

Care Navigation Service Help to stay independent



What is Care Navigation?

If you've been affected by poor health or loneliness, Care Navigators can support you in all kinds of ways. They can provide lots of information and put you in touch with a wide range of relevant local services, groups and activities - it depends what you're interested in.

What happens when I meet the Care Navigator?

The Care Navigator will have a conversation with you, so they can get to know a bit about you and your circumstances. They may ask you about your hobbies, your likes and dislikes, your wishes and worries, and your goals for the future. They'll help you think about what you'd like to do, then they'll write down what you've agreed and make a plan to follow up the things you're interested in.

I'm not sure if you can help me ...

If you're not sure what you need or whether we can help, please contact us anyway. If we don't immediately know the answer to your question, we'll find out! We can talk things

through with you and try to find services appropriate to your needs.

For example, we can offer:

- Benefits advice and information
- Support to access transport schemes
- Introduction to a volunteer befriender
- Suggestions for social and other activities - and we can accompany you on a first visit if it helps.

We also have strong links with local community, social care and health services. We'll help you access whatever you need and we can give you ongoing support too.

Age UK RBH offers a range of other services - see our separate leaflet.

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