

Mental Health Navigators

for Children and Young People in
Norfolk & Waveney



The service...

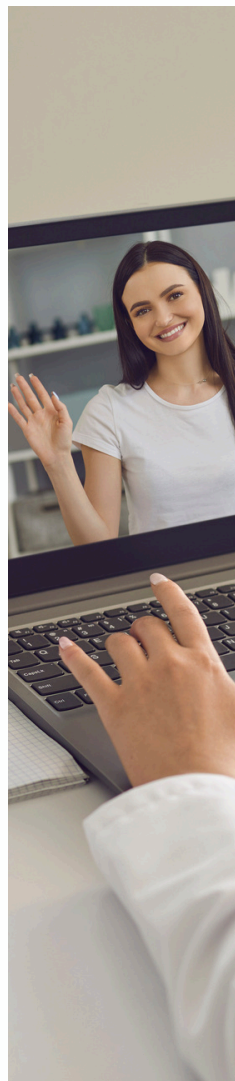
In April 2021, NHS Norfolk & Suffolk ICB were successful in securing funding to become an early adopter site for the national Transforming Care Keyworker programme to support children and young people (CYP) with a Learning Disability (LD), Autism (A), or both, who are at risk of admission to a specialist hospital. The service went live on 1st October 2021 and has proved success for the targeted cohort of CYP.

The Transforming Care Navigator Service has successfully met the desired ambitions in the NHS Long Term Plan and as such, the ICB has been successful in securing two-years funding from NHS England to replicate the service to be inclusive to CYP without a diagnosis of LD/A.

Feedback from families and CYP suggest that they felt listened to and involved in their care planning. Several families also reflected that this resulted in a reduction in stress for all. There has been a reduction in physical restraints required for behaviours of distress displayed by CYP.

Alongside this there is better engagement with services through restorative work and alternative points of contact.

The new service is called the CYP Mental Health Navigator Service. This service will support CYP with their mental health challenges to avoid admission to a specialist Mental Health Hospital and/or support timely discharge.



We can support CYP (up to their 19th birthday*) who are one of the following:

- Living in Norfolk and Waveney.
- Currently under section in an acute general hospital or mental health hospital.
- Within 2 months of discharge from a Mental Health Hospital.
- Receiving support from the U18 Eating Disorder Lighthouse Service as an Alternative To Admission offer.
- Awaiting allocation of a hospital bed following a Form 1 Bed Request being submitted.
- On MH Dynamic Support Register risk rated as medium or high
- Receiving Crisis Assessment Intensive Support Team (CAIST) support for over 90 days.
- Referred to CAIST for support 4 or more times in a 6 month period.

AND

- The individual must have a diagnosed mental health condition
- Be displaying behaviours of distress that are of concern.

It is required that a request for support be made by a professional within the child or young person's team. Request for support must come from a professional within the CYP's team.



*The service will consider CYP's aged between 18 and 19 years old based on case-by-case circumstance with consideration of opportunity for support required and opportunity for effective professional relationship.

The Navigators will facilitate a coordinator role, pulling together different services, ensuring a joined-up provision and support. For CYP to remain in the community, where possible, and to have a smooth, supported discharge from hospital. The Navigator will collaborate with the professional team around the CYP and their family.

The primary aim of the service is to prevent new or existing problems from escalating to the point of crisis and prevent admission or readmission.

Therefore, the service will work closely with CYP and if required and consented to, their families, to improve their quality of life, ability to manage and to put in place the confidence, skills and knowledge to sustain a safe and happy environment.





The aims of our Service:

Primary aims:

- Where safe to do so, avoiding a hospital admission.
- A reduction in the length of stay for CYP who are detained under the Mental Health Act 2005.
- To support the development of effective after care plans for all who are entitled to them following their care in hospital.

However, it is hoped through our support that families and children feel well supported and able to understand their rights and the system of support available.

We hope that children are able to meet their goals and have a greater sense of self. We hope that relationships between families and children with their professional team is effective and impactful. Most of all we hope that children and young people are able to thrive.

The Navigators...

The Mental Health Navigators are a select team of five highly experienced individuals working across Norfolk and Waveney to create the right structures and interventions to enable early identification, recognition and accountability.

CYP will experience a coordinated supported response that promotes long term, sustainable change for themselves and their families.

The Navigators will provide highly personalised and flexible face-to-face support to CYP and their families to identify what works well for the individual, where support is helpful and where further support is required.

The service is child-centred, while taking a whole family approach, with support tailored to the outcomes identified by the young person and their family. The role of the Navigator will be discussed with existing care teams and the family to identify the most beneficial additional support we can facilitate.



The Navigators...

Navigator support aims to reduce the need for crisis intervention and hospital admission. Although support is not time-limited, navigators are not intended to work with CYP on a long-term basis. The length of intervention will be dictated by achieving the individual's identified outcomes to meet their needs. The navigator will ensure the right team and support network is in place and effective before the navigator support is withdrawn.

From the outset we will work with the young person and their family to identify an outcome or goal to work towards. The length of the intervention will be determined by whether it's felt that meaningful progress has been made towards achieving these goals. The navigator will work to identify the ongoing support network around the child before handing over to them. The stepping aside of the Navigator will be agreed with the CYP and planned to be smooth and empowering.

The Navigators will have a three and five month check-in to discuss any changes and review and discuss further support. However, if things change before the check-ins, there is the chance to discuss with the team via email or telephone contact.



A Navigator for children and young people will be a...

SUPPORTER

for children and young people and their network

professionals

-

not their social worker

FACILITATOR

making children and young people's voices heard

conversations

joined-up working

-

not their advocate

EDUCATOR

what is available to children and young people

best practice

the law

-

not their teacher

COLLABORATOR

with people

with professionals

with organisations

-

not with social media

COORDINATOR

of MDT communication

of resources

-

not a care coordinator

CHAMPION

of the service

of the law

of children and young people

-

not a service champion

Additional notes

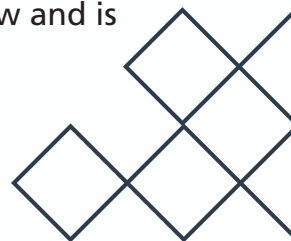
Although the Navigator will support you as a professional, they will not replace any existing professionals, or at any point take on those professionals' roles. Navigators are an additional support to work directly with the CYP and their family, with an emphasis on capturing and sharing their voice.

As funding for the service has been agreed for an initial two years, the Navigators will actively seek feedback on the service throughout 2025/26 and kindly ask that professionals support and embrace the Mental Health Navigator function to ensure that we all work cohesively to break down barriers to services and improve outcomes for CYP.

We will be sharing evaluation surveys with you and we welcome your thoughts to help us develop our service throughout its first year, so that we can better meet the needs of our Mental Health cohort.

The Navigators will adhere to the Norfolk and Suffolk Safeguarding Children Policies and procedures.

This service is subject to close evaluation and review and is measured on specific outcomes.



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for Children and Young People in
Norfolk and Waveney

Get in touch

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