples but a lot of gaps in provision particularly Young Onset Dementia
- Finding appropriate support in crisis and cover/respite
- Lack of training in hospitals, such as physical issues with people living with dementia. Health deterioration of recipient and carers
- Quality of annual reviews hit and miss
- People's needs not addressed effectively

Diagnosing well:

- Focus on this as target is 67% but only reaching 51.9%; and only 1670 on the register of an estimated 3221 people.
- Consistently challenging as new referrals increasing but not seeing diagnosis rates increasing. This is mainly due to a combination of not being recorded properly, people die and come off the list, people move out of the area, capacity in memory services, wait lists for CT scans are very long.
- Impact on not having timely and accurate diagnosis leads to poor outcomes.
- Stats show waiting times is 24 weeks, 517 people waiting for assessment where 921 are currently being supported by Dementia Forward (68 of which have Young Onset Dementia). Memory support advisors are concentrating on over 90 year olds.

- Event next week to look into improving waiting times for memory assessment services.
- Issues include staff sickness, reduction in register size (through death or moving out of area), there is still stigma so people decline auto opt-in to pre diagnostic support. Lots of no-shows.
- Actions include: raising awareness of the support that is available; interactive online module, difficulties accessing GP appointments, the physical investigations that are done prior to referrals are time consuming and often not done properly.

Positive Progress:

- ICB/CYC interactive online module is available on LWY
- Brain Health Cafés x 2
- Weekly Wellbeing Café
- Dementia Hub at Our Lady's church in Acomb
- Funding for Specialist Dementia Nurse role
- Audit of diagnosis recording
- Workshop July 2023 community crisis/hospital response – develop findings and workstreams to deliver outcomes, such as dementia training
- Introduce annual personal reviews
- Delivery plan

The group were pleased to see so much progress. SF also mentioned she was due to retire in May and the team thanked her for her contribution to this subject and the group as a whole.

5: Age Friendly York

CW provided an update on future meetings, these will include items on domestic abuse and housing, particularly intergenerational housing.

Environment – to map across Age Friendly domains with the Environment Strategy this was discussed at the last meeting but they didn't have time to discuss action points. Since then they have met again and decided environment is a "cross cutting" domain. They have suggested 3 action points:

1. Explore Age Friendly housing development checklist like that of Age Friendly Ireland and Manchester.
2. How Age Friendly York can inform the Transport Plan.

3. Look at why 80years plus people keep their cars and the impacts, how this number can be reduced.

Progress is already being made against these actions.

The group agreed to sign these off (paper available on request).

6: Age Friendly Ambassadors

Three Age Friendly Ambassadors have been recruited, these include:

- Health – George
- Ex-Services – John
- Cycling – Rose

The attached brief describes who they are and what they focus on. CW asked the group if they were happy to add these to the Age Friendly York pages, the group agreed.

Age Friendly Ambassadors page is now live on the Council website:

- <https://www.york.gov.uk/health-social-care/age-friendly-york/7>

7: Terms of Reference

This was discussed back in December and the changes were agreed. SF provided details of her replacement to be added to TOR. These have been updated and the new version is attached with the changes included (Terms of Reference available on request).

8: Any Other Business

CW asked if International Day of Older People (IDOP) can be added onto to the agenda of the next meeting.

There was no other business.

The Chair brought the meeting to a close.

Date of next meeting: Tuesday 18 June 2024, 1.00pm to 3.00pm.