

# Community Navigator Service (CNS) Scheme Review

33



COMMUNITY  
NAVIGATORS

Wokingham Borough  
Community Navigator Service

*Helping you find support in your community*

# Purpose of CNS



COMMUNITY  
NAVIGATORS

Wokingham Borough  
Community Navigator Service

*Helping you find support in your community*

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.

34 It is aimed at people who might benefit from local information and support to self-care and enhance their health & wellbeing; particularly low to moderate risk service users, their carers, families and the general public.

*Service specification 3.1 Aims & Objectives of CNS.*

**involve**  
MAKING A DIFFERENCE LOCALLY

IN BRACKNELL FOREST & WOKINGHAM BOROUGH

# KPI's



COMMUNITY  
NAVIGATORS

Wokingham Borough  
Community Navigator Service

*Helping you find support in your community*

Service users to report improvement in their health and well-being following intervention by the service using the Ladder of Change outcome tool proposed by the provider and approved by the commissioner

35 21 year old man with cerebral palsy and mobility issues, looking for social opportunities/ activities.

“My son has found help and we have a much better understanding of how to find help now.”

Mother

Service users report a reduction in their use of:

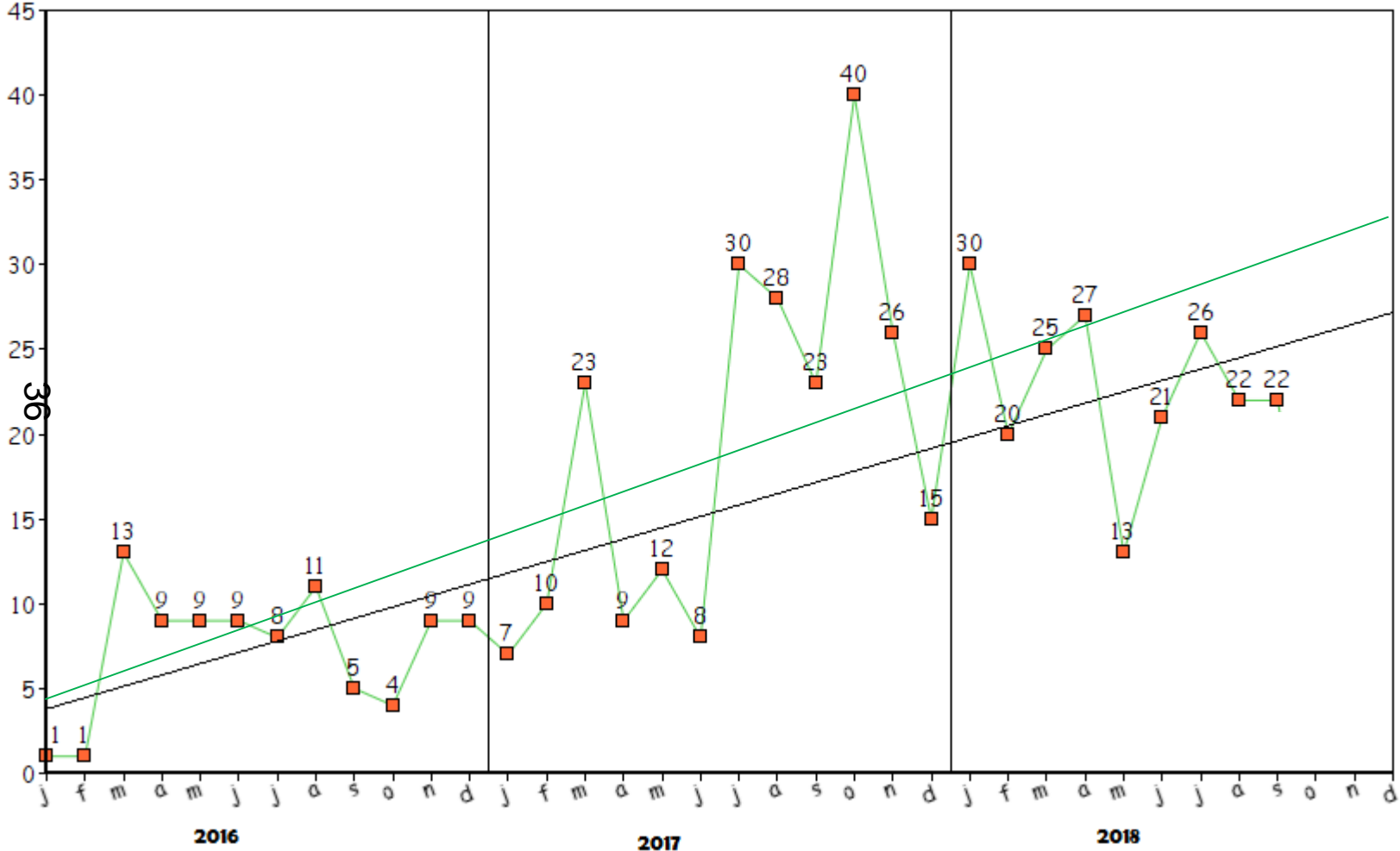
- GP appointment
- Accident & Emergency
- Support from Adult Social Care
- Hospital admission

Service users report an improvement in:

- Health & Wellbeing
- Now know where to find help

Patient told to contact us by his GP – after navigator appointment he phoned to say thank you to the Volunteer. He had contact from a local ‘home care for the elderly’ organisation who had been out to visit him. They are going to arrange for someone to visit him once a week and take him out.

# Scheme referrals

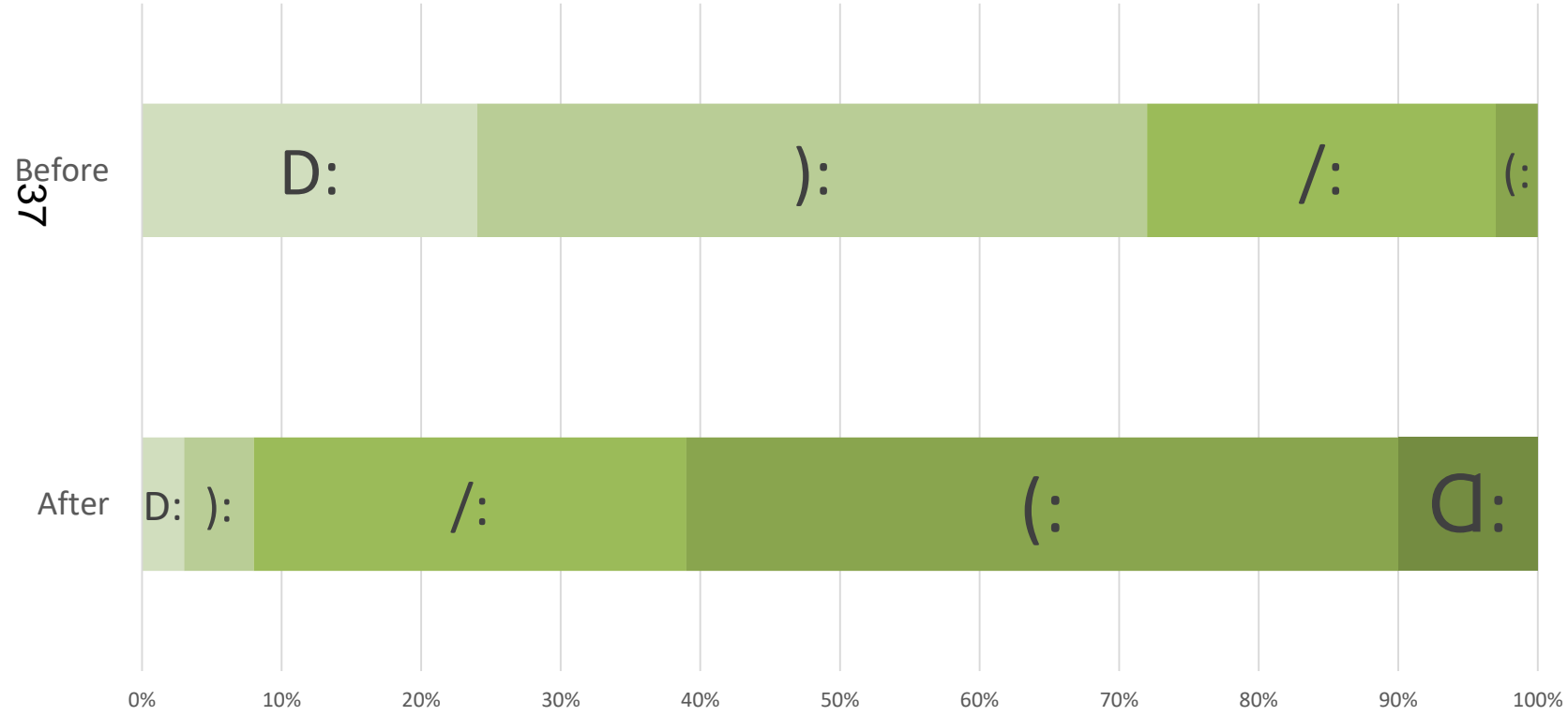


As of 30<sup>th</sup> October, total referrals: 550

# Follow up Contact

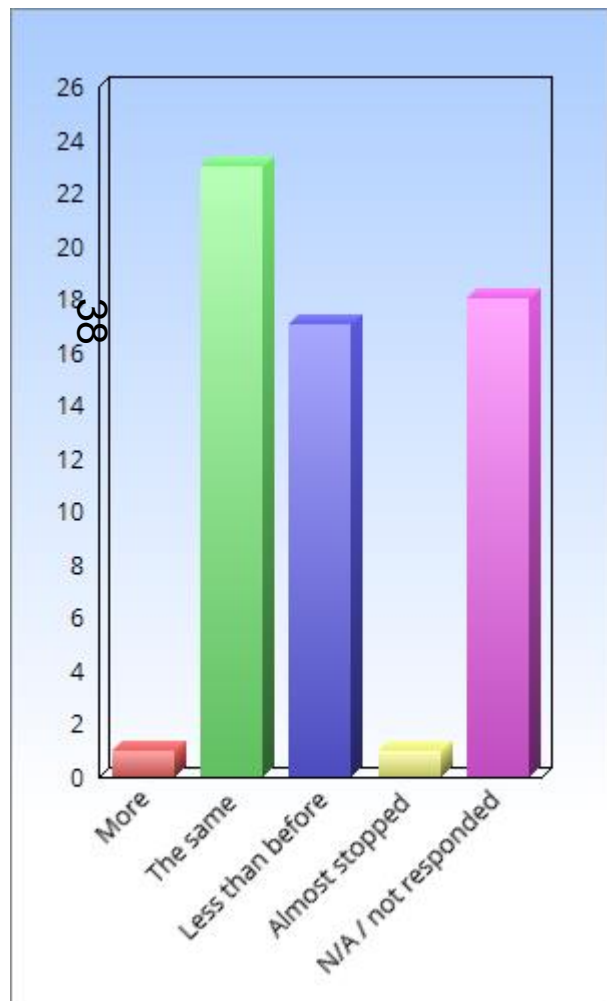
Using the ladder of change we ask service users how they felt before and after Community Navigation interaction – overwhelmingly users see an improvement.

How Clients Felt Before & After Using our Services

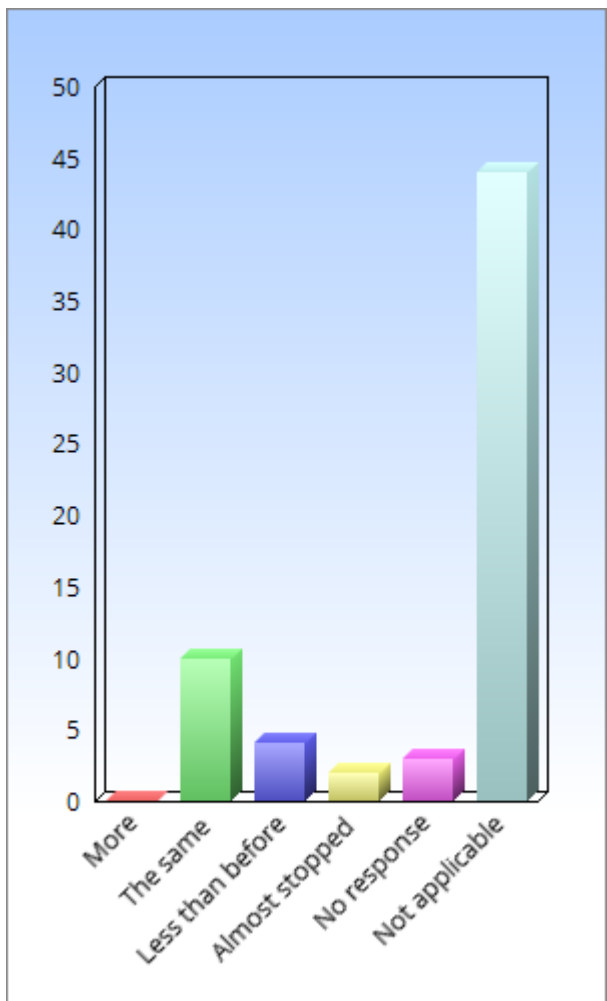


# Difference made

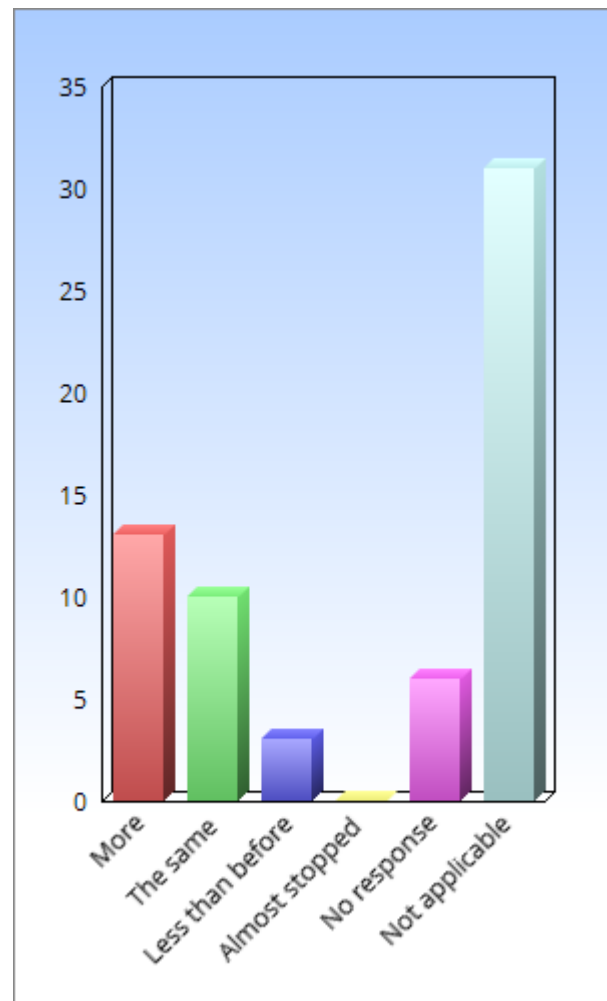
Are you seeing your GP more, the same, less or NA?



Are you visiting A&E more, the same, less or NA?

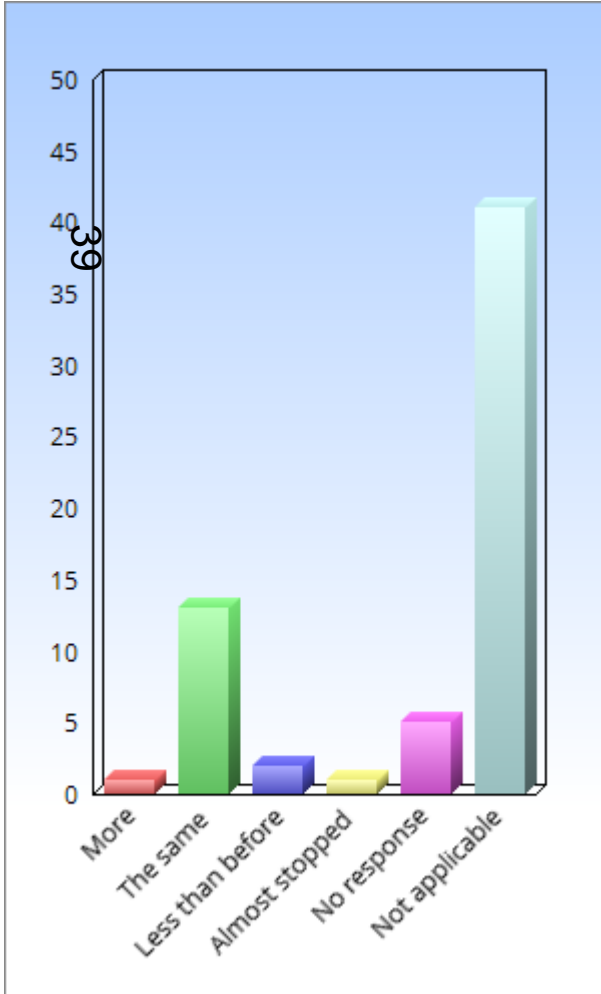


Are you using Social Care more, the same, less or NA?

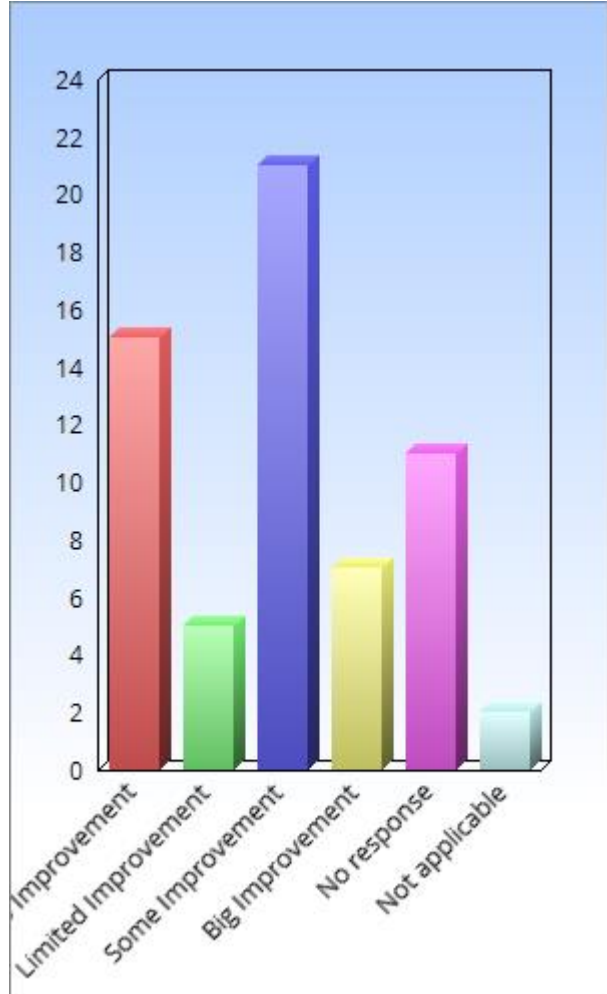


# Difference made

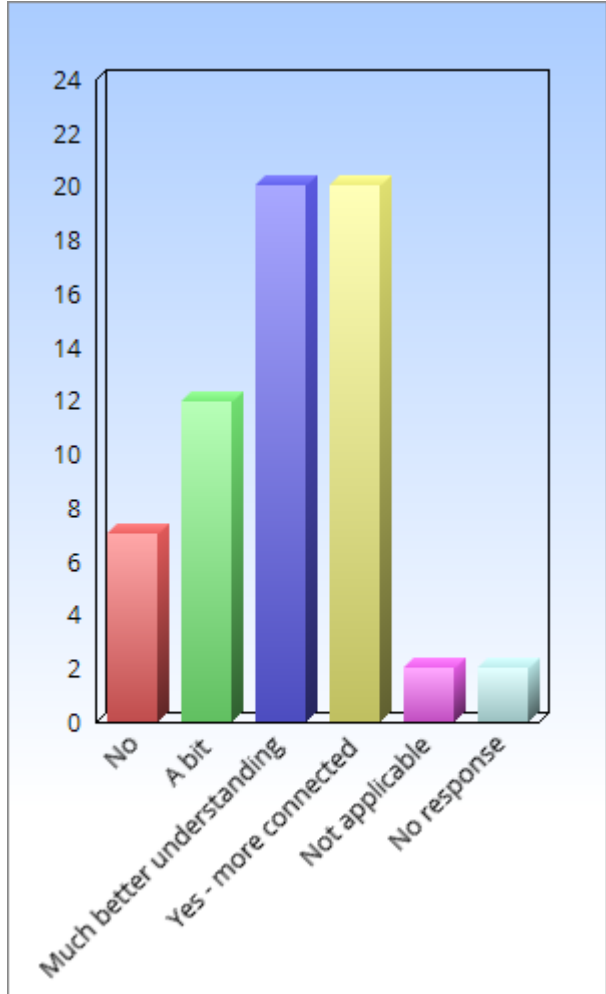
Are you accessing hospital more, the same, less or NA?



Have you felt a general improvement in your health?



Do you feel more connected/ know where to get support in the future?



This page is intentionally left blank