

building a caring future

HOSPITAL | COMMUNITY | HOME

Connecting people and communities

What resources do we have in Northumberland to help us connect people and communities?

VCSE organisations

Support planners

GP Navigators

Health trainers

Locality Coordinators

Support Planners

Support Planners work one to one with **individuals** providing early advice and information and signposting to community and statutory services in line with Care Act duties.

- 13 across Northumberland based in localities
- Examples of work include
 - Help to claim Attendance Allowance(AA) which helps people remain independent and obtain support in their own homes. AA also helps towards assessed fees if someone decides to have their care and support provided through social services
 - Assistance with arranging support for people who choose to pay for their own care and support or who use a cash personal budget to do so .
 - Support to find services and groups in a persons neighbourhood such as cleaning , shopping , lunch clubs, art groups etc.

Practice Care Navigators

- The aim of care navigation is to ensure patients are seen at the right time, by the right person.
- Care navigation is not just about navigating to external services but also ensuring a patient is seen by the most appropriate professional within the practice to meet their needs.
- The model chosen for Northumberland focused on embedding the principles of care navigation within practices through training first-line staff i.e. receptionists, healthcare assistants as a sustainable option rather than employing as a separate role.
- Care navigation training was offered to all practices in Northumberland between July 2017 and April 2018.
- The method and extent of implementation of care navigation has varied across practices
- The CCG is continuing to support practices to implement care navigation and link with other services and organisations that can provide crucial support to patients.

NHS Health Trainers

Health Trainers

- Empower and support Northumberland residents aged 16+ to make positive lifestyle change.
- Engage with individuals to set realistic and manageable goals to help maintain those lifestyle changes including healthier food choices, managing maintain a healthy weight, support to stop smoking, alcohol awareness, support to increase physical activity, support positive mental wellbeing.
- Deliver healthy lifestyle groups and programmes tailored to individual community needs.
- Attend events to offer brief advice around health improvement topics and signpost appropriately.
- Referrals come from the individual or any other professional and take place at an NHS site or community venue.

Locality Coordinators

- Locality coordinators work with residents and communities to map existing assets and support development of new groups and connections where there are gaps and where there is a will/desire in the communities themselves
- 5 in post for a fixed term until March 2021
- Asset mapping will result in a directory of community resources
- Work closely with Health Trainers and Support Planners, VCSE partners and “community diamonds”
- Already making connections– Update from Maggie Martin