

# Supporting Mental Health Across Our Community

**An Overview of Navigo Community Interest Company (CIC) Services and Challenges**

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Anna Morgan – Director of Corporate Services

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# Introduction to Navigo

# What are we about?

## Mission and Values:

- ***To deliver services that we would be happy for our own family to use***
- Three pillars: somewhere to live, somewhere to work and someone to love
- Nothing about us without us
- Humility to hear
- Professional curiosity
- The right thing is not always the 'expected' thing
- Environments that value
- Recovery and empowerment
- We are all equal
- Rooted in our community

## Strategy:

- **Quality:** Deliver the best possible care to people who use our services
- **Innovation:** Continue to push the boundaries of what is possible in mental health service delivery
- **People:** Be an inclusive organisation with a permissive culture where people want to work and want to receive their services
- **Partnerships:** To embrace the opportunities and harness the power of working with partner organisations and services

## Services Provided:

- Community mental health
- Child & Adolescent Mental Health
- NHS Talking Therapies
- Memory Service
- Inpatient Services – Adult, Older People's and Eating Disorder
- Barbara's Beacon
- Rehabilitation Services
- Crisis
- Single Point of Access
- Specialist Teams
- Employment services and Tukes Social Inclusion



CQC rated as "good" overall, with two units outstanding



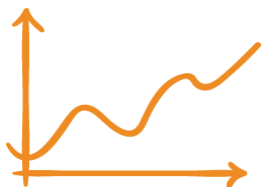
Top 3 of mental health providers in the Community Mental Health Survey 2023



>95% of income = 4 NHS contracts



Top of benchmark group in NHS Staff Survey 2023



Achieving 7 out of 8 mental health contract metrics



Operator of essential services



£0 external digital funding >3 years



1,078 staff working across Navigo



16% of people in contact with Navigo are in employment compared to 4% nationally (November 2024)



14,549 crisis resolution and home treatment contacts per 100,000 population compared to 6,076 nationally (NHS Benchmarking 22/23)



0 inappropriate out of area placements



99% of service users treated with dignity and respect



8,173 referrals through SPA (Single Point of Access)



22 adult inpatient beds, 12 older adult inpatient beds, 25 older adult complex care inpatient beds, 15-bedded care home, 7 specialist eating disorder inpatient beds and 7 long stay rehabilitation beds



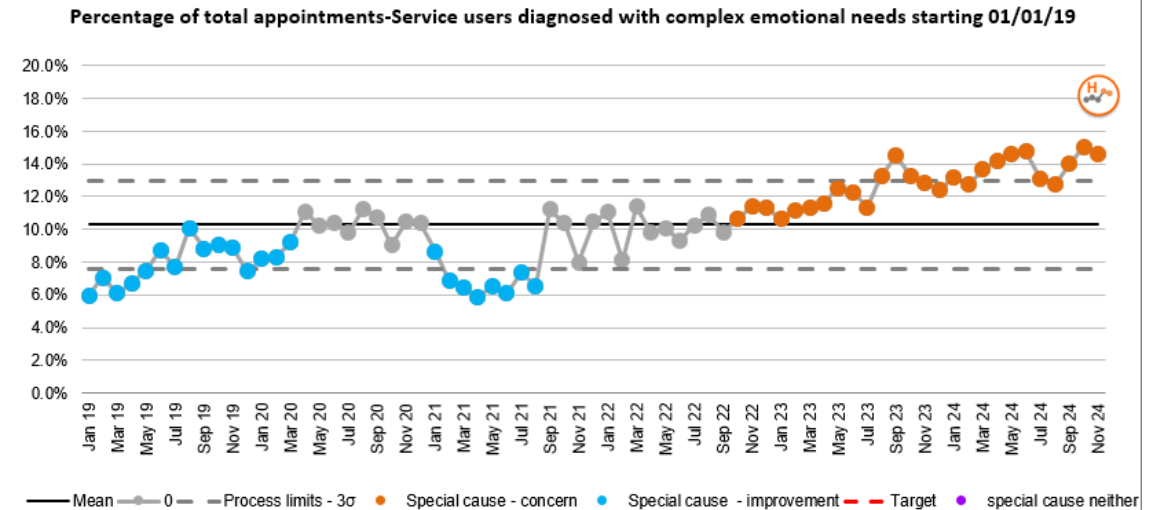
114,052 attended secondary care contacts

## Focus of the session:

- The types of illnesses people are presenting with
- Numbers presenting to Navigo services
- Overview of challenges & developments

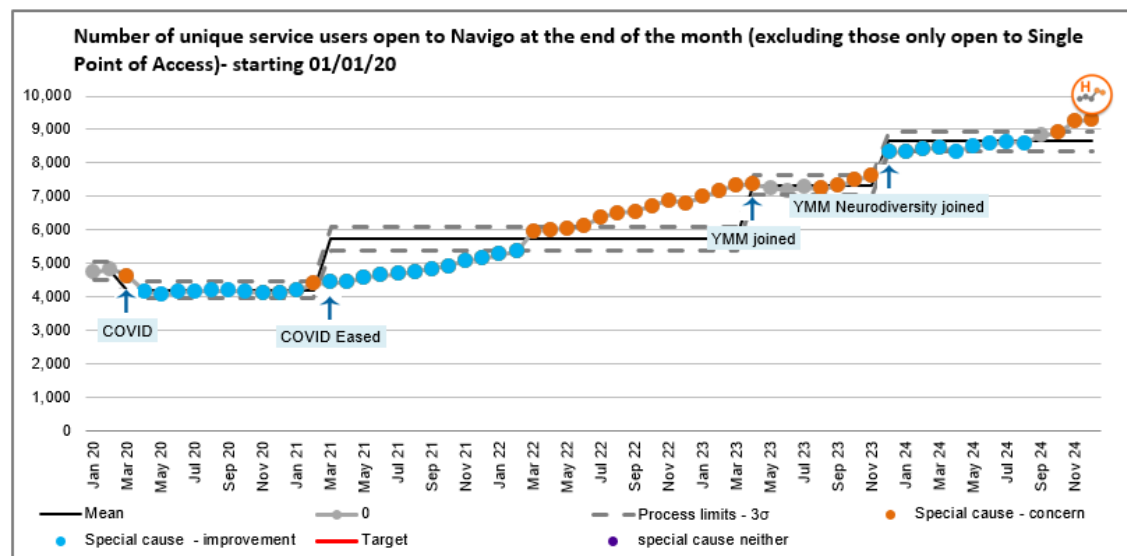
# Understanding the Mental Health Needs of Our Community

- Anxiety disorders
- Depression
- Bipolar
- Post traumatic Stress disorder
- Schizophrenia
- Eating Disorder
- Neurodevelopmental disorder
- Dementia
- Personality disorder (Complex Emotional Needs)

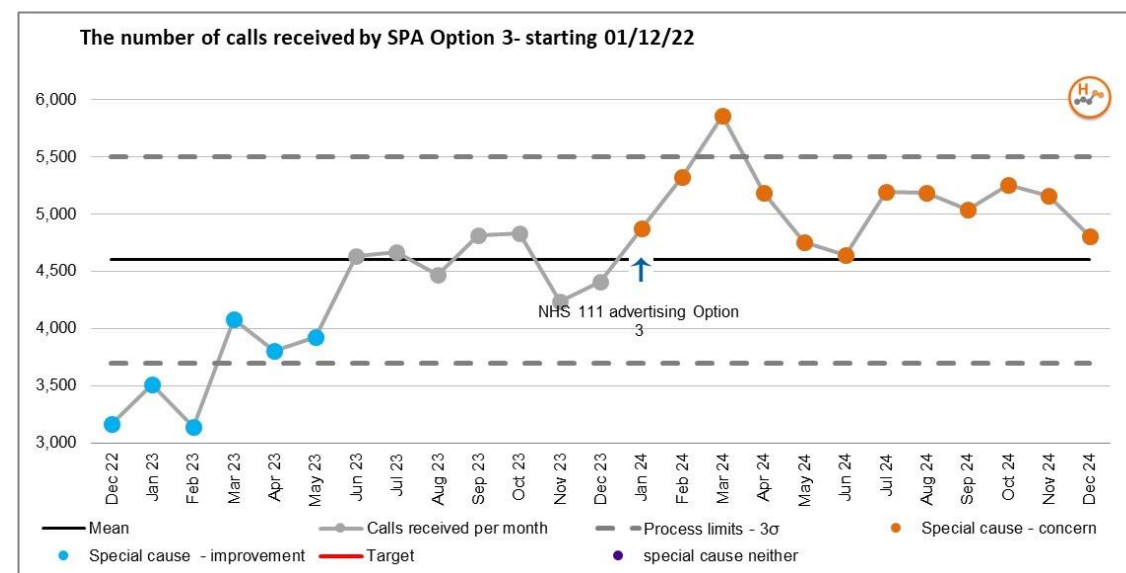


Since November 2022 there has been a statistically significant increase in service utilisation for people with complex emotional needs, equating to almost 16% of Navigo's total appointments as of November 2024

## Overall number of people receiving a service and Single Point of Access (option 3) Demand



**Overall numbers receiving a service 50% increase since pandemic:**  
Statistically significant increase in service users open to Navigo pre-COVID-19 to date.

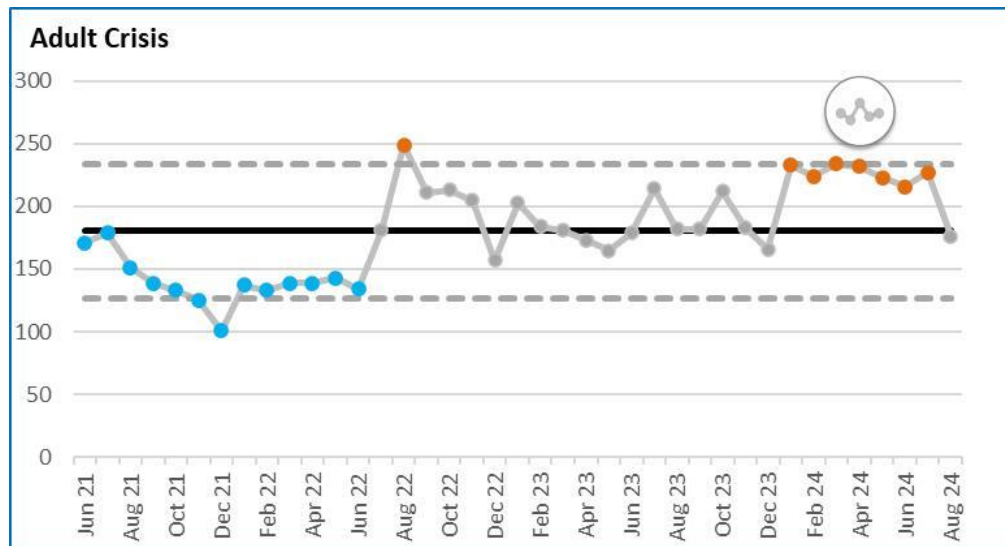


**Single point of access mental health calls 40% increase in the last 2 years**

Statistically significant increase in calls to Navigo Single Point of Access option 3 post-COVID – impact of NHS 111.

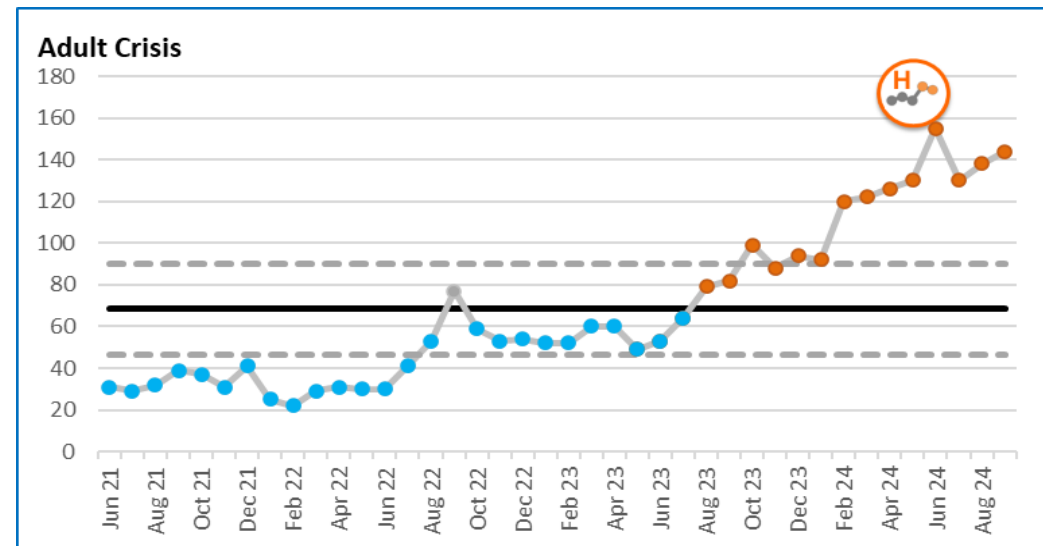


## Adult Crisis Demand



### Rising Referrals:

Referral rates have increased significantly since January 2024

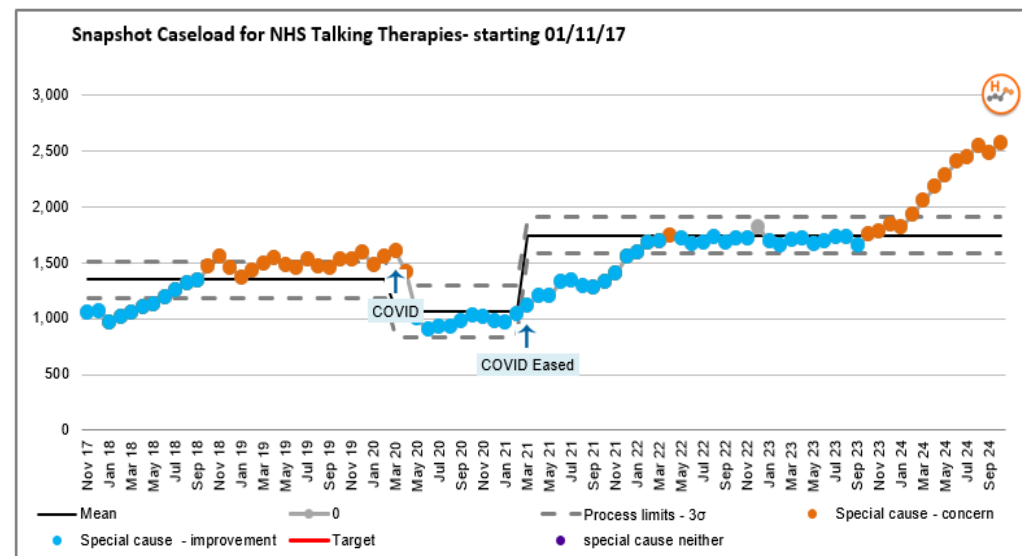
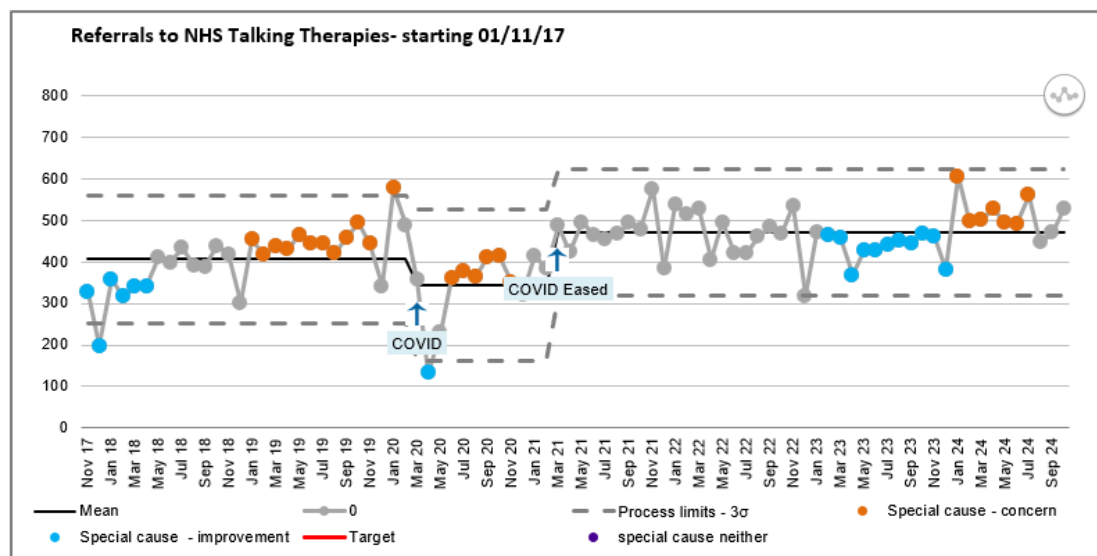


### Caseloads:

Caseloads have statistically significantly increased since August 2023 and continue to rise

# NHS Talking Therapies Demand

## Rising Caseloads and Referral Trends



The service has seen a steady increase in demand, with caseloads growing at an unsustainable rate. Key trends include:

### 1. Rising Referrals Post-COVID:

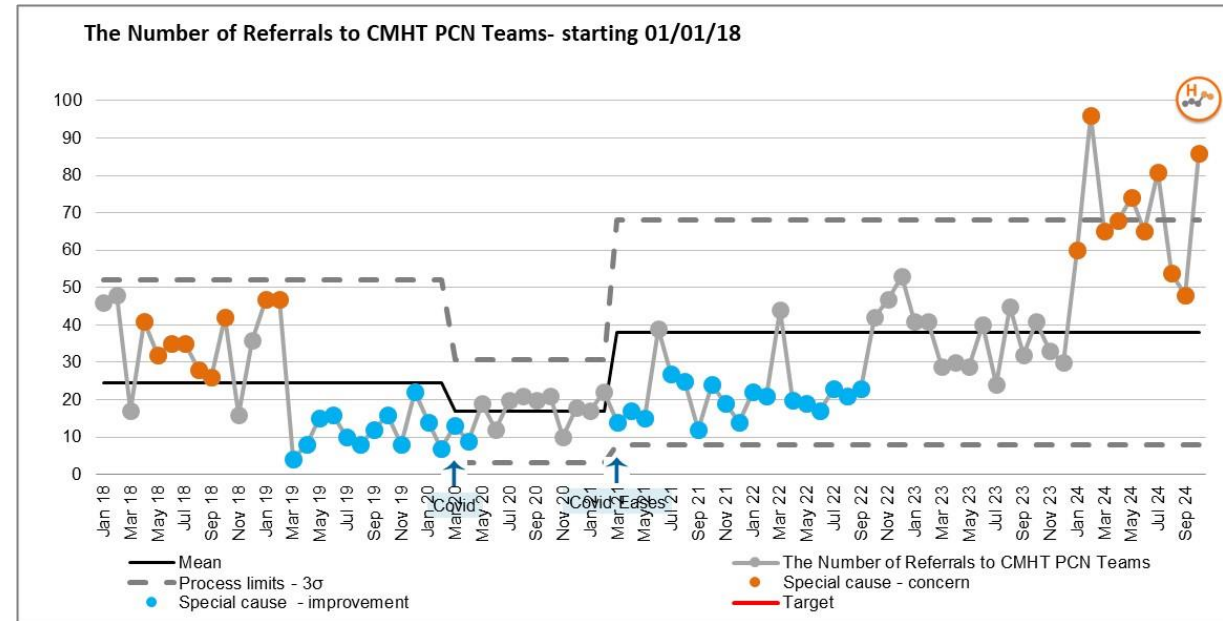
1. Referral rates have remained high, with only one month (August) falling below the post-COVID average.
2. This sustained demand is placing significant pressure on the system.

### 2. Limited Discharge Growth and complexity:

1. While referrals have increased, discharge rates have remained stable and have not increased.
2. This mismatch has led to a monthly average caseload increase of approximately 30 service users.
3. 57% of people were treated at step 3 as of October 2024

# Community Mental Health Teams

## Rising Caseloads and Referral Trends



The service has seen a significant increase in demand, with caseloads growing at an unsustainable rate. Key trends include:

### 1. Rising Referrals:

- Referral rates have increased significantly since January 2024 with referrals peaking in February 2024.

### 2. Discharges:

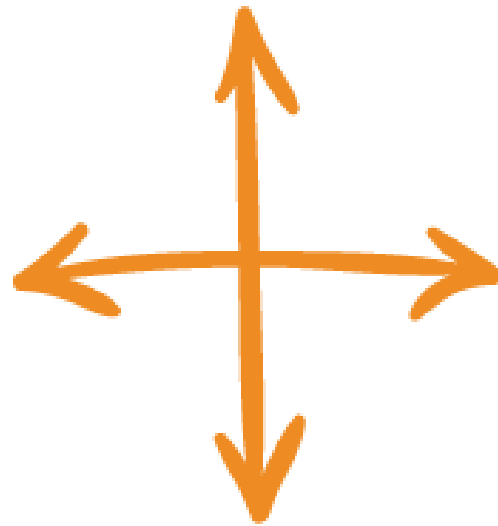
- Although discharges have improved over the past 12 months, the average discharges per month to referrals does not match.
- This mismatch has led to a monthly average caseload increase.

## Children's Core Services



### Access

91% of urgent referrals seen within 5 calendar days as of December 2024



### Outcomes

69% of discharges had 2 or more outcome measures recorded as of December 2024



### Experience

99% of parents/carers rated care as good or very good as of December 2024

# Current waiting times children's neurodiversity

Service	Individuals currently waiting as at 16/01/2025	Longest wait	Individuals waiting over 18 weeks as at 16/01/2025
Children and young people ADHD initial assessment	349	1 year, 45 weeks	265
Children and young people Autistic spectrum disorder initial assessment	253	1 year, 10 weeks	160

# Organisational Challenges

1

Increasing complexity of cases (e.g., co-morbidities, substance misuse)

2

Increasing demand

3

Workforce shortages

4

Financial constraints

5

Post-COVID recovery challenges & cost of living

6

NHS system reforms

# Key achievements 2023-24

## Service Performance:

- Achieved a 66.7% dementia diagnosis rate through capacity expansion and staff training.
- 80% of individuals with Severe Mental Illness (SMI) received annual health checks, exceeding national targets.
- One of the top 3 providers nationally for service users in employment and top quartile of providers for service users in settled accommodation.
- Reduced violence and aggression incidents with structured activity programmes and staff training.
- Improved CAMHS access with 100% of emergency referrals seen within 24 hours and 95% of urgent cases within 5 days.
- Implemented the Patient Safety Incident Response Framework (PSIRF), praised by the Integrated Care Board.

## National Recognition:

- Accreditations achieved:
  - **Pelham Lodge:** Pending accreditation from the Quality Network for Inpatient Working Age Mental Health Services (QNWA).
  - **Rharian Fields Specialist Eating Disorder Unit:** Quality Eating Disorder (QED) accredited.
  - **Older People's Community Mental Health and Memory Service:** Memory Services National Accreditation Programme (MSNAP).
  - **Older People's Crisis Home Treatment Team:** Home Treatment Accreditation Scheme (HTAS).
  - **Sequoia Therapeutic Community Service:** Royal College of Psychiatrists Therapeutic Community Accreditation.

# Positive initiatives and future priorities

Quality objectives

Well Together  
Service

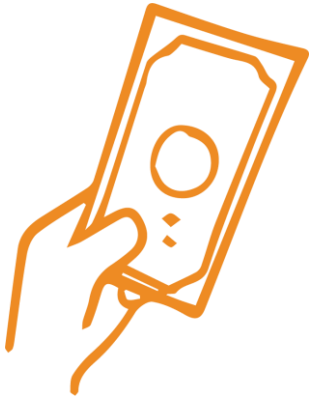
Enhancing Complex  
Emotional Needs  
(CEN) services

Digital mental  
health innovations

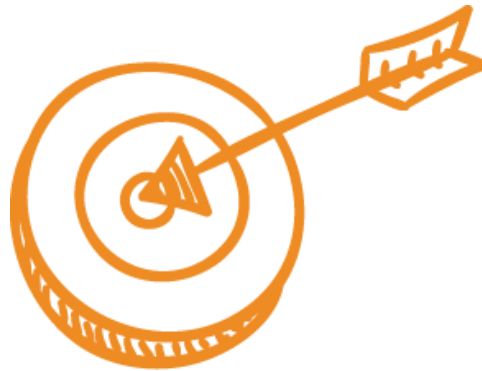
Partnership with  
communities



# Call for Collaboration and Support



Advocacy for equitable funding



Support for community-based initiatives such as the voluntary sector



Collaboration in addressing systemic challenges

# Questions

- [navigocare.co.uk](http://navigocare.co.uk)
- Registered Office: Navigo House, 3 – 7 Brighowgate, Grimsby, DN32 0QE
- Telephone: 01472 583000
- Email: [info.navigo@nhs.net](mailto:info.navigo@nhs.net)



# **Mental health support** available to everyone in North East Lincolnshire



## **Call**

**(01472) 256256 (option 3) or NHS111**  
24 hours a day



## **Walk in**

**Harrison House on Peaks Lane**  
24 hours a day



## **Visit**

**Safespace at Navigo House**  
Opening times at [navigocare.co.uk](http://navigocare.co.uk)



## **Text**

**Text ORANGE to 85258**  
24 hours a day

