

Deal and Dover Neighbourhood Forum

Independence through the
Voluntary Action of Kent's
Elders (INVOKE)
27 January 2009

What is INVOKE ?

- ◆ An East Kent Adult Social Services Project in partnership with Eastern and Coastal Kent Primary Care Trust , Voluntary Sector Organisations and the communities of Dover , Thanet , Swale, Canterbury, Ashford and Shepway Districts .
- ◆ Kent is one of 29 Local Authorities which successfully applied for the Department of Health Partnerships for Older People Projects (POPP's) funding. Kent received 1.5 million pounds to support the project over a 2 year period-ending in March 2009 .
- ◆ The aims of the project include :
 - to enhance client choice, control and independence
 - to reduce hospital length of stays and emergency admissions as well institutional care
 - to encourage investment in approaches that promote health, wellbeing and independence for older people.
- ◆ 3 new services which support older persons , people over 50 years of age, including those with Long Term Conditions such as a stroke and early intervention services which enable timely access to information and the service options available

The services are

- ◆ **Community Matron Support Workers** : employed by Eastern and Coastal Kent Primary Care Trust .This is specialist workers who offer health and social care support to person who are under the care of the Community Matron Service ,supporting persons with a Long Term Condition such as Congestive Heart Disease ,Epilepsy, etc.

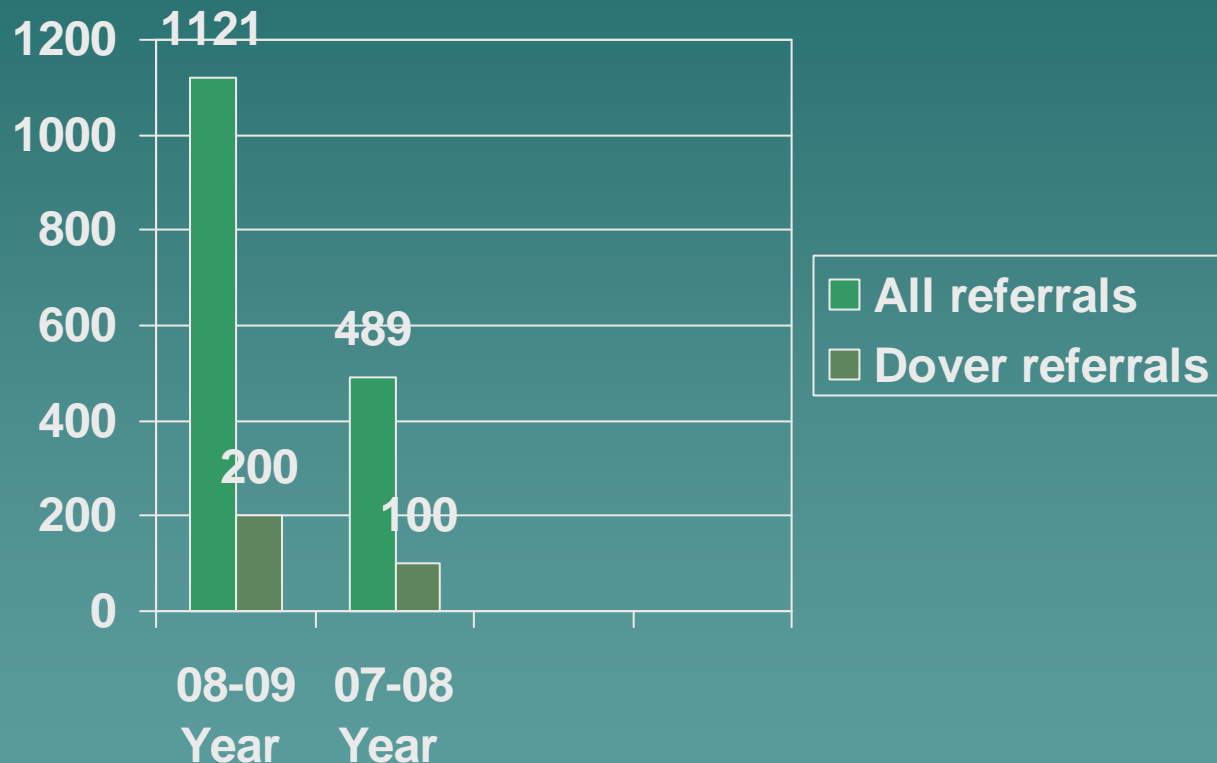
They offer personal care as well as undertake clinical procedures such as venepuncture , blood glucose monitoring as well as telehealth monitoring.

- ◆ **Community Information and Liaison Assistant** : a voluntary worker who will create a district specific information directory , the “Who can help me ? Information Directory that is easily accessible, regularly updated and also available electronically.

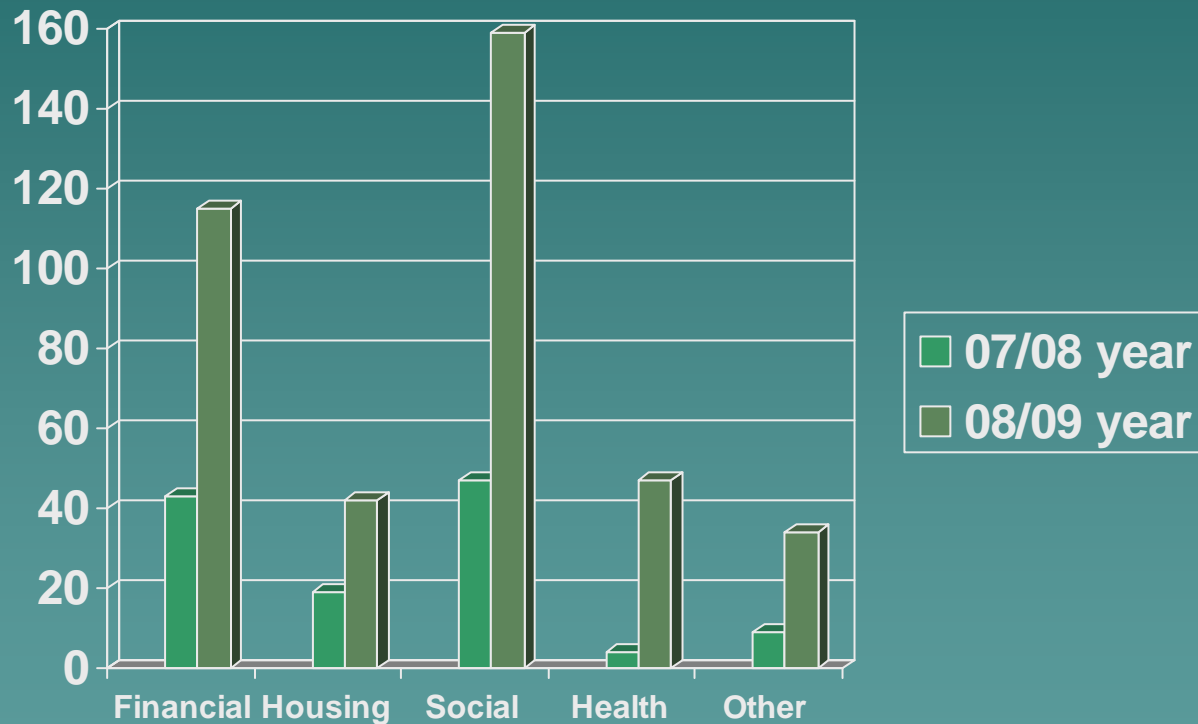
and

- ◆ facilitate persons to receive health promotion advice by running health promotion group events as well as sign-posting persons to other services. These will be run on a group basis, based on the needs identified.
- ◆ **Care Navigator** : A voluntary sector worker who supports individual choice and control through a series of contacts that explore the potential resolution to their need/problem, enabling the service user to make an informed choice as to which solution best meets their need.

Care Navigator – the Dover Perspective



Care Navigator Needs Data –Dover only



Dover Care Navigator 08/09

- ◆ 65% of referrals are female
- ◆ 8% of the total clients needs were resolved by the CN only and not referred on to other services
- ◆ Outcomes include referral on to –

Voluntary sector Organisations -70

Housing- 7

General Practitioner - 28

Hospital -3

Kent Adult Social Services – 25

- ◆ 6% of the total clients did not complete the service
- ◆ 133 self referrals in 08/09 – 67 %
- ◆ Closer working with other organisations has supported an increase in benefit uptake which is recognised by the Department of Work and Pensions – approximately 14k .

Community Matron Support Workers

- ◆ 478 New referrals in 07/08 across East Kent
- ◆ Increase in Caseload in Dover from 78 (05/06) to 129 (07/08) in Dover District
- ◆ Are an integral part of the new Community Matron Service Model
- ◆ They have completed 7270 contacts in East Kent in 07/08 which included :
 - 3365 Telehealth monitoring Visits
 - 1125 Blood Pressure Monitoring
 - Venepuncture
- ◆ They referred 81 service users on to other services which included :
 - General Practitioner - 21
 - Kent Adult Social Services - 3
 - Hospital – 5

Community Information and Liaison Assistant

- ◆ The Dover District Who can Help me ? Information Directory is now available in 16 Community Hubs in Dover. This is regularly updated and also available in electronic format on :
www.kent.gov.uk/invoke
- ◆ The hubs include : Deal Centre for the Retired
Age Concern Riverside Centre
Dover District Council @Your Service
Sandwich Library
Aylesham, Ash and St Margarets-at-Cliffe Library
- ◆ Health Promotion activities include Chair Based Exercise events, healthy eating and introductions to smoking cessation as well as some information road shows
- ◆ 80 Persons in Dover are known to have accessed the Directory and the health Promotion activity groups in 08/09 .

Dover Contacts are

- ◆ Care Navigator
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- ◆ Community Information and Liaison Assistant
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