

Welcome!



Please be aware that some of the sessions are being recorded for sharing later.

We want people to participate but please use the 'raise hand' facility to ask questions and contribute when others are talking.

Please be considerate to others - together we want to create a safe, open and reflective space to learn.

You can turn on live captions on by clicking on the 3 dots at the top of your screen if you need this.

Please do take the time to provide us with some feedback towards the end of the session.

Thank you!



ICB Transforming Care Navigators



INTRODUCTION INTO YEAR ONE...

The Navigator Service has been developed in response to the NHS Long Term Plan commitment that by 2023/24, children and young people with a learning disability, autism or both, with the most complex needs will have a designated Keyworker (known as Navigator in Norfolk & Waveney).

In 2021, the Norfolk and Waveney Health and Care Partnership were successful in securing funding from NHS England & Improvement to become an early adopter site for 2021/22, to trial a new way of working in supporting children and young people up to the age of 18 with a learning disability, autism, or both, in a specialist hospital provision or living in the community but are at imminent risk of admission (rag rated red or amber).

The funding secured a team of five Transforming Care Navigators to support and guide children, young people, and their families to navigate the health, education, and social care systems.

The Navigator Service went live on 1st October 2021.



ICB Transforming Care Navigators



YEAR TWO...

In April 2022, NHS England & Improvement awarded the Norfolk and Waveney Health and Care Partnership further funding to expand the Navigator service to support more families across Norfolk & Waveney.

The Navigator Team extended their referral criteria to offer support to not only those children and young people in inpatient settings and those deemed at imminent risk of admission to a specialist hospital, but to a wider cohort of children & young people (see referral criteria) outside of the Dynamic Support Register (DSR), which means we are able to offer families earlier intervention.

On 1st June 2022, the Navigator Team expanded their service further to support young people up to the age of 25, who meet at least one of the outlined referral criteria. To support the expansion of the service, 5 additional Transforming Care Navigators were recruited.

Our team of 10 Navigators work across Norfolk & Waveney to create the right structures and interventions to enable early identification, recognition, and accountability to ensure young people experience a more coordinated response with support that promotes long term sustainable change.



ICB Transforming Care Navigators



YEAR THREE...

Further to the successful implementation of the service, NHS England confirmed recurrent funding to continue to develop the service across Norfolk & Waveney.

Planned team expansion/Recruitment

3 additional posts have been added into the staffing structure for 2023/24:

Dedicated all-age Safeguarding Lead – Band 7 0.6 (substantive)

Peer Support Worker with Lived Experience – Band 3 1.0 (12 month fixed term)

Peer Support Worker who is an expert by experience – Band 3 1.0 (12 month fixed term)

Sensory Assessments

An invitation to quote exercise is underway to identify a single provider to undertake timely Sensory Assessments for the Navigator caseload. The impact of this will feed into the occupational therapy programme of work.

Parent/Carer Support

The team will be undertaking a scoping exercise to identify suitable de-escalation strategies to support parents/carers.



Referral Criteria

The young person must:

- be aged between 0-25 years old
- have a diagnosis of a learning disability, autism, or both

Either in:

Tier 4 Hospital (0-18)

- Specialist MH/ASD/LD Hospital (18-25)
- Secure Hospital (low, medium or high) (18-25)

Or:

- On the Dynamic Support Register (DSR) rag rated as Red or Amber

Alternatively, the young person must:

- be aged between 0-25 years old
- have a diagnosis of a learning disability, autism, or both

AND meet **two** or more of the following criteria:

- Living in a community residential placement/educational placement, and the provider has raised concerns that they feel unable to meet the young person's needs and the placement is considered unstable.
- At risk of moving into a community residential placement/ educational placement.
- Regularly (50% or more) not attending their educational placement.
- Regularly presenting to A&E due to a mental health difficulty.



Dynamic Support Register (DSR)



The Dynamic Support Register (DSR), is a list of people with a diagnosed Learning Disability (LD) and/or Autism who have very complex needs and who may be at risk of being admitted to a specialist or mental health hospital.

Red	<p>There is an immediate risk of admission to a mental health hospital</p> <p>The person and/or family are experiencing a crisis and the risk of admission to a mental health hospital are not being or cannot be managed in the community</p> <p>Linked processes:</p> <ul style="list-style-type: none">○ A C(E)TR must take place○ Referral to the Keyworker Service (aged 0-25), if not already known
Amber	<p>There will be an immediate risk of admission to a mental health hospital without urgent intervention</p> <p>Therefore could be a significantly increased risk of becoming mentally unwell and/or placement/family breakdown</p> <p>Linked processes:</p> <ul style="list-style-type: none">○ Multi-agency meeting and/or C(E)TR○ Referral to the Keyworker Service (aged 0-25), if not already known
Green	<p>There are some risks which could lead to the person being admitted or re-admitted to a mental health hospital; these risks are being effectively managed.</p> <p>Linked processes:</p> <ul style="list-style-type: none">○ Clear identification of partners who would need to be involved in a C(E)TR if required
Blue	<p>A separate section must identify those children, young people and adults who are currently in inpatient services.</p> <p>Linked processes:</p> <ul style="list-style-type: none">○ This rating should be used to identify those requiring commissioner oversight visits and inpatient C(E)TRs.



CASE STUDY

Our Family's Journey with a Navigator

Words and Photographs
by Amber

Meet our family

- Alison (mum) she is funny and she has been my biggest supporter since day one, and she always takes the calls for me that are important and has to deal with all the emails.
- Paul (dad) he always supports me even though he cant be there for the meetings or stuff like that he always gives me help and advice when I need it.
- Milo (dog) milo is 6 years old and we have had him since he was 2 he is the father of Bella the pup, which is 4 years, he is crossed with pug and chihuahua and he is the naughty one out of both of them.
- Sky (dog) she is the mum of the pup and sky is the relaxed one and she is calm and she rarely is naughty, she gives the best cuddles and she can always cheer you up if you feel sad.
- Bella (pup) she is a little shy at times around new people in the house she has a high pitched bark that will go straight through you but she is a very loving dog.
- Amber (the main one) I'm the ADHD one and I am very hyper and very loud and I can be funny as well.



Where the journey Started

- It was medical needs who made the referral, I was 14 when the referral was made.
- I got the referral because I was in hospital a lot for overdoses and self harming, and I finally admitted that I needed professional help.
- When Ismay looked at my referral she thought I was being bounced from team to team and always getting my case closed because I always seemed too happy.
- My autism diagnosis started in year 7 and I finally got diagnosed with it at the end of year 10.
- When Ismay met me I hadn't gone to school for 2 years.
- I was always isolating myself from the world and never left the house unless I really had to I would only leave the house with my parents.

Introducing Navigator

- Who am I
 - I am Ismay Inkson, I've been working as a Navigator since the beginning of the service in September 2021. Prior to this I've worked in residential, community and research Learning Disability services.
- What do I do
 - I advocate for my families, ensure their voices are heard across the system and do lots of co-ordinating in the background, making sure everyone is working collaboratively, and that CETR actions are followed up.
 - The specifics of my role differ for each family, based on what they need. For Amber I was able to take a wider and more long-term view to identify needs and present this to services in a clear way. I was able to provide some consistency in the midst of lots of changes.
 - It has been an absolute pleasure being alongside Amber and her family for this journey and to see all of the positive changes they have worked so hard to achieve, and what fantastic progress they've made with the right help.



What was happening before you got a Navigator?

When I first started getting the help I rejected it and I masked how I really felt because I didn't want to accept it because I got it into my head that it would not help me and that's why my cases kept getting closed because I made sure I made myself come across as jolly so my case gets closed. And as my cases kept getting closed I was getting referred to team to team.

What would you like to say about the service

- What was happening without a Navigator?

Me and my mum were struggling because we wasn't hearing back from anyone and my mum didn't know what path or direction to go down for more help because it felt like no one wanted to help us no matter how much my mum would email them or ring me no one was getting back.

- What could've happened without a Navigator?

It would've ended badly and I would still be struggling with my mental health and I wouldn't have gotten any better and it would've have been weekly visits to the hospital for self harm or overdosing and it would've ended without me in this world.

What is happening now because you had one

My mental health is so much better because Ismay managed to get a message back from all the services I needed and it got me the help and now I've learned how to manage to my anger a whole lot better and what to do if I'm getting to angry, it's improved the home life so much better everyone gets on and there is rarely any arguments anymore, and I've learned how to deal with my thoughts and I've managed to identify my feelings which I didn't think was possible but I can do it now, I've learned how to be independent and not rely on my mum so much, I'm much more of a calm person now I'm not so angry all the time, I'm 6 months clean from self harm and I'm a year clean from overdosing which is something I didn't think I could overcome but I did all of this and I'm now in full time education with college I do 3 days a week and I'm looking for a part time job, and I couldn't have done any of this or achieve what I have without Ismay I would 100% recommend having a navigator it helps more than you think.



Navigator Feedback



Thank you so much, I am so grateful (and you did it so quick!). I really don't know what we would do without you

Big thanks - I was going to chase again but you've beaten me to it, which is a relief to be honest!

You've given me a glimmer of hope

You have such a kind and patient voice, it's just what we need

Thank you for always being there and picking us up and helping us see it through other perspectives and gleaming the detail that is needed.

Thank-you. This is really positive. We will never take for granted the impact you are having on all of us in particular on XX who is communicating with us better and she talks very positively about you.

You've been our voice, you've fought our corner. It's been so lovely and it's given me strength.

You've been our voice, you've fought our corner. It's been so lovely and it's given me strength.

I just wanted to make sure that it is recognised that your dedication to supporting the entire family and professional network around them to allow the best outcomes is absolutely recognised.

I want to thank you for your sheer persistence and grit in what is one of the most complex cases

Well done on your hard work to get this put in place and your continued support of this complex case.

How did you do that? You're a guardian angel

Mentimeter

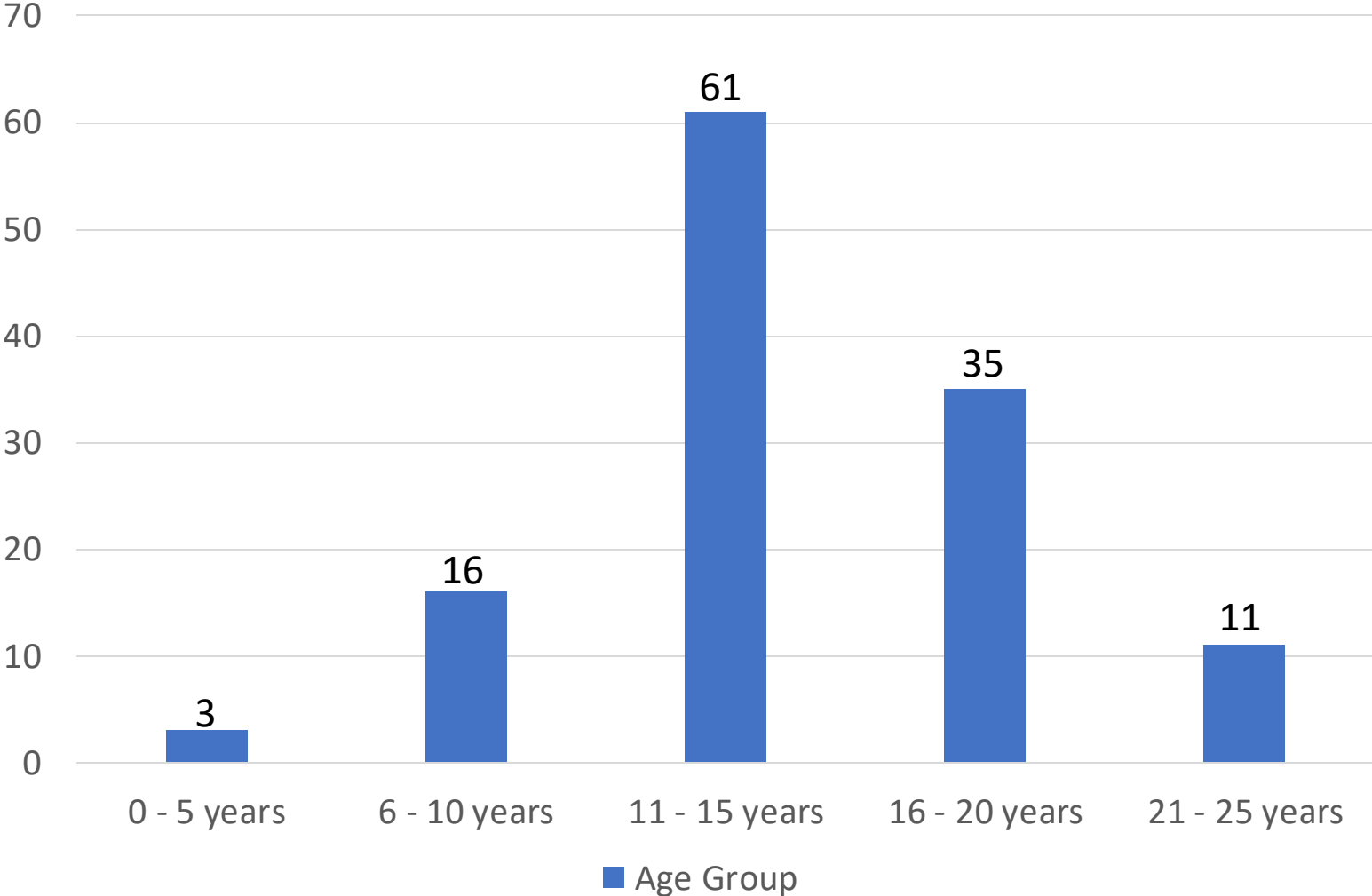
Please scan the QR code or visit <https://www.menti.com/al5equv9e6t6>



Mentimeter Results



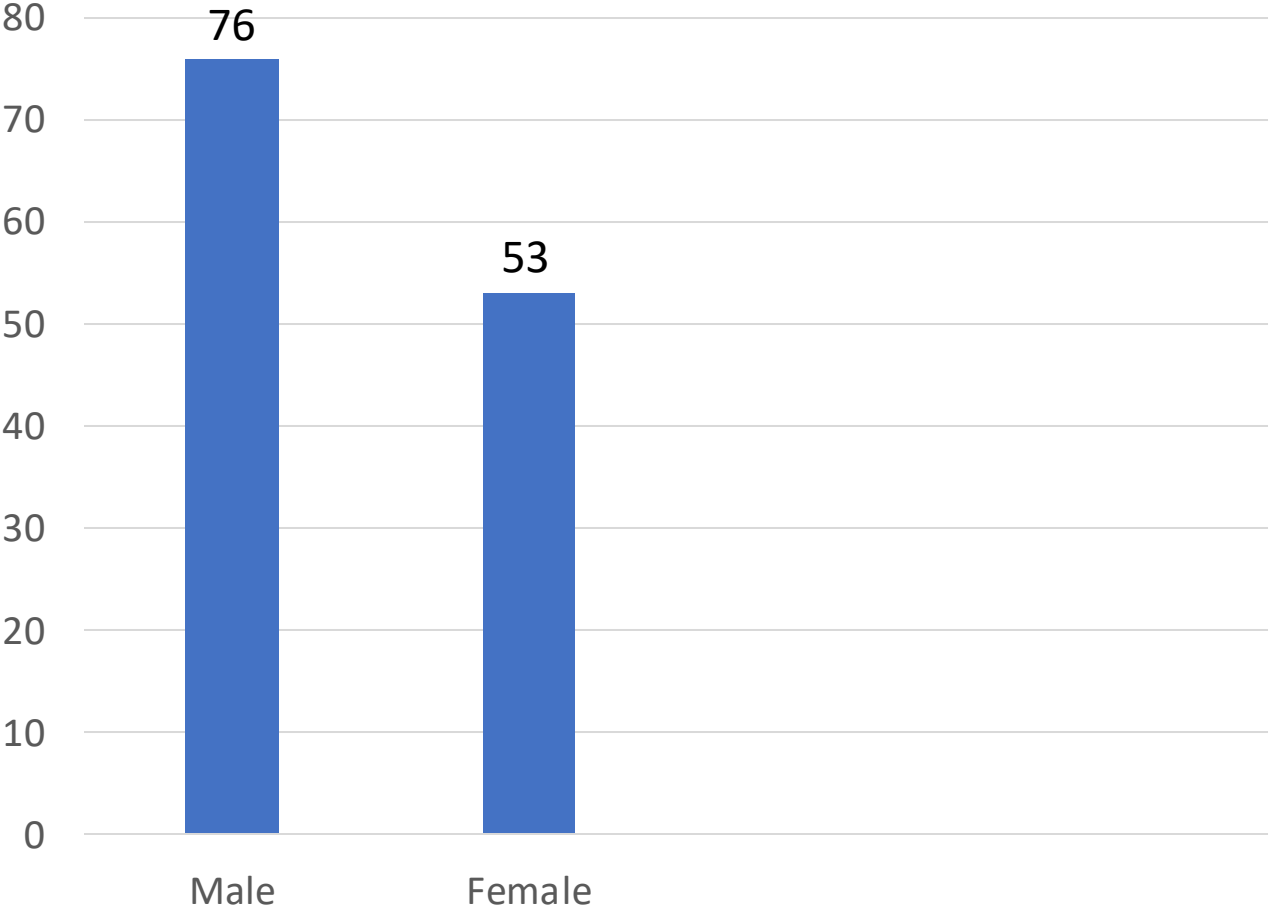
What age group have we received the most referrals for?



Mentimeter Results



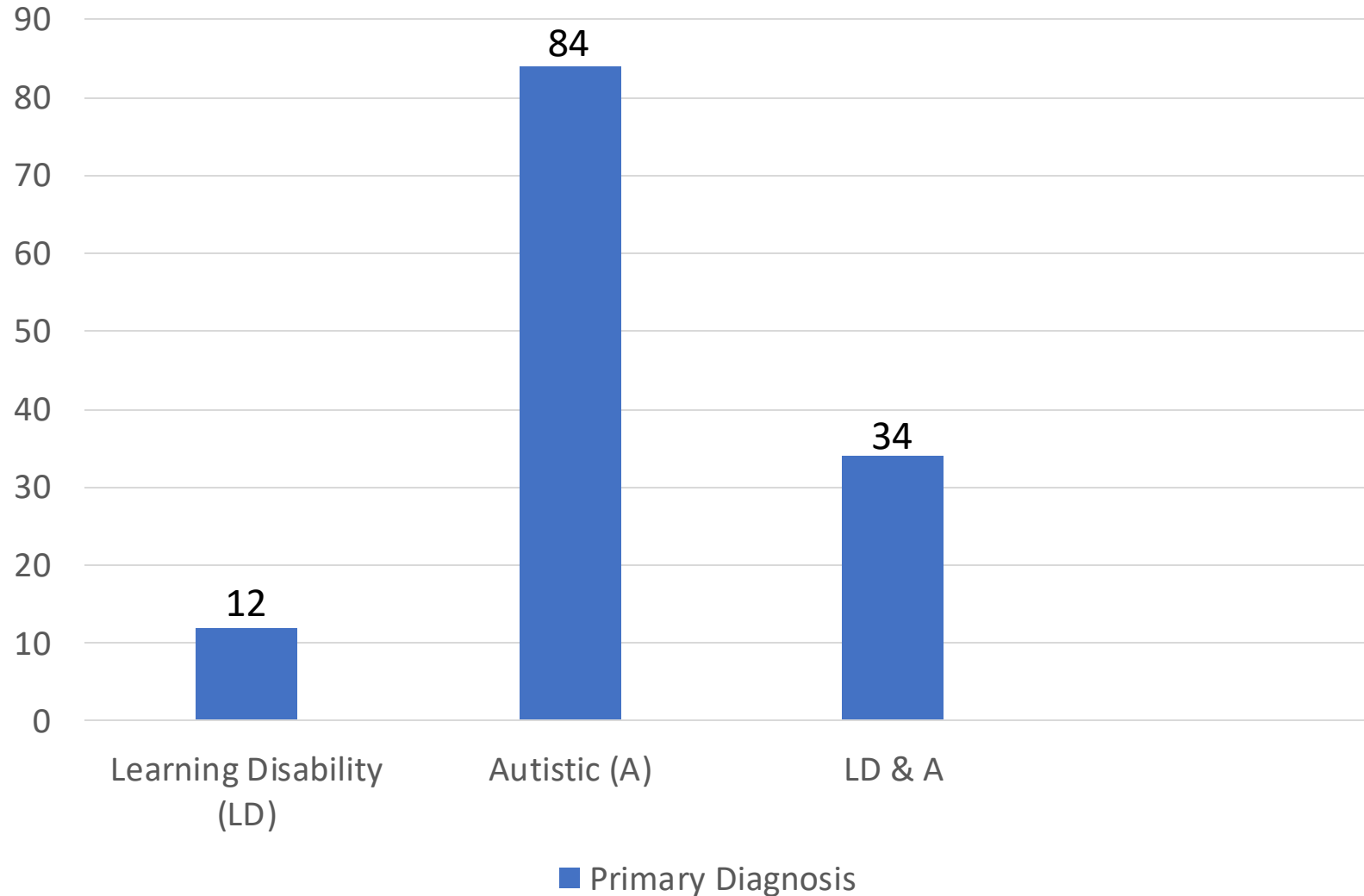
Have we received more referrals for males or females?



Mentimeter Results



Have we received more referrals for those CYP with a diagnosed Learning Disability or for CYP that are Autistic?





Any Questions?

Norfolk Multi-agency Practice Week



Feedback can be provided through the QR code on the left or through this link which will be shared in the chat:

<https://forms.office.com/e/EM5kEwrFLU>

