



# Care Navigation Residential Update

# Service Overview

- **Hospital discharge**  
*(Exception: Nursing referrals from ELTHT and UHMBT)*
- **Community referrals countywide**
- **Transfers**
- **Transitions (Child to Adult placement)**
- **Referrals across all service needs for Adults requiring a Care Home placement**



# General Updates

## Resource

- New team members
- Weekend resource (position filled) increasing resource Monday to Friday
- Dedicated resource to community referrals
- Upcoming implementation of focused management oversight for Mental Health and LDA

## Case Management

- Care Navigation sourcing all Short Term Bed referrals from East Lancashire Hospital Trust

## Service Restructure

- New service manager Joe Cragg

## Operating hours:

- Monday to Friday 08:00 – 18:00
- Saturday and Sunday 09:00 – 17:00
- 364 days a year



# Referral activity updates

## Monthly Referral Averages

- **April 2025 – January 2026: 509**
- April 2024 – March 2025: 465
  
- Winter pressures and escalations



# eBrokerage

- Sourcing platform went live December 2025
- Provider feedback form to be sent – February 2026
- E brokerage Support:
  - Provider Guidance
  - Contact us form or [ebrokeragesupport@lancashire.gov.uk](mailto:ebrokeragesupport@lancashire.gov.uk)



# Provider Support

Continue to update NECS Capacity Tracker - provides invaluable sourcing information and informs Care Navigators of the market especially in emergency circumstances.

Engage with Care Navigation around market capacity to support diversifying bed options.

Keep informing us of adverse discharges, specialisms, changes to your bed options, price changes etc.



# Thank you for your ongoing support!

Please let us know if there is any information that you feel would be beneficial to know about the service and demand.





Any questions?

