

## Who we support

The Care Navigator Service provides free advice and support to people aged 18 years and over who are financially responsible for their social care needs.

People finance their social care because:

- they have savings/investments over £23,250 (joint savings over £46,500)
- they do not wish to disclose their financial situation to Social Services
- a care assessment completed by the local authority has established they do not meet the eligibility criteria.

Care Navigators support people with physical health, mental health or learning disabilities who:

- live at home
- live in a residential/nursing home
- are being discharged from hospital.



## How we support

Support can be provided by visiting you at home or by calling you on the phone. Discuss which option you prefer with the Care Navigator.

## How we can help

- We can help individuals and their carers address their social care needs by offering advice on /assist in arranging:
  - care at home (domiciliary care)
  - respite care
  - residential home placements
  - nursing home placements
  - live-in carers
  - day centres.

- We can help negotiate costs of care to achieve best value for money.
- We can provide information/advice/signpost on to other relevant services, for example:
  - Age UK
  - Assistive Technology
  - Care Link
  - Crossroads
  - Enablement

## Our aims

The service aims to:

- be a short term, responsive, client led service which can be accessed by the person/ family/ carer
- help address individual needs and maintain independence
- help achieve best value for money
- ensure equal access to services
- help plan care needs for the future as well as respond to present need
- work in partnership with other professionals to ensure all needs are fully considered.

## Are you responsible for paying for your own care and don't know which way to turn?

- How do I find respite care for my husband?
- Mum needs some help at home what services are available?
- What are the costs of a nursing home and can I get any help towards these costs?

The Care Navigator service can help answer these questions plus many more regarding social care options.



## Contact us

To make a referral or for more information call Care Connect on **01275 888 801**.

Care Navigators are a part of People and Communities, North Somerset Council.



Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English.

For more information contact: 01275 888 801.

# North Somerset Care Navigator Service

An information and advice service for people who pay for social care.

