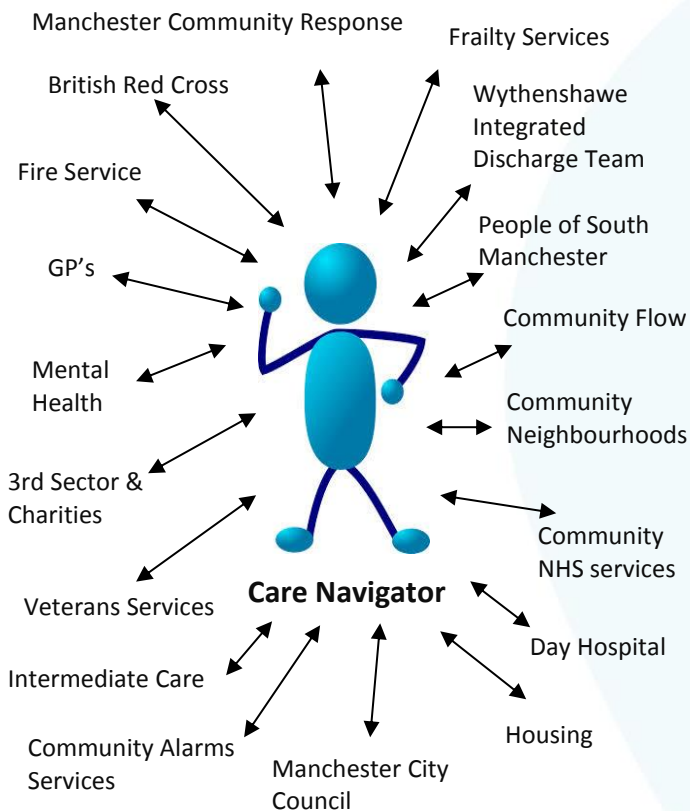


## Care Navigator Connections



## Operational Hours

**Monday-Friday 8am-8pm**

**Weekends & Bank  
Holidays 10am-6pm**

V0.2 / Sept 2018'

## Your Care Navigators Are:

### **Asa Bancroft**

Community Inpatient & Outpatient Areas

### **Matt Lewis**

Wythenshawe Neighbourhood

### **Joe Street**

Wythenshawe & Northenden  
Neighbourhood

### **Claire Bickley**

Didsbury, Burnage & Chorlton  
Neighbourhood

### **Claire Marrett**

Withington & Fallowfield Neighbourhood

### **Duty Coordinator**

7 day cover at Wythenshawe Hospital

## Accessing Care Navigators

**T. 0161 291 3659**

**E. [mft.carenavigators@nhs.net](mailto:mft.carenavigators@nhs.net)**

**For Urgent access please contact Wythenshawe  
Hospital on 0161 9987070 and ask to Bleep 430**



**Manchester Local  
Care Organisation**

Leading local care, improving  
lives in Manchester, with you

# South Manchester Community Care Navigator Service

Manchester University NHS Foundation Trust



Powered by:



## Care Navigator Intervention

Social Isolation & Loneliness	Yes
Improve Hospital & Community Communication	Yes
Cleaning / Meals signposting	Yes
GP complex case MDT's	Yes
Benefits Signposting	Yes
Bereavement Support	Yes
Admission Avoidance & reducing A&E attendances	Yes
Community Visits & Monitoring	Yes
Promoting Key Working & Self Management	Yes
Assist with Transport issues	Yes
Signposting & Connecting	Yes
Facilitated Discharge	Yes
Homelessness	Yes

### Acceptance Criteria

Over 18 years old

Registered with a South Manchester GP &/or  
South Manchester Resident

## What is a Care Navigator?

We are here to act as point of contact for Community & Hospital staff to improve communication & connection between health, social care & 3<sup>rd</sup> sector/charity services. If you are struggling to find time to research appropriate services & obtain information, we can help.

We champion a holistic, person centred approach connecting the service user to appropriate support to improve social wellbeing & therefore improve their quality of life.

We can contact the service user in hospital or/& at home monitoring them to ensure they are connected to the right support, at the right time in the right location.

We are information gatherers to assist key decision makers and enhance discharge planning or avoid unnecessary admission in the first place.

We are raising the profile of this approach & there is growing evidence demonstrating the benefits of this on the lives of people as well as the positive impact on health/social care.

## Enhancing Communication

Care Navigators are able to take the time out with the service user that you may not have available. Gather as much information as possible for you, as well as providing the individual with a more person centred experience in both hospital and community settings.

## Who can access the service?

Anyone can access the Care Navigators, including the patients themselves as well as hospital and community staff members. This can be easily be done by phone, email or face to face.

## Where are we based?

During operational hours there is always a care navigator on duty based within the Wythenshawe Hospital IDT. This person is there to co-ordinate referrals and requests as well as assisting the hospital teams. All other care navigators are based in the community within their specific integrated neighbourhoods.