

# Community Navigator Service (CNS)

## Year 1

### April 2016- March 2017

23

16<sup>th</sup> May 2017



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NAVIGATORS

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Community Navigator Service

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# Aim/Purpose of CNS



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To promote and improve access to local voluntary and community resources by providing targeted, up to date information to service users and their families, and support local people to self-care and maximise their wellbeing.



# Benefits



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GP Practice	Patients
Reduction in appointments	Improved wellbeing
More appropriate use of time	Improved mental & physical health
Decrease in demand	Healthier lifestyles
Simple system	Empowerment
Enhanced Partnerships	Builds self confidence

# How navigators operate



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- Service is run by Involve
- Navigators are volunteers who are managed by a co-ordinator

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As of the 1st April 2017:

- 7 active volunteers (2 are office based)
- 2 new volunteers to come on line in April
- 4 interviews in April

Very helpful indeed. However, family issues have delayed my being able to action information at the moment. Just talking with Navigator helped a great deal. Thank you

Client stated her situation has improved enormously since seeing Navigator. Client is now extremely happy and has arranged a move to new sheltered accommodation. Very positive response about the service. Reports that she is so much better now than before

# How navigators operate

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COMMUNITY NAVIGATORS PRESCRIPTION

Please contact **Community Navigators** and tell them you have discussed the following problems with your GP or Health/Social Care practitioner:

<input type="checkbox"/> Physical Health	<input type="checkbox"/>
<input type="checkbox"/> Mental Health	<input type="checkbox"/>
<input type="checkbox"/> Emotional	<input type="checkbox"/>
<input type="checkbox"/> Independence	<input type="checkbox"/>
<input type="checkbox"/> Self-help	<input type="checkbox"/>
<input type="checkbox"/> Social Care	<input type="checkbox"/>
<input type="checkbox"/> Carer support	<input type="checkbox"/>
<input type="checkbox"/> Loneliness	<input type="checkbox"/>
<input type="checkbox"/> Safety	<input type="checkbox"/>
<input type="checkbox"/> Housing	<input type="checkbox"/>
<input type="checkbox"/> Financial	<input type="checkbox"/>
<input type="checkbox"/> Legal	<input type="checkbox"/>
<input type="checkbox"/> Other (please specify)	<input type="checkbox"/>

HELP IS AVAILABLE!  
PLEASE FOLLOW THE INSTRUCTIONS OVERLEAF.

FUNDED BY AND WORKING IN PARTNERSHIP WITH



Community Navigator Service is co-ordinated by Involve.  
Involve Community Services is a registered charity (1061373) and company limited by guarantee (3332555)

- Following a referral to the scheme, which could be made by the person, a family member or friend or a professional, an appointment with a Volunteer Community Navigator will be made.
- Trained volunteer Community Navigators will meet the person within their GP surgery (or possibly another community venue) to identify their community support needs.
- The Community Navigator will explore local charities, community groups and services that may be of interest or benefit and will give all relevant information and details to make contact. They will signpost the person to appropriate sources of social support and other non-medical services within their community.
- The person will receive a follow up call or communication 4-6 weeks after their appointment to find out how they got on, what difference has been made and whether any further assistance is required.

# Navigator Locations



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## Live

Wargrave,  
Wokingham Medical  
Centre, Swallowfield,  
Brookside and  
Woodley Centre

Used a decorator  
from buy with  
confidence and is  
very pleased with  
results

## Planned

*May 2017* – New Wokingham  
Road

*July 2017* - Woosehill

Finchampstead and Parkside

*October 2017* - Burma Hills,  
Loddon Vale, Twyford and  
Wilderness Road

# Services in Wokingham supported



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- GP Practices
- Community Nurses
- Social care – WBC & Optalis
- RBFT
- Health & Social Care Hub
- WISH
- All BHFT Specialist Services e.g. IAPT, CBNRT, Continence
- SCAS
- Police
- Fire Service

Fantastic service from Navigator, lovely guy he encouraged me to try to find information on my own. Opened my eyes to what's available

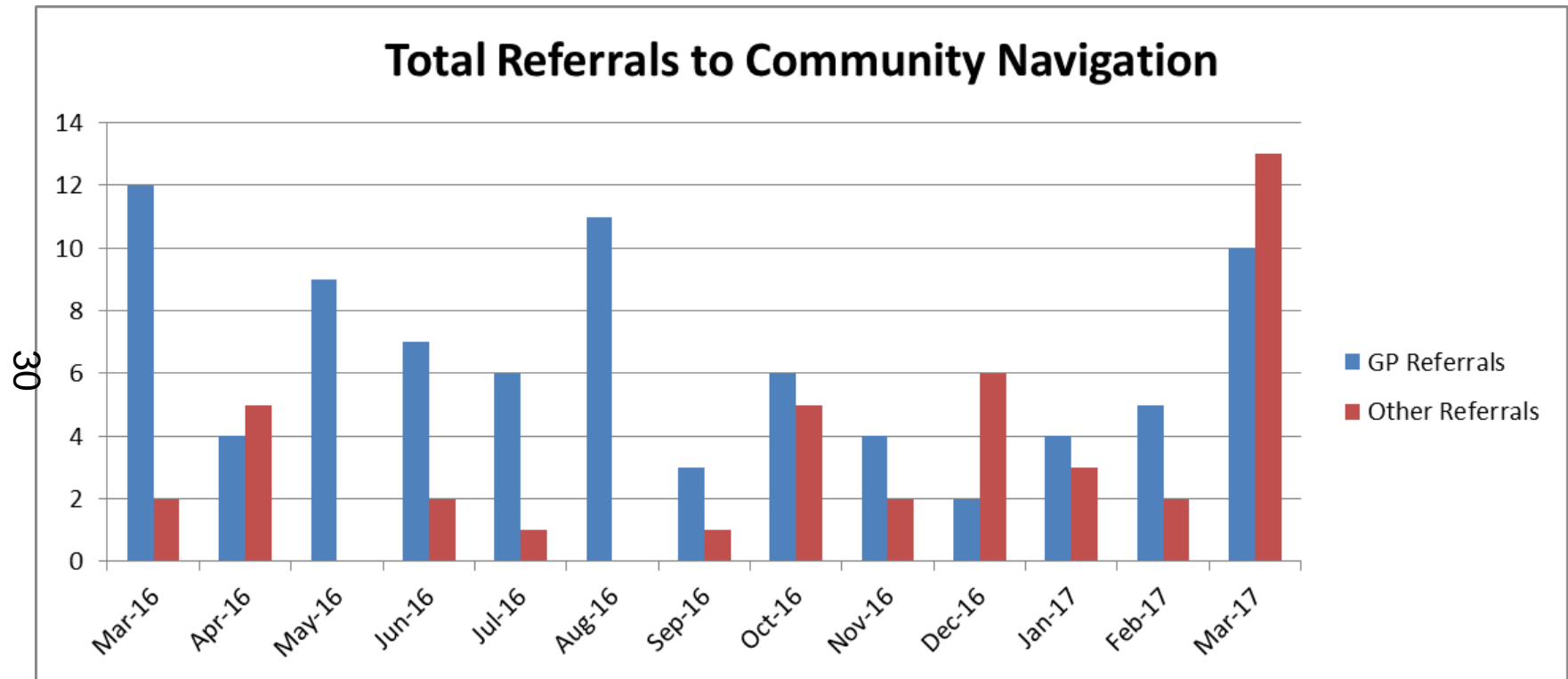
# Residents accessing Navigation



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Total referrals for 2016/17 = 126



# Residents accessing Navigation

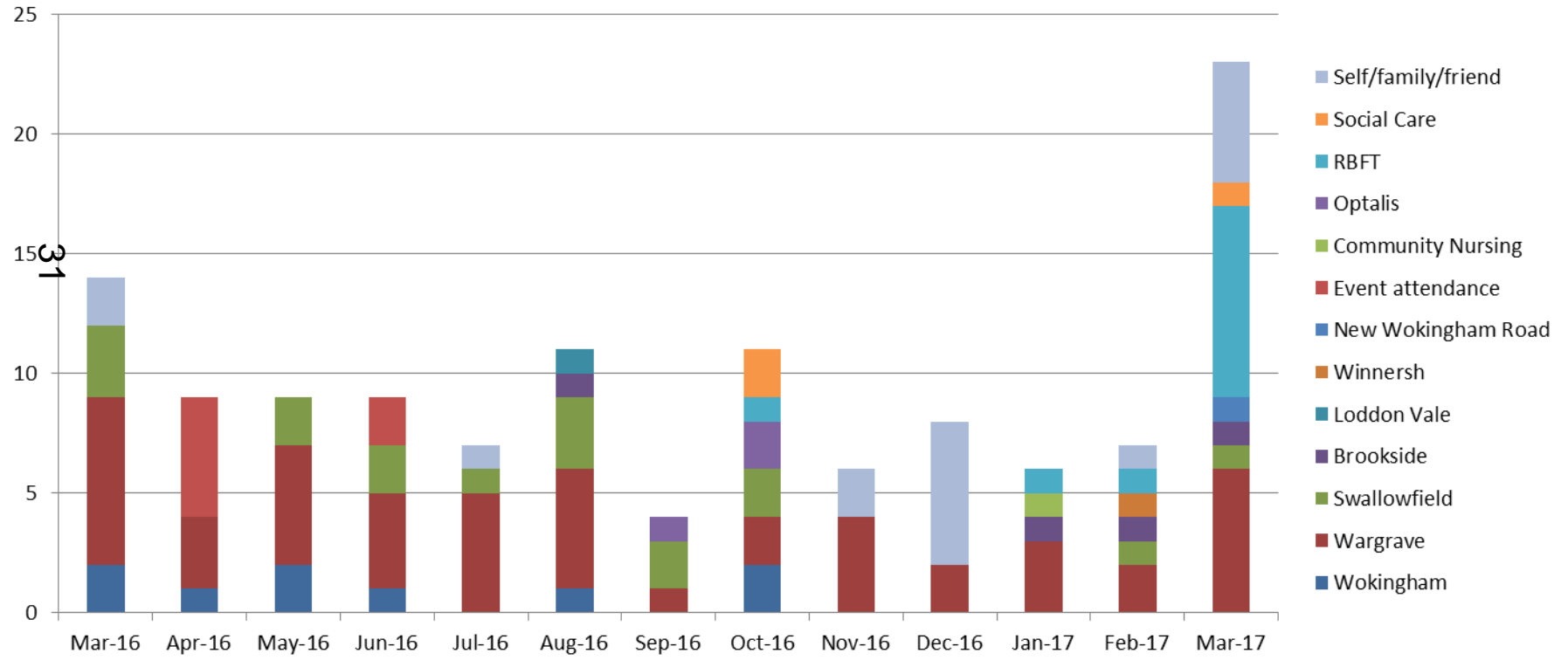


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## Referral Source for Community Navigation



# Financials 16/17



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Budget 2016/17	Actual 2016/17	Variance
£47,386	£26,907	£20,479

The costs of the service include:

- Navigator Co-ordinator (25hrs per week)
- Navigator Training
- Navigator travel costs
- Marketing design and printing

The underspend in 16/17 was due to an additional navigator co-ordinator post being budgeted for the last 2 quarters of 16/17

# Services Referred To



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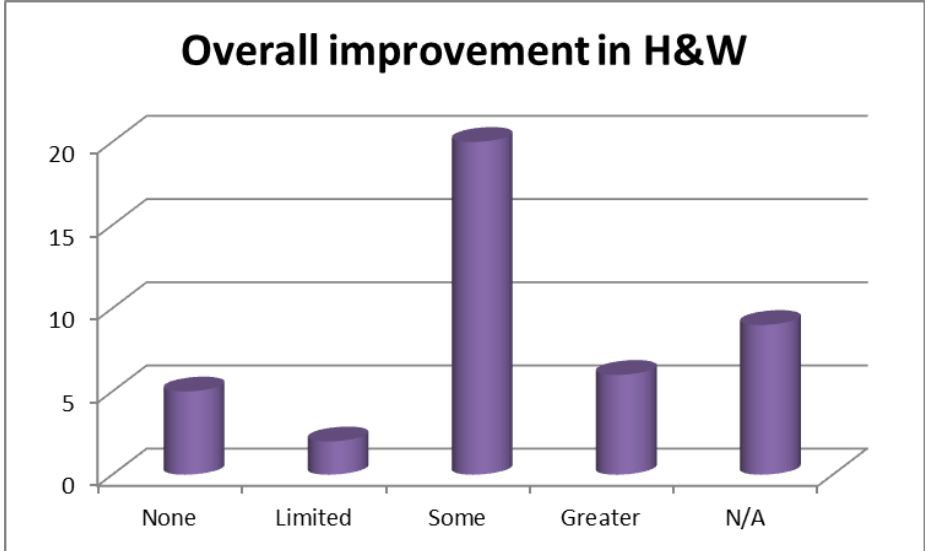
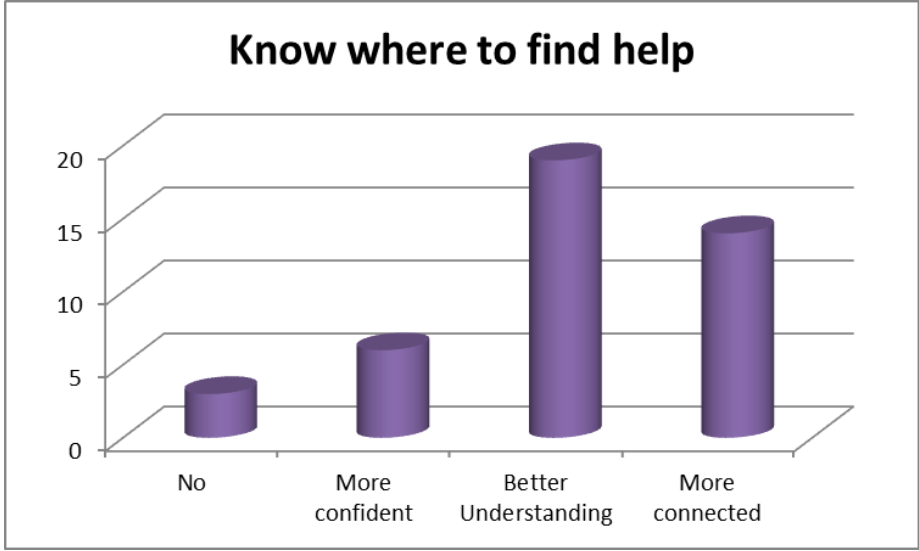
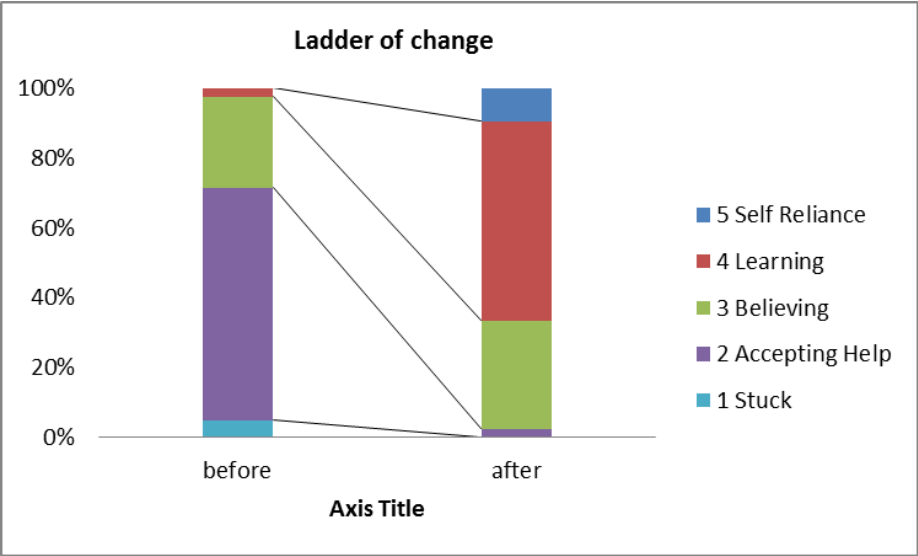
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<b>Muscular Dystrophy UK</b>	<b>Sportsable.co.uk</b>	<b>ABLEize Disability and Mobility Directory</b>
<b>East Berks Ramblers</b>	<b>Oakwood Centre</b>	<b>Reading Cycle Club</b>
<b>Cruse Bereavement</b>	<b>Sonning Club</b>	<b>Sonning Art Club</b>
<b>Wokingham Walks</b>	<b>California Park</b>	<b>Pure Gym</b>
<b>Number One Club</b>	<b>MENCAP</b>	<b>Cruse Bereavement</b>
<b>Support With Confidence</b>	<b>SCIP West Berks</b>	<b>Paying For Care</b>
<b>Chiropody Age UK</b>	<b>Cruse Bereavement</b>	<b>Linking Scheme</b>
<b>Cruse Bereavement</b>	<b>ARC Counselling Wokingham</b>	<b>Reading Rockets Basketball Loddon Valley Centre For Son</b>
<b>Optalis</b>	<b>Link Visiting Scheme</b>	<b>Adult Social Care</b>
<b>CAB Crowthorne</b>	<b>wbda.org</b>	<b>St Thomas 50+ Forum</b>
<b>Age UK</b>	<b>Wargrave Pop In Clubs</b>	

# Service User Reported Outcomes (1)

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# Service User Reported Outcomes (2)

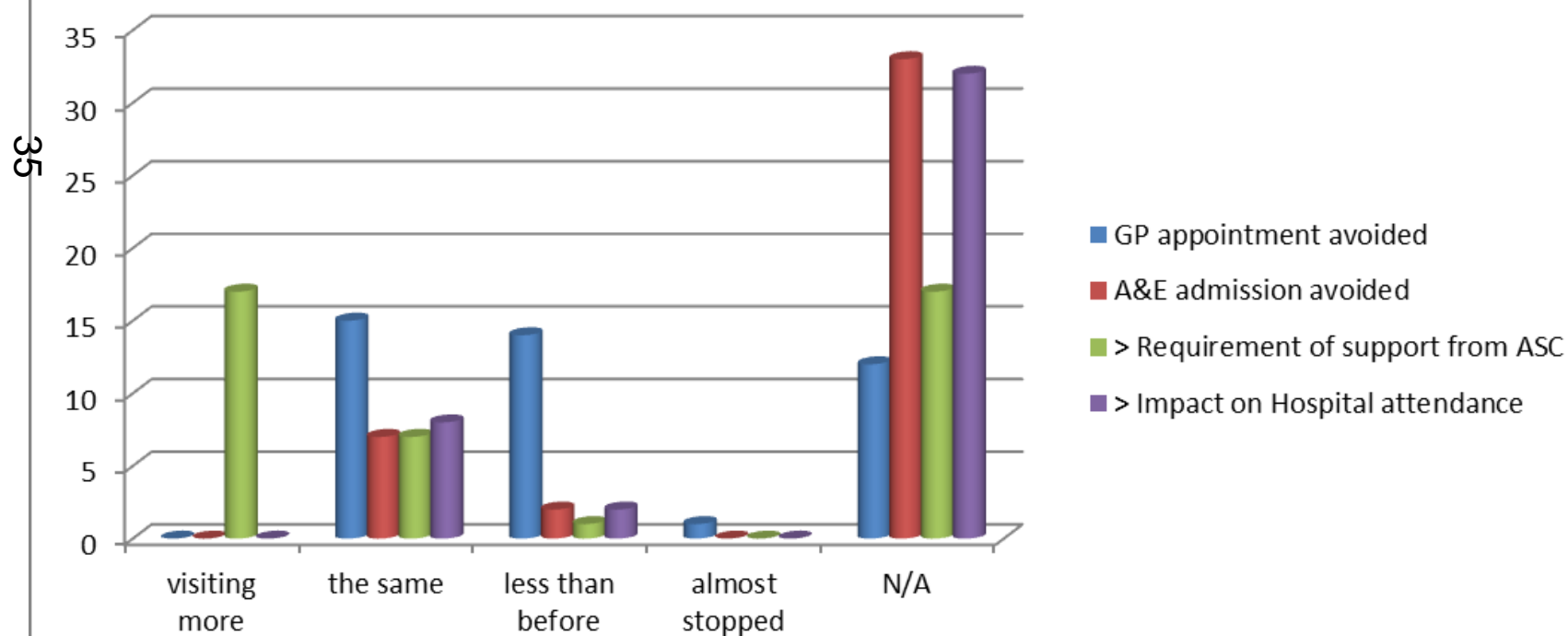


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**Benefits reported by users 2016/17**



# Case Studies



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Mrs Jones has been struggling with caring for her husband. Following referral to the Community Navigator they assisted Mrs Jones locating various support groups. Mrs Jones was given details about Respite care, Age Concern and a Day Centre that her husband now attends

Mrs Shell visited her GP about her mother who has memory issues. Community Navigator was able to find information about support groups for her mother and respite care

Mr Plain referred to Community Navigator with worries about finances. Community Navigator put Mr P in touch with Front line debt advice that helped him with his finances

Mr Ken visited his GP about his Macular degeneration and asked about transport to get to Hospital appointments. Referred to Community Navigator who found out about Transport scheme and Macular support group in Wokingham

# Service User Feedback



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Navigator was extremely helpful in assisting with the form filling and gave me a greater understanding of how I need to explain my challenges. I have since been able to assist my mother with attendance allowance claim which was successful

Timothy's father felt the CN intervention was very positive but no new information identified. However, would definitely contact CN in future if required

Thank you for all of the information and for taking the time to meet me and my mother. I haven't had the chance yet but will call the contacts you gave for further information. Many thanks for your help

# GP Feedback



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## GP at Wargrave Surgery

“We have found the CN scheme to be of great help. Patients, especially elderly patients, often suffer from social problems, loneliness, difficulty accessing services, and confusion about available sources of support.

The CNs have the time and resources to address these problems, which unfortunately often end up at the 'door' of the GPs. GPs are not necessarily the best professionals to deal with some of these non-health issues, that nevertheless impact on patients' health.

The scheme has significantly helped to reduce pressure on our ever-decreasing time resources, as well as, in the long-run, potentially helping to work to reduce acute hospital admissions through 'social crisis' avoidance.”