

# 50 Forward Lancaster

LinkAge Plus

## Care Navigator Service

50 Forward is a new project aimed at older adults to recognise, support and unlock the potential of older people and promote independence and choice. The Care Navigator Service is mainly run by volunteers and as a result is a flexible service tailored for those who are hard to reach, isolated and in danger of social exclusion. It provides support and arranges relevant services for older people.

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# Care Navigator Service

## Objective

Reach out to vulnerable people who may not respond to other direct publicity and information about services and activities.

- Take referrals from a number of organisations (including self referrals).
- Identifying 1-2-1 services and activities individuals are interested in.
- Removing barriers which prevent the use of services/activities such as transport issues, caring responsibilities, access to person care, etc.
- To reduce isolation.
- Encourage independence and social inclusion.
- Make referrals direct to participating service providers.

## Activity

This will be achieved by using a district network to ensure requests/referrals will be passed on to the appropriate service provider. There are three levels of delivery for the service:

- level 1 - One-off intervention/advice;
- level 2 – Generic support;
- level 3 – Individual Support.

## Achievements against objectives

The scheme has to date successfully:

- given the advice and assistance required to find placements in a local activity centre;
- liaised with Social Services which resulted in a temporary care package being put in place.

## Wider achievements

- Promote wellbeing and independence; the services are preventative in approach and go beyond health and social care.
- Provide flexible pro-active services to reflect the diversity of older people, their needs and aspirations, different environments and anticipate changing requirements.
- Provide accessible services, in that projects are easily accessible in terms of location, opening times, etc.
- Provide a respectful service to its customers and avoid duplication wherever possible.

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## Resources

The Care Navigator project is run by Signposts in Morecambe. Care Navigators are recruited as volunteers but trained by paid staff within Signposts.

## Key lessons learned

- Outreach is the only way to engage with some isolated people. They don't need a home visit – sessions in public places can be effective.
- It is difficult to recruit, and more difficult to retain, volunteers for the level of commitment needed to do this work. Some kind of remuneration needs to be considered.

*Quote: 'Five minutes of your time can make a significant difference to someone's life'.*

## Further information

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Ref to website: <http://www.lancaster.gov.uk/news/News.asp?id=SX9452-A780E100>

## Related documents

See website above.

