

Community Agents Essex

What have we done so far?
End of Year 6 - 31/3/2020

Resource deployment update

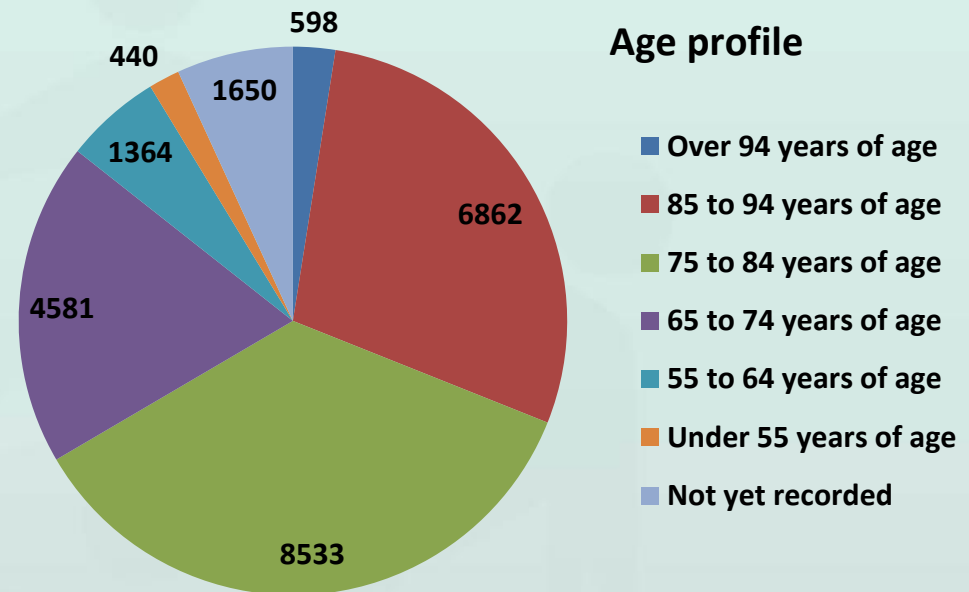
- **Delivery partnership:**
 - Project Board
 - Project Manager
 - Service Manager
 - Service Coordinators (x4)
 - Administrative Officer
 - Communications consultant
 - Agents/Navigators (x30)
 - Single point of access for all enquiries through Provide
- **Live Well Link Well partnerships covering all Essex**
- **Separately reported projects:**
 - Essex Mencap (Learning Disability)
 - Sanctuary Housing Association
 - Home from Hospital Navigation Colchester
 - Basildon & Brentwood Care Navigation
- **Wellbeing (depression) screening**
- **Falls risk Assessments**
- **CA Hub system GDPR compliant**
- **E-learning module**
- **Response to Covid-19 (March 2020)**

Support older people

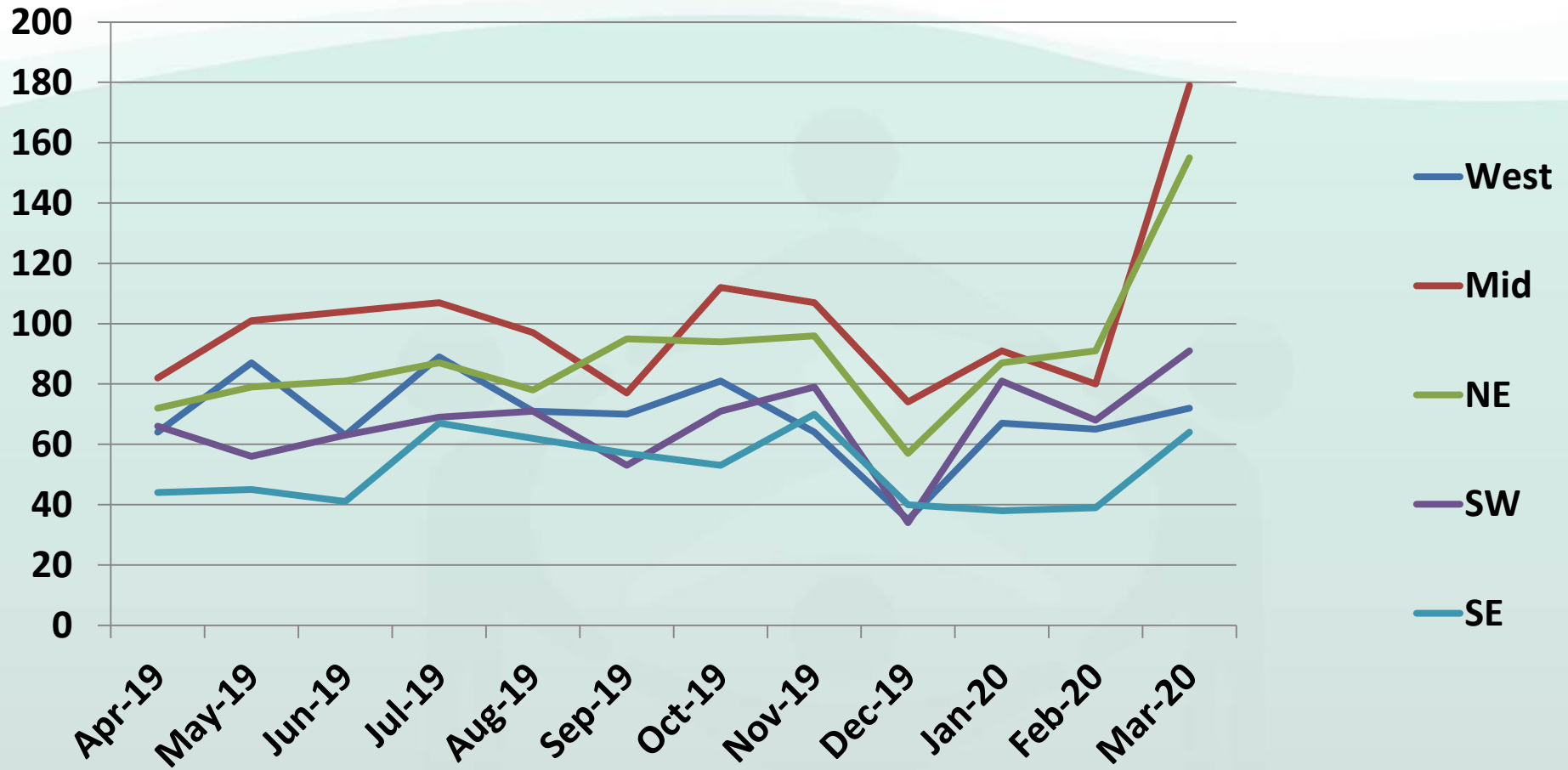
V1. To work within the local community to support older people who are becoming isolated or frail and more vulnerable

July 2014 to March 2020

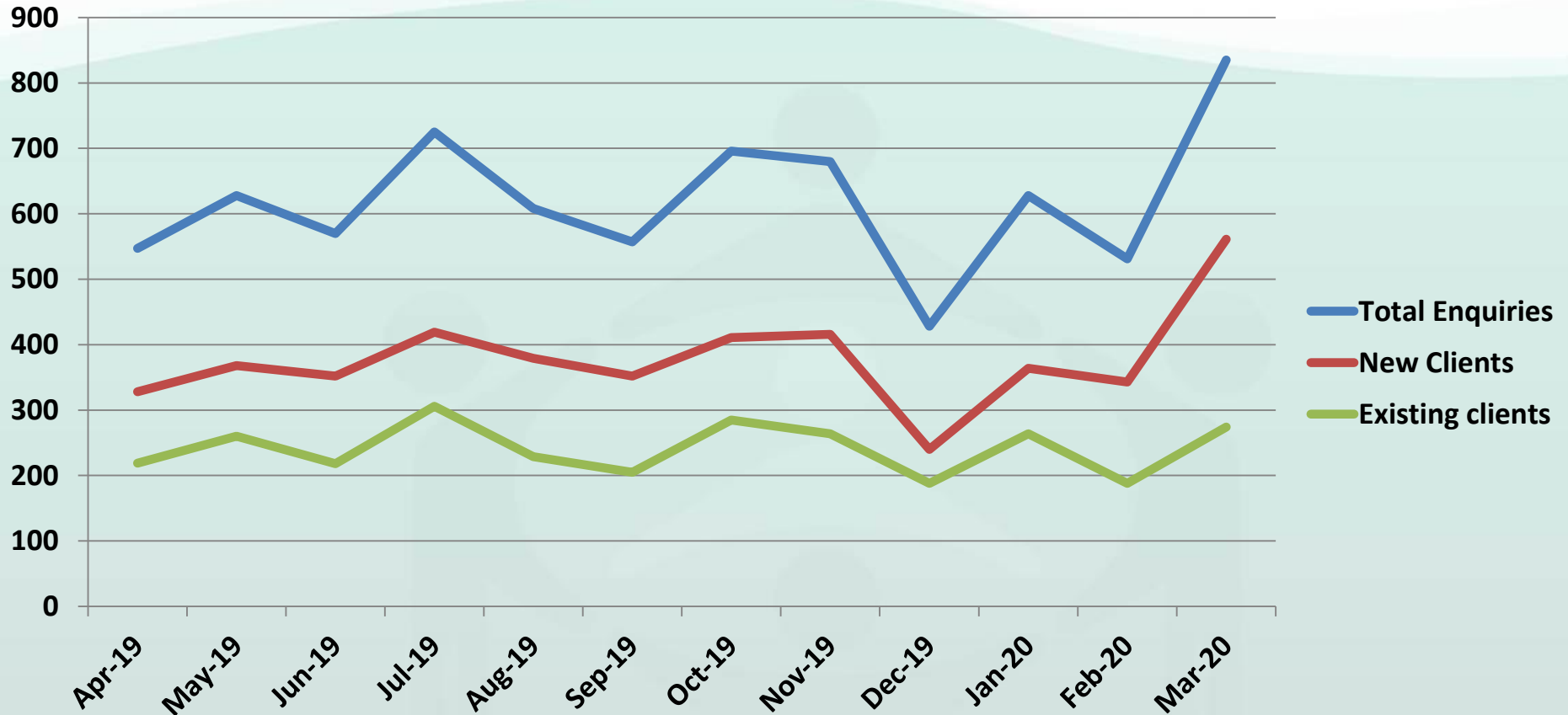
- 24,002 new clients
 - 8.1% Carers
 - 77.6% Cared for
 - 3.4% Both
 - 10.9% Neither
- 60.5% female
- 69.5% own or private rent
- 49.9% live alone



New client demand (2019/20)



New Enquiries



V2. A community-based initiative which is needs driven.

Presenting need (Case) types Year 6:

Cases Year 6:

Mobility Issues	1553
Independent living	5034
Social inclusion	1070
Home adaptations	1498
Caring for someone	907
Safety and security	926
Information and advice	3363
Income maximisation	1856
Other	637
Employment	7
Health condition	253
Healthier lifestyle	72
Housing	106

One Case Type	886
Two Case Types	2095
Three or more Case Types	3437
Total new cases in Year 6	6418

V3. A person-centred approach designed to help older people rebuild their confidence and support independent living.

Goal Progress (Agent):	No Progress	Some Progress	Significant Progress	Full Met / Achieved	Total
Primary Outcome Domains:					
Feeling safe and secure	117	321	325	5431	6194
Making more meaningful use of time	17	75	50	303	445
Improved ability to manage paperwork and finances	159	310	332	4821	5622
Improved ability to manage day to day activities	148	357	386	4469	5360
Increased satisfaction with home environment	127	264	248	1994	2633
Improved awareness of the access to further services	57	218	218	2505	2998
Improved social networks and friendships	91	282	199	1605	2177
Improved ability to cope in caring role	33	137	152	1200	1522
Improved health management	22	78	61	682	843
Improved physical fitness	0	3	2	35	40
All	771	2045	1973	23045	27834
Percentage	2.8%	7.3%	7.1%	82.8%	100.0%

Working together

V4. To work alongside established community groups and organisations to connect people back into local life and to achieve their goals.

- **45,893 activities recorded to 31/3/2020**
- **Over the life of the project we have worked with 141 organisation/teams on 17,566 client cases**
- **< 9.5% of all cases (2,737) resulted in referral to Social Care**
- **< 14.3% of new clients referred by Social Care Customer Services (6,803) were referred back to Social Care.**
- **In Year 6, 35 compliments, 4 informal complaints and 0 formal complaints.**

Case source in Year 6

New Client source	
Parish Council	0.1%
Family	6.7%
Neighbour/friend	2.6%
District Council	0.7%
PCSO/Warden	0.6%
Health GP	4.9%
Social Care	18.8%
Age UK Essex	0.4%
Health Community	20.0%
Social Care Community	12.9%
Health MDT	0.7%
Health Hospital	2.5%
Community Meals	0.1%
Probation	0.0%
School/College	0.0%
Sanctuary Housing	0.4%
Mencap/Gateway	0.1%
Other	27.9%

Enquiry Source	Number
Social Care community	896
Social Care Customer service	1304
Health GP & MDT	407
Health Community	1553
Self and family	2148
Other	1129
Total	7437

Health and wellbeing

A1. To improve the health and wellbeing of older people and their informal carers.

- The ASCOT monitoring finished in 2018 to enable wellbeing screening to start (from August 2018) to be included in client visits.

Are you basically satisfied with your life? YES	1477	71.5%
Do you feel your life is empty? YES	423	20.5%
Are you afraid that something bad is going to happen to you? YES	315	15.2%
Do you feel happy most of the time? YES	1481	71.6%
Score >2 (Intervention point for depression)	255	12.3%

- In 2019 we included health visit frequency in our post case follow up calls. The data suggests that GP visit remain the same but Hospital visits reduce.

Follow up call	Visit GP			Visit Hospital			Total
	More	Same	Less	More	Same	Less	
6 month	55	504	56	61	112	417	698
12 month	22	250	33	27	37	234	406
18 month	27	134	25	23	37	123	362
Total	104	888	114	111	186	774	1466
%age	7.1%	60.6%	7.8%	7.6%	12.7%	52.8%	

Independent living

A2. To support and maintain independent living.

- 10,758 hours with clients in Year 6 (Ave of 1.66 hrs/case)
- 95.0% of all cases closed at end of Year 6 (27,402)
- Average time case open 79 days
- 99.0% of clients remain living at home for cases closed in Year 6 (6,543). Note: 24 m follow ups were not completed in 2109

Post case follow up for all cases to 31/3/2020 (Months)	Close	Plus 6 m	Plus 12 m	Plus 18m	24m
Client still living at home	98.6%	95.6%	94.0%	93.8%	91.5%
Achieve what client hoped	65.3%	84.1%	82.4%	81.9%	80.4%
Improved quality of life	57.9%	73.5%	73.7%	75.8%	74.8%
Not receiving further help	100.0%	85.1%	85.5%	87.2%	80.8%
Unable to contact	0.0%	37.9%	50.4%	59.1%	65.5%
Total follow up contacts	9535	4743	3419	2602	920

Reduce demand

A3. Reduce demand on health and social care services.

- For returning clients the proportion of enquiries from self/family/friend increases to 44%, indicating direct contact and reduced demand on health and social care services.
- In accordance with the benefits tracker the scheme saved 2,949 social care assessments and 947 low level packages in Year 6 (2019/20). This equates to a total saving of £3.706m
- To the end of year 6 the total savings amount to £11.69m

Cost / Savings evaluation

	2014/15 Year 1	2015/16 Year 2	2016/17 Year 3	2017/18 Year 4	2018/19 Year 5	2019/20 Year 6
Total Savings per year	£42,843	£806,449	£1,911,098	£2,318,258	£2,903,457	£3,705,295
Expenditure (Target saving)	£600,000	£600,000	£600,000	£600,000	£600,000	£600,000
% Target met	7%	134%	319%	386%	484%	618%
Savings Delivered To Date	£42,843	£849,293	£2,760,391	£5,078,649	£7,982,107	£11,687,401
Savings target to date	£600,000	£1,200,000	£1,800,000	£2,400,000	£3,000,000	£3,600,000
Over / (under) achieving	£-557,157	£-350,707	£960,391	£2,678,649	£4,982,107	£8,087,401

What next

- **Funding Agreement currently extended to 31/3/2021 with revised specification**
 - Community Agents can now support any adult.
- **Continue to develop Live Well Link Well partnerships across Essex**
 - Supporting all adults in the most effective way
 - Working with Provide to determine health benefits and cost savings
- **Continue to develop relationship/pathways with new Primary Care Network Social Prescribing Link Workers**
- **Further develop Learning Disability Support**
- **Expand Falls Risk and Frailty screening using QTUG across Essex.**
- **Work with United in Kind Coaches to reduce social isolation and loneliness**
- **To resume home visits post Covid -19**

What information is required to make a Referral?

- Confirmation that the client knows that we will be contacting them
- Person's name and telephone number (*can be mobile*)
- Date of birth
- Address including postcode
- The person's need and any known *risk* related to the client
- Any known existing support services the client receives
- Contact name, telephone number and role for the person making the referral

Contact us

More information and referrals

For more information or to request the free support of a Community Agent please contact us on:

Tel: 08009 775858 or 01376 574341

Email: enquiries@caessex.org.uk

Website: www.communityagentsessex.org.uk

Includes an E-Learning module for all frontline staff