Care Navigation in Essex

Brian Goodwin

Community Services Manager

Rural Community Council of Essex

Community Agents Essex

The aims are:

1. To improve the health and wellbeing of older people and their informal carers.
2. To support and maintain independent living.
3. Reduce demand on health and social care services.

In partnership with British Red Cross, Essex age UK, Neighbourhood Watch, RCCE Rural Community Council of Essex

Funded by Essex County Council

1/7/2014 to 28/2/2019

- Community Agents Essex has visited and supported 19,056 older people.
- As a result of our support less than 10% were referred back to Social Care.
- It is person centred and only 3.6% make no progress towards achieving their goals. 79.7% fully achieve their goals.
- Follow up calls indicate that 85.7% clients that would have been likely to receive a care package are still living at home with no further (statutory services) help after 12 months.

In partnership with
Funded by

RCCE
RURAL COMMUNITY COUNCIL OF ESSEX

Home From Hospital

HOME FROM HOSPITAL

To empower and enable older people to leave hospital, return home and live as independently as possible

Community Agents Essex
Supporting independent living

NHS
East Suffolk and North Essex
NHS Foundation Trust

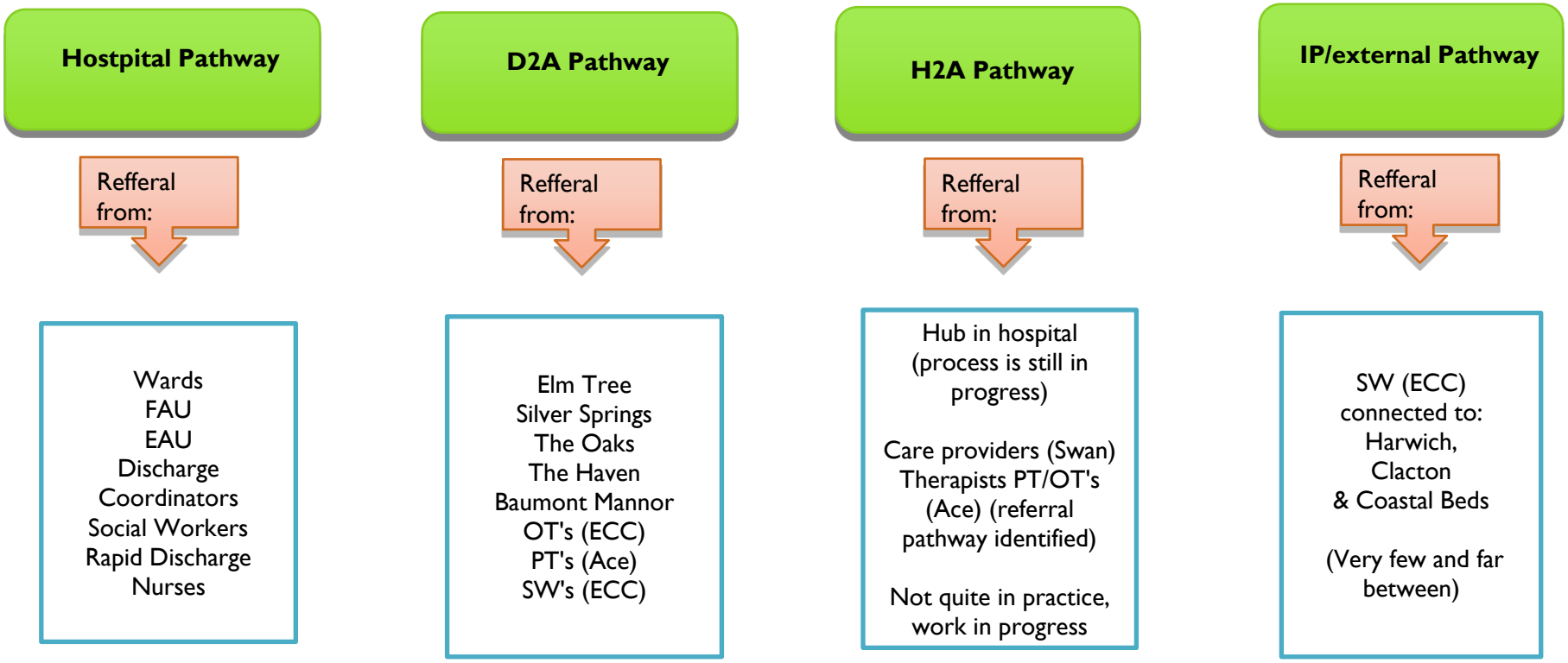
NHS
North East Essex
Clinical Commissioning Group

Essex County Council

Home from Hospital aims:

- To help older people return home and live independently for as long as possible.
- To help older people access self-help and use their own support networks to live physically and emotionally well
- To provide access to further support within the community via voluntary organisations, wider health support (self-referrals, sensory, equipment etc) and access to Social Care where appropriate.

Referral Pathways



Who we can help

- Patients who are over 65yrs
- vulnerable individuals or couples Who were previously living independent
- who may require additional support, with mobility – additional equipment at home etc
- with social and/or lifestyle issues and need other services – home help, shopping, transport, etc.
- Patients who have family carers who may require additional support
- Patients with on-going health issues – medical, emotional etc.

What happens next

1st Visit

- We see patients at bedside on the day they are referred
- We then have a conversation with them discussing their needs

2nd Visit

- We then visit at home within 24/48 hours of patient being discharged from Hospital
- No later than 72 hours

Outcome

- We discuss their needs further
- find suitable solutions tailored just for them

Home from Hospital achievements to date:

- From 1/1/2018 – we have assisted over 1000 patient cases.
- On average 98.8% of patients remain at home after 19 days which exceeds the target of 95% at 3 days
- Have built a fantastic relationship with Social Services, where our input is valued on a daily basis.
- Working even closer with our colleagues in Health services.
- Helping Future Gov to develop their digital app with the view to improve patient information/knowledge of services
- Continuing the development of working partnerships with external charities and organisations, such as CVS', Age Concern, Essex Sight etc.

Family Support Workers

- Learning Disability support covering Essex
- Individuals or their families
- Partnership with:
  - Essex Mencap
  - Braintree Mencap
  - Chelmsford Mencap
  - Southend Mencap
  - Colchester Gateway

Community Agents Essex

Supporting independent living

Essex mencap

Care Navigation Partnerships

- Working with Essex Lifestyle Service in each CCG area to support all adults:
  - West Essex with Age UK Essex (Smartlife)
  - Basildon & Brentwood
  - Castle Point and Rochford with CAVS
  - Mid Essex with CVS's
  - NE Essex with C360 and CVST
- Support Sanctuary Housing tenants

RCCE
RURAL COMMUNITY COUNCIL OF ESSEX

NHS

Community Agents Essex
Supporting independent living

Provide

Essex Lifestyle Service

live well link well
THE SOCIAL PRESCRIBING COLLABORATION IN MID ESSEX

Questions?

Essex mencap

CAVS Ways to Wellness

CARE NAVIGATOR PARTNERSHIP
BASILDON AND BRENTWOOD

Essex County Council

CARE NAVIGATOR PARTNERSHIP
WEST ESSEX