

Support and General Referral Process

Community Agents Essex support frail older people and their informal carers to gain and regain independent living skills. An agent will visit people in their own home, help them to identify what it is that needs to change and support them to help themselves and connect back to community networks.

Who can Community Agents help?

- An older person or an informal carer for an older person
(no specific age definition of older person but probably over 65, isolated, more vulnerable or struggling to cope)
- They must be open/willing to receive help

We can help and support older people with things such as:

- Getting out and about
- Independent living skills
- Home adaptations
- Money worries
- Filling in forms
- Meeting people
- Healthy Living
- Caring for someone

Community Agents offer a **free visit** to help with all of these and more...

Community Agents **DO NOT** provide but can offer information and options to access:

- Home support services
- Personal care
- Home or garden maintenance
- Befriending visits

Community Agents **DO NOT** provide:

- Longer term interventions (maximum intervention generally 6 weeks)
- Transport home from hospital
- Mental Health specialist services
- Emergency response service

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How to refer a person to a Community Agent:

- Direct telephone: 0800 9775858 or 01376 574341 (Weekdays - 9am to 5pm)
- Email: enquiries@caessex.org.uk

(Only include the person's name in the email. Please include your contact details and we will call you back to obtain the clients details.

We will accept protected word document attachments from organisations with a pre-agreed password)

A person can refer themselves.

What we need to know at point of 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
- Need type, such as:
 - Mobility Issues, including home adaptations
 - Practical independent living skills
 - Social inclusion to reduce isolation
 - Meal preparation
 - Caring for someone
 - Personal safety
 - Information and advice
- Any known **risk** related to the client
- Other support services a client will also be referred to
- Any known existing support services the client receives
- Contact name, telephone number and role for the person making the referral