

Involve Community Navigation End of Year Review

1st April 2019 - 31st March 2020

Introduction

Community Navigation is a Kent County Council commissioned service to support over 55s and those with complex health problems, and Carers (people looking after or supporting someone who relies on them, unpaid). The service provides information, advice, guidance and support, and includes the provision of Statutory Carers Assessments on behalf of the council.

Involve mobilised the contract during March and the service commenced 1st April, covering the West Kent area. Close partnerships were developed with key agencies such as GPs, local councils, One You with a marketing campaign, to ensure a large and diverse range of referral sources, as well as self-referrals.

Community Navigation for Older People (part A)

1754 people with complex health conditions, frailty or aged over 55 were referred to the service and received support over the year, to reduce isolation and promote independence. The vast majority were supported in the community by a team of 7 Community Navigators, through information, support and coaching to access a wide range of provision, groups and services to remain independent. This included ordering and advising on community equipment and telecare, and setting up self-funded packages of care and support. Using a strengths-based approach, making the most of community assets and building resilience, meant only 25 people required a referral to social care for a formal assessment of their needs.

128 had a Dementia diagnosis, involving in-depth work to ensure they were left as independent as possible. All of the clients had some form of health issues, including those on the frailty index, those with complex needs and many with mental health needs. A large proportion of clients needed several home visits to ensure all interventions had been completed in tight times scales.

“Thank you so much for all your help - I am very grateful that there is so much available”

“The support I have had from you has been tremendous, you lifted me up in a very difficult time”

After 3 months, clients reported:

43% increase in knowing where to find advice and guidance

19% increase in ability to access meaningful social activities



Community Navigation for Carers

1762 Carers were referred to the service over the year, from a wide geographic spread across West Kent (Involve previously held this contract in the Maidstone and Malling area). The majority of Carers were supported with a Wellbeing Review and action plan, to explore and maximise their own strengths, assets, connections and community services. 592 people had more complex needs as a result of their caring role, and received a statutory assessment completed on behalf of the local authority, to ensure their own health and wellbeing is addressed and enable access to appropriate entitlements.

722 Carers and the person they care for were supported by our Carer's hospital discharge service provided with information, advice, advocacy at meetings and of those 406 also received brokered services by Involve to support them in their caring roles.

253 Carers received Rapid Access to Carer Support funding to enable them to take a break from their caring roles involving brokering often complex packages of care to a quality assured supply chain of independent care providers.

After 3 months, clients reported:

18% increase in life satisfaction

14% increase in feeling their life is worthwhile

In total, 3516 people have been referred to Involve for Community Navigation support, with 97% receiving initial support within 5 working days

"Thank you ever so much for your help, I finally feel like I am getting somewhere"

"I've had more support from Involve in the first 24 hours of being registered than from anyone else in the last 3 years of caring for my partner"

