

Community Agents Essex

Essex-wide voluntary-sector
partnership supporting older people
and their informal carers

Our Vision

Our Vision for Community Agents Essex:

- To support older people who are becoming isolated or frail and more vulnerable.
- A countywide community-based initiative which is needs driven.
- A person-centred approach designed to help older people maintain their confidence and support independent living.
- To work alongside established community groups and organisations to connect people back into local life and to achieve their goals.

Our Aims

The aims of Community Agents Essex are:

1. To improve the health and wellbeing of older people and their informal carers.
2. To support and maintain independent living.
3. Reduce demand on health and social care services.

Our Community Agents

RCCE and British Red Cross work together to manage 32 Community Agents across Essex. Community Agents are:

- Locally based working flexible hours
- DBS checked
- Trained and equipped with lone worker system
- Equipment and assistive technology approved assessors
- Independent from Statutory Services

An agent will:

Spend time to understand a person's situation

Work alongside key people, groups and organisations to ensure people help themselves, help each other and achieve their goals

How can a Community Agent help?

- **Mobility issues** - where equipment, adaptations, or technology could support independence, or where, travel, social interaction and physical activity could sustain and improve wellbeing
- **Practical living skills** - after a significant life event, such as bereavement or hospital stay, supporting people to gain or regain practical skills such as paying bills, taking medication or getting to appointments
- **Social inclusion** - connecting people into one-to-one and group interactions or activities; or supporting the use of technology-based interaction and social media

How can a Community Agent help?

- **Healthy living** - enabling or supporting people to prepare meals or linking individuals into community activities such as lunch clubs
- **Caring for someone** - for people new to caring or for people who have been caring for some time and struggling to cope in their changing role. Helping them to access practical support, information, advice and peer support
- **Individual resilience** - by providing advice and support that ensures correct entitlement to benefits and pension and increases personal safety and security.

Why refer to Community Agents?

- Community Agents Essex has visited and supported 19,056 older people. (to 28/2/2019)
- 8,389 clients were referred to us from Social Care. As a result of our support less than 10% were referred back to Social Care.
- It is person centred and only 3.6% make no progress towards achieving their goals. 79.7% fully achieve their goals.
- Follow up calls indicate that 85.7% clients that would have been likely to receive a care package are still living at home with no further (statutory services) help after 12 months.

Reduce Demand on 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 Year 4 (2017/18) the scheme saved 1522 social care assessments and 457 low level packages. In accordance with the benefits tracker this achieved a total saving of £2.29m
- To the end of year 4 (31/3/2018) the total savings amount to £5.05m

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

Our Community Engagement

Age UK Essex manage a Voice Network.

- The network consists of volunteers who go out to clubs, groups and organisations to spread the word about Community Agents and services for older people.
- They will also work within the community to identify the key issues affecting older people. This information will be shared with organisations across the county to help support future service development.
- If your club would like a presentation call: 01245 207 066

Our Neighbourhood Engagement

Essex Neighbourhood Watch offers the Community Agents a vast network of well informed local groups.

- They will be the eyes and ears of this initiative at a street level.
- They can identify vulnerable and often hard to reach older people and their carers.
- They will help promote the work of the Community Agents across the county.

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

Any Questions?

