



What is Living Well?

Living Well in North Yorkshire is a new countywide team, forming part of the targeted prevention offer provided by North Yorkshire County Council. It started operating in October 2015, and now takes referrals from within the council, from individuals directly and from professionals in partner organisations; in particular in primary care.

Living Well aims to improve the health; well-being and independence of adults and in doing so reduce their use of formal support services, including emergency admissions to hospital. The core principles of the service are:

- To provide free, time limited, targeted, support for appropriate people, not a default for all.
- To promote independence and facilitate self-help
- To *work with* individuals, not *do for*
- To facilitate self-assessments and make referrals where appropriate.
- To complement existing services, not to replicate voluntary services already in existence
- To provide practical advice, information and support

There are four teams across the county with 23 Living Well Coordinators who spend time with residents of North Yorkshire on a one-to-one basis to identify what is important to them, what potential networks of support they have and what their priorities are. They will work with individuals to achieve the outcomes that are important to them and in the first year of Living Well, the team has helped over 2000 people. There isn't a definitive list of 'things' that the Living Well Coordinator does with a person because it is a personalised service and it will vary as to what the individual wants to achieve.

The contact point for referrals is the council's customer service centre on 01609 780780. Further information about Living Well can be viewed at www.northyorks.gov.uk/livingwell.

Working with Community Pharmacies

Living Well wants to work with Community Pharmacists in North Yorkshire as a partner to reach people who are eligible for Living Well support. After meeting with the CPNY Board in July it was agreed that this partnership would start with community pharmacies in the Hambleton/Richmondshire area. Living Well will provide the following offer

- A bespoke training session and information pack for each pharmacy
- Open contact with Living Well Manager for Hambleton/Richmondshire, on 01609 536630, 07966 929105, Glenda.Middleton@northyorks.gov.uk
- Formal feedback and evaluation for shared learning