

2016-17

ANNUAL REVIEW



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Annual Review

2016-2017

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Every effort has been made to ensure that the information was correct at the time of going to print. However, changes may mean that in time some details in this publication may be out of date, please check www.navigocare.co.uk for up to date information.

Introduction

What a challenging but rewarding year 2016/17 has turned out to be. We started the year knowing that we were going to be saying goodbye to Kevin in August and what a wrench that was – it had been Kevin who had led the transformation of our mental health services from a very poor position back in 2001 to the fantastic service we see today. A service that reflects all our values - our values as public servants, our values as users of the local service, our values as carers or our values as someone who gives their own free time to help.

I joined NAViGO as your Chief Executive in August 2016 and I would like to thank every one of you for making me feel so welcome and sharing your passion and commitment to all things NAViGO with me. It was inspirational joining this organisation, an organisation with a 'can do' attitude, an organisation absolutely focussed on treating everyone we work with or work alongside with the utmost respect and dignity. Tom, our Chairman describes NAViGO as a family and it is that which hits you most of all when you first join. My commitment to you is always to work to sustain those values which are so important to us all, and to ensure that mental health services do not get overlooked when our partners and commissioners are looking at how local NHS and adult social care funding gets spent.

2016/17 had a challenging start. Over recent years our services have seen increasing demand (an average of 7% per year) but at the same time the amount of health and adult social care funding spent on local mental health services has reduced. We have continued to develop innovative approaches to ensure that in the face of these pressures our service users still received the support they needed. However by the end of September we knew we were in a difficult financial position forecasting a significant financial deficit

unless we took action. Although painful we immediately put in place a plan to pull the deficit back. Thanks to all your efforts that plan was successful and we finished the year with a small financial surplus.

It was clear to Tom and I that we needed to have a very clear and open dialogue with our NHS commissioners. A dialogue that gave clear evidence of the impact that current funding levels were having on our ability to meet the needs of the people who use our services. We were also keen to discuss where investment was going to be needed to meet the new standards set out in the recently published Five Year Forward View for Mental Health. We believe the two year contract (2017 – 2019) we have successfully negotiated with our local NHS commissioners will allow us to address some of our key pressure points e.g. crisis / mental health liaison, put our services on a firmer financial footing and see progress against the key recommendations of the Five Year Forward View (i.e. expansion of Open Minds).

One of the lowest points of the year for us was the closure of the Home from Home service. The feedback from families using this ground breaking service was phenomenal and it delivered really positive outcomes for individual service users. We had to take the difficult decision to close the service due to the increased operational risks the service was facing because of the continued uncertainty about its future funding and sustainability from within the local health economy. If the organisations delivering NHS services in North East Lincolnshire want to work together to improve services for local people we have to learn the lessons from the Home from Home project. NAViGO remains committed to working with NLAG and the CCG to improve care for people with dementia who also have an urgent physical health problem. Despite these challenges we have also had much to celebrate this year.

Our response rate for the staff survey was up at 61% (an increase of 5% over the previous year) with staff answers to 77 out of the 117 questions being in the top 20% nationally. Not only that, NAViGO held the highest national score for a number of the questions in the survey. We can't and won't rest on our laurels as there are areas where you, our staff, want us to improve how we support you at work, i.e. improve the quality of appraisal documentation; revised paperwork has been produced and circulated to simplify this process and improve communication / feedback; staff briefings are held quarterly across services with a number of new staff engagement sessions arranged.

Following our CQC inspection in January 2016 we put in place action plans to respond to the two areas highlighted where we needed to make improvement – medicines handling at the Eleanor Centre and making sure staff had completed their mandatory training. The CQC re-inspected us in November 2016 and as a result of all your work we are now not only rated 'Good' overall but we are also rated 'Good' for all our core services. This is a fantastic effort from everybody and rightly reflects the excellent work that you do day in and day out.

Once again NAViGO was included in the Sunday Times Top 100 organisations to work for. This year we also received a special award from the Sunday Times for our work on Training and Development. Two of our services – the Eating Disorder Service and our Acute Services won national awards from Positive Practice in Mental Health. The services provided by our Community Mental Health Teams were rated better in the 2016 national survey than all other 58 providers. This was a really great achievement when we remind ourselves that the CMHT's were going through a really difficult staffing position at the time.

One of our key service developments this year focussed on the development of our community rehabilitation service with the opening of Revesby Court. This involved a significant piece of detailed planning to return 5 service users from long term out of area placements, and the appointment of a dedicated team to work across Revesby Court and Hope Court to support our new look rehabilitation service. NAViGO has worked hard over recent years to minimise the number of people being cared for out of area and we would like to thank all the staff within Acute and Rehabilitation Services for the work they have

done and continue to do to make it possible for people to be cared for much closer to home.

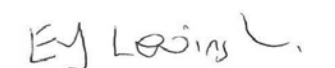
At Board level Andrew Waterhouse joined us as a new Non-Executive Director bringing local business expertise to the Board. Andrew chairs the new Business Development Sub-Committee working closely with the trading arm of NAViGO and seeing the brilliant progress being made by the teams at the Garden Centre and NAViGO Extra. The project of the year vote at the AGM was won by Liz Scott and in November "Simply You" was born providing therapies to help people emotionally and physically. TMS won the Medipex Innovation Award and following the closure of Tukes Traders in December plans for the new Tukes Hub were agreed.

NAViGO continues to work closely with a range of partners. We are a core member of the Accountable Care Partnership (ACP) being developed in North East Lincolnshire, which will be a key driver in shaping services in the future. We also continue to be actively involved in joint work on mental health services across our region and our partnership with the University of Hull goes from strength to strength with NAViGO seeing its first placements for Physicians Associates and being an early adopter of the new Nurse Associate programme.

Looking back at the year we want to thank our staff and our members for the passion, energy and challenge that you bring to your work and we urge you to remember that as we continue on our NAViGO journey we must always fight for everything we think is right. We must keep trying out new approaches to improve the quality of what we do and never forget that our overriding aim is to deliver services that we would be happy for our own families to use.



Tom Hunter
NAViGO Chairman



Jane Lewington
NAViGO Chief Executive

Making waves in

Mental Health ...

96%



POSITIVE ABOUT OUR SERVICES ON THE FRIENDS AND FAMILY TEST

83%



OF STAFF AGREED TIME PASSES QUICKLY WHEN AT WORK



NUMBER OF SERVICE USERS SEEN SINCE WE BECAME NAViGO IN 2011
2011-2017

1167 1483

FACEBOOK FRIENDS

TWITTER FOLLOWERS

410
272

STAFF MEMBERS
COMMUNITY MEMBERS

8/10

STAFF ENJOY THEIR JOB

679
COMPLIMENTS ABOUT SERVICES

2016-2017

RANKED

78 IN THE SUNDAY TIMES TOP 100 NOT-FOR-PROFIT ORGANISATIONS TO WORK FOR 2017

OVER 156

REFERRALS MADE TO TUKES EMPLOYMENT AND TRAINING SERVICE

WE HAVE RECEIVED



61,155
APRIL 16 - APRIL 17
VISITS TO OUR WEBSITE
WWW.NAVIGOCARE.CO.UK

OVER
£32,000

HAS BEEN RAISED, GRANTED OR DONATED TO THE GARDINER HILL FOUNDATION

RATED
"GOOD"

BY THE CQC 2017

WE HAVE OVER 23

DIFFERENT SERVICES

TUKES HAS SUPPORTED OVER 350

DYSLEXIA / VISUAL STRESS SCREENINGS
2016-2017

Looking back - AGM 2016

Award Winners



Chairmans Award Winner
Individual: Carol Coultas



Display Board Winner
- Rharian Fields



Chairmans Award Winner
Team: Springboard

Guest Speaker : Professor Green



Presentations were **excellent**,
good mix of emotions!



Speaker & venue was amazing
- NAViGO are **superb!**



*Pictured: (L-R) Tom Hunter, NAViGO Chairman,
Professor Green, AGM Guest Speaker, Jane
Lewington, NAViGO Chief Executive*

Service Developments

IAPT/ Open Minds – New Service – Improving Access to Psychological Therapies (IAPT) for Long Term Conditions (LTCs)/ Integrated IAPT

IAPT means 'Improving Access to Psychological Therapies'. The Long Term Conditions service is a development of the current services offered at Open Minds to focus more specifically on individuals who are living with long term conditions such as chronic obstructive pulmonary disease (COPD), Diabetes and Cardiac Disease. We have integrated with other teams within the community and within Primary and Secondary care to provide a holistic approach to an individual's needs. We aim to offer support, particularly after a relapse.

Following a successful bid for four additional trainees a larger bid was submitted to NHS England (NHSE) for wave 2 funding to develop this service as part of the five year forward view for mental health. The bid was successful and we were awarded additional funding of £185,187 plus around £71,769 salary support for additional trainees for this financial year. The funding is for four additional trainees, a clinical lead to focus directly on developing the service and admin and project support.

Access team

The Access team is the umbrella term for the amalgamation of older adults and adult Crisis home treatment teams, older adults and adult liaison teams, Single Point of Access (SPA) and the Approved Mental Health Professionals (AMHP). We are in transition and have a long term goal to work within the five year forward plan for Mental Health.

At time of writing we are still at planning point for moving Liaison teams from The Gardens into Diana Princess of Wales Hospital offices. When we are based in the general hospital we want to enhance our links with the services there and those who also liaise, such as Focus and Foundations. We want to be a Hub of support, a centre of communication and good practice, a source of positive communication and a point of access to mental health services.

Revesby Court

Revesby Court is our rehabilitation bungalow that opened in February 2017 and has so far been a tremendous success, seeing four people who were living out of area for a number of years being able to leave the constraints of hospital and return to living in the community with a package of support as well as a reduction in costings with out of area placements. They are back in touch with families, accessing the community daily, learning new skills - baking/washing up/hovering, and generally have a huge smile on their faces. There have been no admissions or calls to crisis, no incidents of aggression and the improvement in their quality of life is astounding. In six months this has become their home, not a hospital or placement or a 'step' in their journey, they have a feeling of belonging. We are so extremely pleased with this success which is all due to the hard work of staff and the service users themselves.

NAViGO Objectives 2017/18

Each year NAViGO engages with its community members and staff to highlight key organisational objectives which are then built into team and individual staff personal development objectives and the organisational annual work plan.

These are detailed below and provide an over-arching sense of direction for the organisation (2017-2018).



Following feedback received from members last year, the way in which the objective setting process took place this year was altered. To engage with as many staff and community members of NAViGO it was agreed that the traditional objective setting meeting would not take place. Instead, members of Corporate Affairs attended team meetings, drop in sessions within community settings, provided 1:1 opportunities, visited the Independent Forum and the Carers led meeting. There was also a survey monkey for staff to complete if they couldn't attend a meeting.

The Financial Picture

Simon Beeton



2016/17 is best explained as a "game of two halves" with us having a challenging first half to the year, followed by some really good work in recovering the financial position in the second half of the year.

Based on our numbers at the end of



September 2016 we needed to establish a financial recovery plan for the remaining half of the year. I am pleased to report that this was a success with everyone tightening their belts thus enabling us to hit our financial targets for the year as a result.

The savings we achieved in the year came from a number of areas, namely; continued and further reductions of management and bureaucracy through restructuring, additional income through trading at the Garden Centre and increased referrals to our Eating Disorder Unit. The financial recovery plan made further savings through

ceasing to spend in areas that are not critical to the delivery of care to service users. For our NHS work, we have been successful in securing all our main contracts again in 2017/18 and these also cover financial year 2018/19 so we are confident of our immediate financial and operational futures. In areas where we trade directly with the public, we have established

a specific Committee to monitor and develop our services to ensure they make us a surplus whilst, most importantly, making sure they deliver training, education and employment opportunities for our Service Users and Carers.

As always with the help of our staff and service users, we are confident that we can continue to achieve a strong financial position in the future. We continue to be an organisation that is the envy of our contemporaries and if we can continue to think creatively we can continue to develop NAViGO as an organisation we are all proud to be a part of.

What We Own...

cash	other assets	total
£2,172k	£3,894k	£6,066k

What We Owe...

our creditors	tax payable	what we owe
£3,967k	£109k	£4,076k

Our Surplus...

what we own	what we owe	TOTAL
£6,066k	£4,076k	£1,990k

Business Development



Health Foundation bid
£75k

£20k to purchase a community vehicle

£17k secured from NHS England to improve recovery rates within Improving Access to Psychological Therapies (IAPT) service

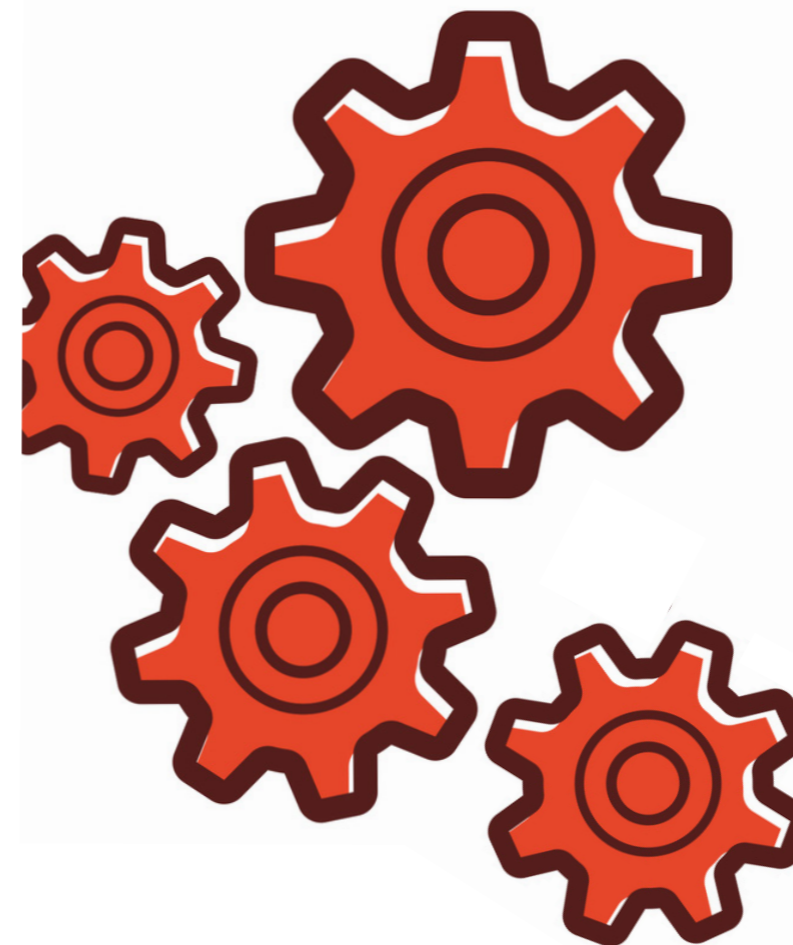
Open Minds were also successful in being chosen to pilot increased numbers of Employment Advisors in their service to support people back to work. This attracted funding of...

£12k in 2017/18

£70k in 2018/19

£83k in 2019/20

£185k transformation funding via the Sustainability and Transformational Partnership (STP) from NHS England for Open Minds to expand into Long Term Conditions





Last rated
14 February 2017

NAVIGO Health and Social Care CIC



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

NAVIGO investigate serious incidents in accordance with National Guidance and Frameworks and work closely with our commissioners and the Care Quality Commission.

We have a robust process for the identification and reporting of serious incidents. Incidents are recorded on DATIX, our electronic reporting system. The decision to investigate is taken by the Quality Team who liaise closely with Commissioners and our local CQC Inspector.

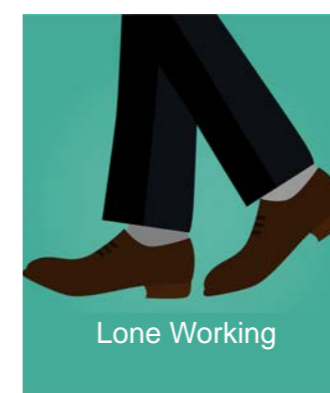
The outcomes of investigations are reported and monitored via our governance structures and shared with family members. The lessons learnt and actions are shared and embedded throughout the organisation.

Some examples of these are highlighted below:



Family, Friends & Carers Opinions

Dedicated section added to assessments and care plans to record the views of people who know the service user well.



Lone Working

Policy review with a mechanism to confirm all staff have read and understood procedures.

Senior Manager appointed as Police Liaison to support proceedings.

New reporting template developed for staff related incidents



Record Keeping

Action plan developed to update notifications on the Electronic Patient Record

Report to staff identifying notifications requiring updates or end dates

Further training delivered to staff



The Dangers of Online Dating

Information and advice booklet developed and available to all service users, staff and via the website.

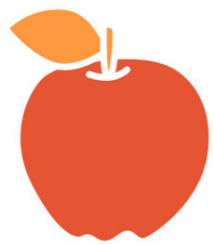
Included as part of safeguarding training to all staff.

Quality - CQUINS

Providing service for the NHS, NAViGO receive payment through achieving CQUINs. NAViGO has achieved and has been paid in full for 100% of the 2016-17 CQUIN milestones. A summary of the 16-17 CQUIN can be found below.

Introduction of Health and Wellbeing Initiative - Option B

Value - £47k



Healthy food for NHS staff, visitors and patients

Value - £47k

Communication with General Practitioners

Value - £9k



Social Work Benchmarking

Value - £94k

Improving the uptake in flu vaccinations for front line clinical staff



Value - £47k

Dementia and Delirium CQUIN: discharge summary and follow on recommendations

Value - £94k



Cardio metabolic assessment and treatment for patients with psychoses

Value - £37k



Specialised Eating Disorder - Improving Carers Standards (Enhancing the care pathway journeys)

Value - £21k

Acute Care Admission & Readmission pathway

Value - £94k

NAViGO Carers

Carers Got Talent



At NAViGO, we care about our carers and are committed to ensuring there are avenues for service users, carers and the wider membership to have a voice.

Our carer's are incredibly important to us and this voice is one that is crucial to us in understanding how we can better shape our services.

Across the UK today 6.5 million people are carers, supporting a loved one who is older, disabled, seriously ill or suffering with a mental illness (The Care Act, 2014).

There are 16,500 Carers in North East Lincolnshire. NAViGO supports and facilitates a number of carer groups, meetings and activities which all Carers are welcome to attend and participate in.



Carers Garden Party

National Carers Week



NAViGO Staff Awards 2017



Pictured: Dawn Harris, winner of CEO Unsung Hero Award 2017 presented by Jane Lewington, Chief Executive



In January 2017, we celebrated our first ever Staff Awards Ceremony at The Beachcomber, Cleethorpes. The night was the brainchild of elected staff representatives and supported by the communications team.

The evening was an opportunity for us all to give thanks and recognition to our colleagues who have made an outstanding contribution to the care NAViGO provides whether they work directly with people who use our services or work in a support role.

The ceremony was hosted by Richard Lyon of Compass FM with over 25 awards presented by service leads and managers. Further entertainment was available in the form of a disco, magician and photo booth.





In the past 12 months NAViGO has been shortlisted for **8** awards and has successfully won **4!** From 2011- 2017 our services have won over **15** awards, the most recent achievements are detailed below.

Positive Practice in Mental Health Awards 2016 – Acute Pathways in Mental Health was awarded to Harrison House

Positive Practice in Mental Health Awards 2016 – Eating Disorder Service was awarded to Rharian Fields

Dementia Action Alliance Award for Quality Improvement in Dementia care 2016

Community Mental Health Services for Older People reaccredited by The Royal College of Psychiatrists' Centre for Quality Improvement (CCQI) as part of their The Memory Services National Accreditation Programme (MSNAP) 2016



"NAViGO Project of the Year" the winner, an affordable holistic therapy centre – Simply You@NAViGO

Best Companies – 78th place on The Sunday Times Best Companies to work for list 2017

Winners of The Sunday Times Learning and Development Special Award 2017

Medipex Innovation Awards 2017 – Best Innovation Award winner - TMS@NAViGO (Transcranial Magnetic Simulation)

85% of staff agreed care of service users is NAViGO's top priority, up **7%** on last year's results and **9%** higher than the national average*

91% of staff agreed their role makes a difference to patients and service users, up **4%** on last year's results and **2%** higher than the national average*

88% of staff agreed they are able to do their job to a standard they are personally pleased with, up **13%** on last year's results and **9%** higher than the national average*



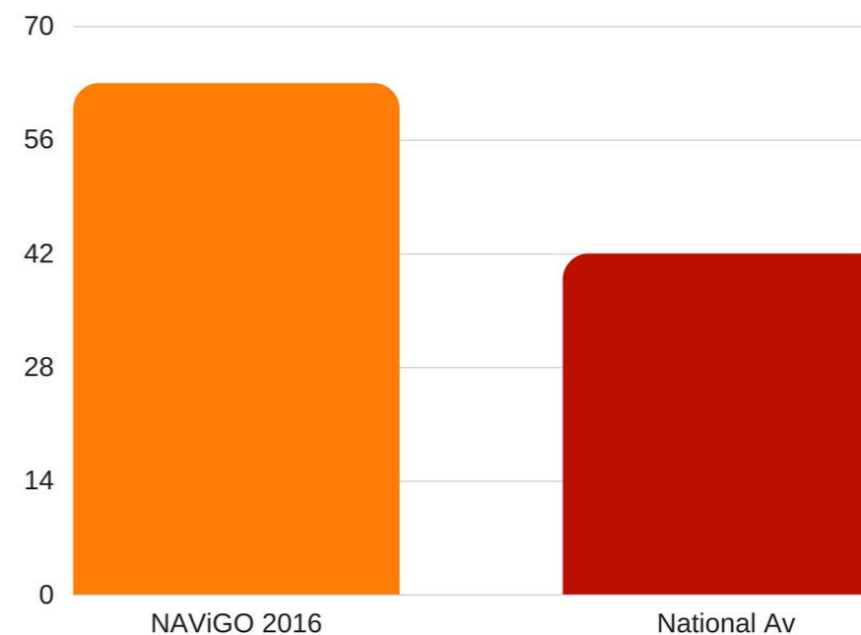
NAViGO was the top performing organisation in an impressive **65%** of all the questions asked

To view the summary and full report of results, please visit www.navigocare.co.uk



NHS National Staff Survey
Navigo Health and Social Care CIC

Management Report
Produced 28 February 2017
by Quality Health



Response Rate %

* When we state higher/greater than the national average we are referencing the national average for mental health trust who have undertaken this survey.

The Sunday Times: Best Companies To Work For 2017

For the second year in succession, NAViGO scooped the prestigious Sunday Times award in the 'Top 100 Not for Profit Organisations' category this year being placed 78th nationally.

NAViGO was also recognised with a special award for 'Learning and Development', highlighting its commitment to staff and service users training and education. In the Best Companies survey, Employees said that the organisation was a great company to work for and the results overall revealed a very happy and motivated workforce.



“ It was an amazing experience and we feel very lucky to have been chosen to represent NAViGO and our colleagues and volunteers at such a prestigious event. It really was lovely to have those of us on the “frontline” being able to get involved in this way. Often when we are dealing with such serious, stressful issues we can feel burnt out but this really highlighted the good work that everyone does and it was so lovely to see this recognised. Seeing others working in similar organisations really spurred us on to see their successes and how we can bring back these ideas to improve our own services and maybe even place higher next year.

Mark Silvester & Adele Drury



The accreditation which NAViGO have been awarded is due to achieving high scores in the Best Companies' survey, which examined the ins-and-outs of company life. The survey reveals how employees really perceive their work environment.

Part of the accreditation, NAViGO celebrated 'Best Companies Day', gifting every member of staff who took part in the survey a £20 Grimsby Garden Centre Voucher recognising their contributions, efforts and hard work.



Pictured: (L-R) Adele Drury and Mark Silvester of NAViGO accept The 100 Best Companies to Work for 2017 - Special Learning and Development Award, presented by Ben Sheppard



Tukes provides training, skills development and work experience in real working environments for individuals who struggle finding work due to their mental health illness or learning disability.

Tukes aims to improve the quality of life for people with mental health problems by enabling people to gain new skills, increasing confidence, self-esteem and motivation and counteract social exclusion within the labour market.



7 MEMBERS HAVE GAINED EMPLOYMENT

Recent service developments include:

Tukes Traders relaunched as Tukes 'The Hub' education and training centre

Private domestic and commercial works undertaken by Tukes Property Services

Tukes Floral Hall and Tukes Café Harrison House scored 5 stars with the food standards agency

252
REFERRALS TO
ATTEND TUKES

106
CARE TV COURSES
COMPLETED
MEETING CQC
STANDARDS

5,800 HOURS
OF WORK BASED TRAINING

// My Story at Tukes

My name is Wayne, I am 49 years old and I can honestly say that the last three years have totally changed my life. It was then that it was suggested to me to come to Tukes which is part of NAViGO CIC to help me with my depression and alcohol problems.

I don't mind sharing this information because that was all in my past now. Since coming to Tukes I have stopped drinking and have actually become proud of myself. It started off with me coming to see a Support Worker at Tukes. They didn't judge me, but just wanted to see how they could help me.

I would enjoy doing and may want to pursue further into employment. After much thought and consideration, I chose to try horticulture and went to The Floral Hall at People's Park in Grimsby. I'm really glad that I chose this because I love it and would really like to gain employment in that field. I'm now working at the Grimsby Garden Centre which is not only interesting and enjoyable, but I get to serve, help and sell things to the public (great practice for the future I hope).

Throughout my time at Tukes I've learned so much. I've improved my maths and English, learned about horticulture and lots of other training also from Tukes which I think I have not only enjoyed but also really benefitted from.



I started off by attending just 1 or 2 times per week. It was through Tukes that I was helped with my education. One of the first things Tukes did when I started to attend was to see what my English and maths was like and how they might be able to help me. I've got to say I was very nervous because I literally couldn't read or write. I needn't have worried though they were all really friendly.

First of all they identified that I had dyslexia and they helped me with this. I can now read and write, something I could not do before. Don't get me wrong, it hasn't been easy, it's been a slow process, step by step and still a long way to go, but I am now much better and want to keep on learning. Also, I've been taking maths and computing, as well as many other courses through Tukes. Also, as well as learning at Tukes, I've also had the opportunity to gain work experience. They talked to me and tried to find something which

What is just important whilst I've been at Tukes is that I've made a lot of friendships with people I work alongside.

I started off as a service user at Tukes but have recently become a volunteer supporting others. This is great to be able to give a little back and at the same time it really helps me and my confidence. Tukes isn't just about work though. It's like a family, we know everyone by first names and socialise.

I love coming into Tukes, and it is like everyone says it is like a family. There's us (the service users), staff and volunteers who help make things work so well.

So thank you to everyone at Tukes and NAViGO for helping turn my life around (and the lives of others), I am (and we all are) extremely grateful for all your help. Thank you.

Simply You@NAViGO



Simply You@NAViGO is a beauty and holistic therapy service, offering discounted treatments to NAViGO service users, carers, staff and community members.

In 2016, Gardiner Hill Foundation funded a £2,500 renovation of the small brick kiosk at the entrance to our Floral Hall site at Peoples' Park in order to pilot a project to deliver Complementary Therapies to Staff and Service Users. Since its inception it has become clear that this is a popular and marketable commodity which can be sold not only to staff but also to the wider community.

"I had my first treatment with Jo and I can honestly say how absolutely wonderful it was. I've had many massages and treatments over the years and this was one of the best, so unhurried and relaxing. I can't recommend Simply You enough and will be making another appointment very soon!"

"Had a wonderful relaxing afternoon with Liz. I cannot recommend 'Simply You' enough. Feeling wonderfully relaxed and ready to face the world again. Love and light"

"Liz is absolutely amazing! Such healing hands! I would wholeheartedly recommend this 'little oasis of calm'. Your body and mind will thank you."

Complementary and alternative therapies are being used in a range of health settings to both complement mainstream treatment and to extend patient choice.

Simply You@NAViGO currently deliver a range of therapies including:-

- Reiki
- Reflexology
- Mindfulness
- Mindfulness - parent and child
- Emotional Techniques
- Massages (e.g. Swedish, Indian Head, Aromatherapy etc.)
- Holistic Facials

Find us on Facebook and spread the word - search **Simply You - Beauty & Holistic Therapies**

Follow us on Twitter - **@SimplyYou_TLBB**



**Simply
You
@NAViGO**

Pictured: (L-R) Joanne Hamilton and Liz Scott, Holistic Therapists at Simply You@NAViGO

'Putting service users first'

RESPECT was developed by NAViGO for use by organisations working with people who present challenging behaviour. RESPECT aims to produce the safest, most effective and ethical solutions to preventing and managing such behaviour. It teaches an understanding that there are many factors (environmental, functional, internal conditions) that influence behaviours and works alongside staff to support those who present behaviours that challenge within Education, Health and Social Care settings.

The training is delivered by instructors with extensive clinical backgrounds who work with people to best meet peoples need. The very ethos of RESPECT is designed to put the service user first.

RESPECT is also delivered in partnership with Service Users and includes real life experiences and examples, delivered by people who have lived experience of Mental Health problems alongside practitioners.

Find us on Twitter and spread the word - search **@RespectTraining**

Web: www.respecttrainingsolutions.co.uk



Core principles:

70% prevention
20% de-escalation
10% reactive strategies

Person-centred approaches based on support, not control

Developing and maintaining a long-term learning environment

'The choice is yours'

NAViGO Extra is a Domiciliary Care Agency that was initially established to specialise in caring for people with mental health conditions including, for example, Dementia, Schizophrenia, Agoraphobia etc. It is a wholly owned subsidiary of NAViGO CIC born through changes to Social Care commissioning back in 2014.

Care Assistants work within service user homes and are trained up to NHS standards on mandatory courses, also including hoists, human lifting and moving/handling training. They offer services around personal care including dressing, toileting and bathing; medication prompts; completing MARS charts etc as well as providing domestic

services which, as far as we are aware, is a unique offering locally. NAViGO Extra also helps clients to bid for local authority housing and offers 1:1 support around budgeting, meal plans, shopping and assists service user to maintain tenancy.

Recently, NAViGO Extra have been involved in a partnership with Care4All providing supported living for service users. This is managed by Care4All with NAViGO Extra staff being situated on site.

Find us on Facebook and spread the word - search **NAViGO Extra**

Web: www.navigoextracare.co.uk

"I'm sure without the support of NAViGO Extra, my son would be in a much worse position, the support from staff helps him feel safe. **They do a good job.**"



Pictured: Dr Colin Robertson demonstrates Transcranial Magnetic Stimulation treatment



TMS@NAVIGO Transcranial Magnetic Stimulation

Transcranial Magnetic Stimulation is a non-invasive, pain free method to stimulate areas of the brain to improve symptoms of depression. TMS@NAVIGO has been at the forefront of research and development of TMS as a treatment for depression and medication-resistant mood disorders.

TMS@NAVIGO now have two treatment clinics offering our unique form of targeted TMS for the treatment of mood disorders. We have a clinic in Grimsby, based at Harrison House and another in Welton, East Yorkshire. The opening of the new clinic in Welton gives us more capacity and opportunity to treat further service users. TMS@NAVIGO have continued to successfully treat service users with medication-resistant mood disorders.

"When I sat for my initial consultation and Dr Robertson said we can actually sort this, it was the first time someone had said they could do something for me without resorting to medication and that I wasn't responsible for the way I was feeling: he had the power to help me."

*"The treatment itself was **painless** and in fact I went straight back to work after having a treatment. I also liked that it was an intensive course, I saw **results very quickly.**"*

*"Before TMS I could go from 0 to 100 miles an hour in a second, now **I am able to cope better** with situations which might have previously made me anxious, everyone around me has noticed a change in me for the better."*

We are the only TMS treatment service in the U.K. offering our unique brand of targeted TMS doubling the success rate of the treatment as opposed to general repetitive TMS. The NAViGO TMS service is exclusive in that it uses the pioneering technique of QEEG guided TMS, which enables the clinician to analyse the electrical activity of the brain and pinpoint the source of the malfunction (Neuromarker) which then provides the target for TMS therapy. This brand is now trade marked as TMS@NAVIGO.

Find us on Facebook and spread the word - search **TMS at NAViGO**

The Gardiner Hill Foundation

My Name is Marion

The Gardiner Hill Foundation is the charity associated with NAViGO. It was established to enhance and enrich the lives of people with mental health illness and promote good mental health. The charity takes its name from a local doctor, Dr Robert Gardiner Hill, born in Louth, who championed the right of people with mental health illness in the 1800s.



*Pictured:
Gardiner Hill Caravan Cleethorpes*

The Charity continues to offer subsidised holidays at the static caravan at Thorpe Park in Cleethorpes, which is becoming increasingly popular.

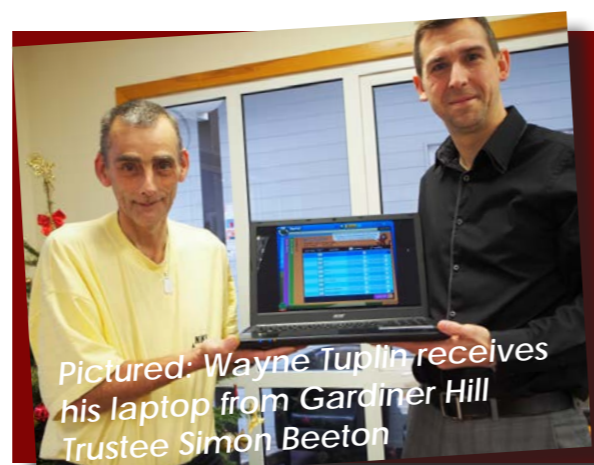
Find us on JustGiving - [justgiving.com/gardiner-hillfoundation](https://www.justgiving.com/gardiner-hillfoundation)

Find us on Facebook and spread the word - search **The Gardiner Hill Foundation**



*Pictured:
TCI Inspire Womens Netball Team
present cheque to trustees*

In the past year over **£32,000** was raised, granted or donated to the Charity.



Pictured: Wayne Tublin receives his laptop from Gardiner Hill Trustee Simon Beeton

The Charity spent **£36,000** by way of grants to individuals or supporting local schemes to assist NAViGO users and other people.



I am 57 years old, a mum and widow. When my husband Pete passed away following a long period of ill-health, it hit me badly. My children had left home and I was suddenly by myself. Unfortunately, I have my own health problems which mean I am a double below the knee amputee, have breathing problems etc. My loss of Pete knocked me for six and I became depressed. I am proud to say I had mental health problems.

The reason I say proud is because if I hadn't, I would never have gone to Tukes or NAViGO CIC. They are wonderful. They gave me the confidence to keep on going and a purpose in life.

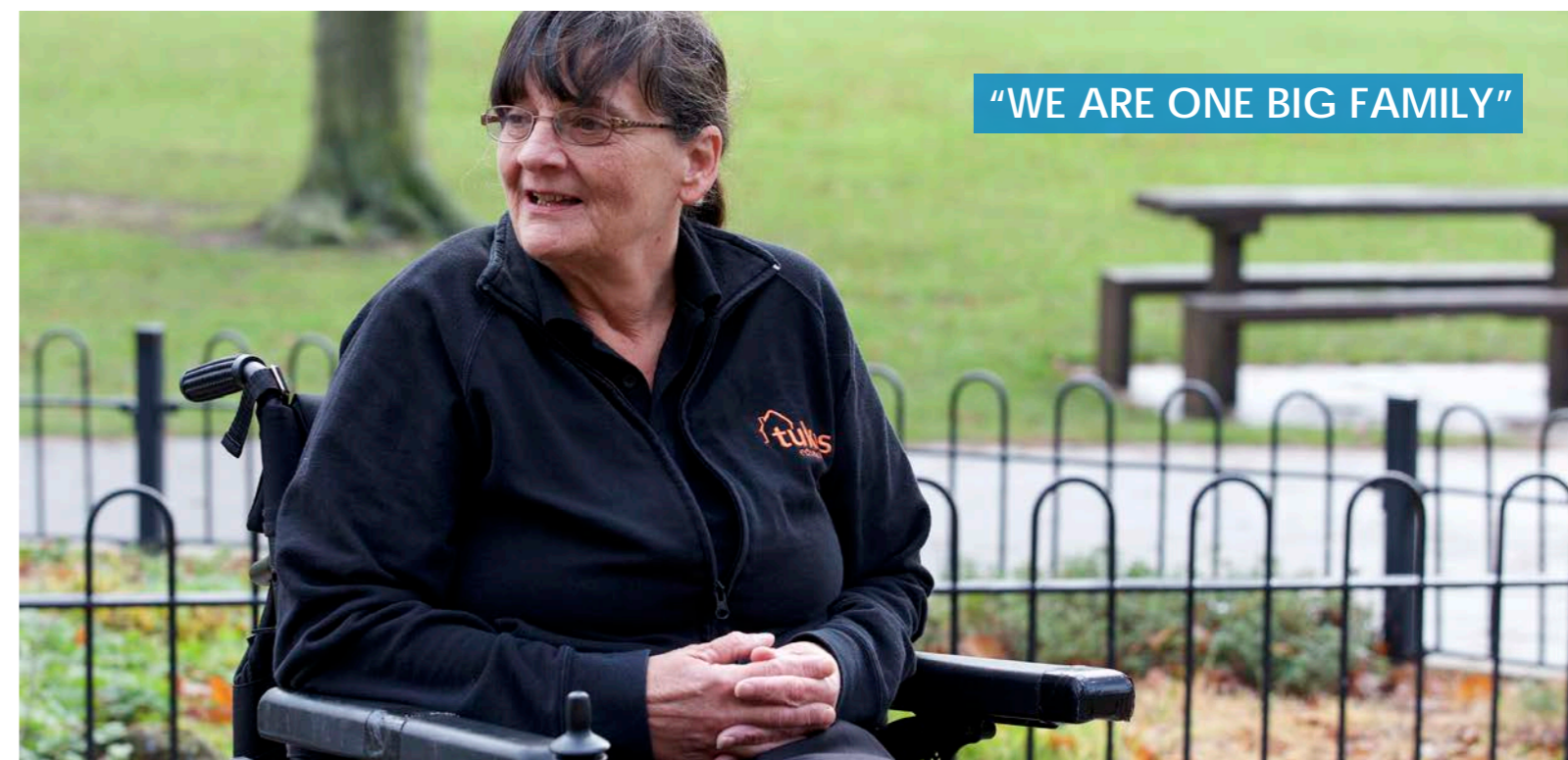
Since becoming a member at Tukes, I have learned to read and write and gained my Level 2 qualifications in reading and writing. I have gone on to volunteer my support in helping others attending Tukes learn to read and write. NAViGO CIC has an expression 'we are one big family', and that feels so true. Tukes is a massive part of my life now, my friends and learners are all around me.

My mental health is greatly improved and I know that the only reason a lot of the things we are able to do, is only thanks to the lovely people at In Kind Direct and the donor companies who kindly give their products to organisations like ours.

Last year we had a members Christmas party (which I was helping with and I love it...). Thanks to Tukes, we wrapped toiletry gift sets to give every single person who comes to Tukes with a Christmas present each. It was wonderful. Many may live alone and don't have family, but we were able to make sure that every single person had a Christmas present from people who care about them (as I said, just like a family).

At both a personal level (how much difference you have made to me), but also at a larger level, the massive difference you make to the service I attend and my friends who also attend. I want to say THANK YOU ALL SO MUCH; YOU ARE ALL UNSUNG HEROS!

Marion Candy



"WE ARE ONE BIG FAMILY"

Grimsby Garden Centre



Grimsby Garden Centre has continued to progress from 2016-2017 building upon and expanding its customer base. The garden centre has progressed with the 'face-lift' of the building itself, continuing to make the commercial space more attractive and appealing to customers and more importantly, safer.

Building upon the success of last year's events, the garden centre will be holding Halloween and Christmas events for families in the area, bringing the local community together.



Grimsby Garden Centre are the only not-for-profit garden centre, with its ethos centred around building a training centre for NAViGO's volunteers and members and generating income to go back into NAViGO services as a social enterprise.

The Garden Centre has excellent opportunities for members and volunteers to gain hands on experience in a wide range of sectors, from planting, potting and pruning in the nurseries, to understanding how the shop floor works and gaining customer service experience, to café / restaurant and admin experience, the garden centre covers a huge scope of areas.



Website www.grimsbygardencentre.org.uk
Facebook search Grimsby Garden Centre



"IT IS NOT JUST A GARDEN CENTRE BUT A SUPPORT BASE FOR A RANGE OF PEOPLE DIFFERING IN BACKGROUND AND EXPERIENCE."



We couldn't do it without you...

NAViGO Staff and Community Membership Representatives



Strengthening our relationships locally and nationally

At NAViGO, we believe that effective partnerships with our staff, service users and organisations within and outside of our community will create better services. Partnership is a central strand of our vision, our strategy and our plans as a social enterprise. The opportunity for staff, service users, carers and other stakeholders to be involved and contribute to improvements in our services is greater than ever.

Staff and service users are working together on schemes ranging from the design of individual care plans to the creation of innovative and practical accommodation and facilities. The nature and the quality of the services we provide will depend a great deal on our relationships with the organisations who commission and buy them – local NHS commissioners and GP groups.

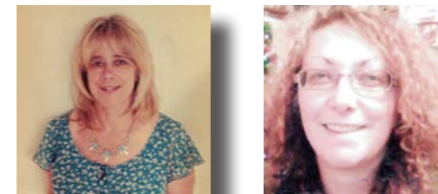
We have also developed formal partnerships with not-for-profit organisations in the fields of housing and employment needs. The freedom of social enterprise status will allow us to develop further partnerships and strategic alliances. It will enable us, via the recruitment of members, to engage the wider community as stakeholders in their mental health and care service.



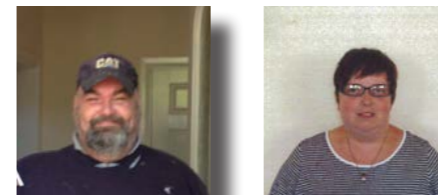
Thank you and farewell to our 2015-2017 representatives

Hello and welcome to our new 2017 - 2019 representatives

Community



Julie Salt Marie Fitzgerald

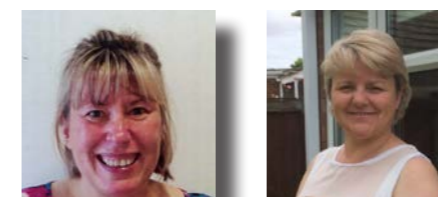


Mick Chase Jo Grenney

Staff

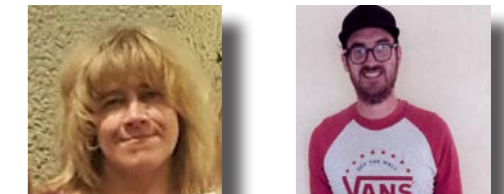


Janine Smith Mel Bee

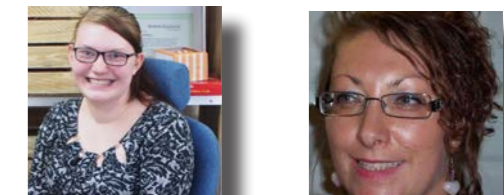


Katrina Ferry Liz Scott

Community

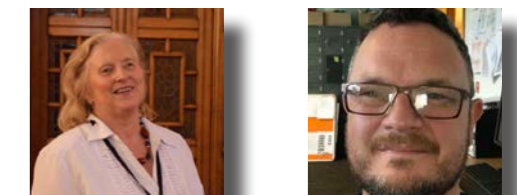


Julie Salt Matt Smith

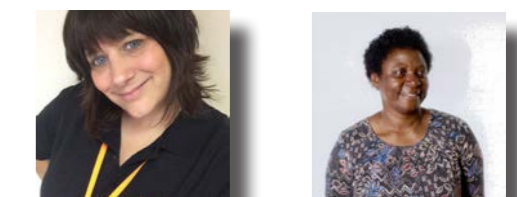


Lucinda Parrish Marie Fitzgerald

Staff



Annie Darby Richard Melling



Claire Withers Freedom Nwokedi

Service user, carer and staff involvement is about making sure that our services are shaped by the people best placed to know what works.

The Staff and Community representatives help us to engage with our membership providing meaningful involvement of people who work in and use our services.

Involvement is fundamental to drive forward positive change and innovation.

Julie's Journey

- A Carer's Perspective

When reading about parenthood there wasn't a chapter in the book which prepared me for how to recognise or cope with my two daughters' sudden onset of mental illness - anorexia nervosa. I hadn't learnt anything about eating disorders through school, university or my working life to that point. My family, friends and work colleagues around me were just as surprised and as clueless as me.

Food is love and life, it is indeed something to enjoy and share. It is a fundamental social experience.

It was during my eldest daughter's (Yasmin) last year of University that the demon descended and she gradually restricted and stopped eating. In truth, as her blog reveals, there had been clues along the way. She became secretive about her food and meals; claiming she has already eaten or would make excuses to leave the dinner table. She also took up exercising on compulsive basis and became detached from others and irritable. Anorexia, 'the voice', crept into our daily lives and weighing out foods, including salad, quickly became a compulsion and the 'norm'. There have been many times, when her physical body has been so damaged by anorexia, that I wondered whether she would be alive in the morning.

I recall one day leaving out a book written by Nicki Graham about her eating disorder and left this with a pile of washing in Yasmin's bedroom. This gesture was met with the hostility and denial of the full force of the

anorexic demon. I started to ask questions of others - her university lecturers, her friends and boyfriend at the time about the changes I had noticed. No one was sure what to do.

This is just a brief summary of my journey which at times has felt like being on a roller coaster. There have been times I have felt defeated, bewildered and overwhelmed by the wrath of the eating disorder and at other times I have been strong. I very quickly learned that I couldn't fix them like I used to when they were little and fell over. I sadly also came to realise that I couldn't save them from their eating disorders. I despaired for my daughters and wished I could have carried the burden for them, but in the end they have to have the strength and determination to fight and my job is to help guide them when I can and fight for them when they are not able to.

What lay ahead for us over the next seven years, and still does, is often too traumatic to comprehend. In truth, I have never looked back at what happened during this time. For years we have had to live with daughters who have hated their lives at times and been thrust into the depth of anxiety and depression alongside the anorexia. It is a truly debilitating and destructive illness. Anorexia ignited a 'constant worry button' in my head; it is always there. It resembles 'the voice' as Chelsea calls it. It becomes quieter when there is a good period, notably when one of my daughters goes into hospital when their physical health is compromised. I start to get uneasy as discharge approaches; although I am always full of hope; the

demon that is anorexia is always ready to unleash its devastation looking for any chink of weakness to cling onto.

Before Yasmin and Chelsea got ill I thought eating disorders happened to other people's children and not to my daughters. I had little knowledge of anorexia and thought that those children with anorexia or bulimia wanted attention, that they were self-destructive. I knew no better. It's not that serious, everyone goes through these food fads, 'she just wants to be thin'; these are unfortunate and very stigmatising statements that I have heard on more than one occasion in relation to anorexia. Eating disorders, in my opinion, carry a second layer of misunderstanding often leading to stigma since there is a physical side - an individual with anorexia being visibly underweight and the phase in recovery when weight is restored so the individual can be deemed to be 'better'. The reality is that this may be the period of time when the battle of self-acceptance is overwhelming with the physical body changes that accompany weight restoration.

I was wrong about many things, but I was right about one thing: my daughters did not choose anorexia. Anorexia chose them. And it has nearly killed them on more than one occasion.

People ask and wonder about



L-R Chelsea, Julie & Yasmin



L-R Chelsea & Simon Salt

what has made them both so ill. There isn't any evidence that eating disorders are caused by any particular one underlying issue. Neither of them chose anorexia; nor could they just simply decide to 'get over it'. It is very difficult for healthy minds to fully comprehend anorexia. The first time I met anyone else who had a daughter with an eating disorder was on a one day information session delivered by Seed in Hull. Having seen the flier the day sounded ideal - with the opportunity to meet other parents and carers and find out how strategies help. The session was good, delivered by a mum who had lived with the wrath of an eating disorder.

It took me a long time to realise that carers need to grieve for the person that 'could have been', the family member that has surrendered their potential. The life that has been 'stolen by the eating disorder'. I have a younger daughter too, Amber, she 'lost' her sisters and spent years at home in the midst of the chaotic world of an eating disorder.

The last 7 years has been spent with Yasmin and Chelsea both in and out of hospital including Rharian Fields, York and Leeds. We have spent the last 2 years traveling at least weekly to York and Leeds. In this time I have tried to empower myself and be stronger. Having doctors come to your home to section your daughter featured in our lives as did collecting a mass of legal documentation as the 'nearest relative'. Photos over the last 7 years evidence some of the milestone celebration birthdays spent in hospital with Rharian Fields staff in the house; this became the 'norm'.

I am frequently told 'I don't know how you can do it'. In truth, my life has changed drastically too over the last 7 years. I have become much more tenacious, determined and stronger. A few years ago I had a canvas made to hang in my bedroom - 'you never know how strong you are until being strong is

the only option you have'. I have often looked at it and wondered how strong I have to be. I savour those brief everyday occurrences during the periods of better well-being-sitting in the sun yesterday in York with both my daughters enjoying an ice-cream. Simple but memorable; hopefully there will be many more times like these. I have learnt over the years to change my expectations. I have friends of a similar age who talk about their sons/daughters and their trials and tribulations - boy/girlfriends/jobs/babies etc. There was a time I could not see beyond a revolving door of hospital admissions. Then Chelsea eventually moved into supported accommodation and I dared to hope beyond my initial expectations. I always have hope no matter how overwhelming things can see at times. My current hope is that they both find 'peace' and learn to manage their condition and enjoy a good quality of physical and mental health. Of course I hope they experience all of the things that other parents wish for- boyfriends/ jobs / travel / maybe children whatever they wish for.

I have had to be an advocate at times for my daughters and challenge situations when they have not been well enough to do this for themselves. Daily life is hard enough anyway for anyone with an eating disorder. One of the most important things I have realised whole heartedly is that those who suffer from mental health illness are the experts of their own mental health despite being profoundly ill at times. This has come home to me through supporting Yasmin and Chelsea and taking part in peer

reviews in mental health wards across the country. I have spent hours searching the Internet to find appropriate motivational quotes, learnt reiki, set up and co-facilitated the local eating disorders group, attended the three day International eating disorder conference in London and become a carer peer reviewer for the Royal College of Psychiatrists. I also attended the



L-R Julie & Yasmin Salt

B-eat training and deliver their eating disorder training. I was successfully elected to be a community representative with NAViGO. These have been the strategies I have used to empower and support my daughters and help others too and importantly stay well myself.

Looking to the future I would like to see a carer consultant post; the first of which was appointed to a few years ago in Australia. This involves cbt/dbt strategies used to work with families - building on the first-hand experience of direct caring experience of an individual with complex mental health difficulties. I am already looking at funding opportunities for this. For the future I would like to look into the possibility of setting up an eating disorder charity/complex mental health charity.

So where are we now? I am immensely proud of the battles both Yasmin and Chelsea continue to face and the achievements they have made. Chelsea has just started volunteering at an adolescent unit for young people with mental health issues. She is introducing the young people to her own art journaling which has supported her in recovery.

I am proud of the steps Yasmin has taken in choosing 'full recovery' and accepting a place at Seacroft Hospital in Leeds and I read her trials in tribulations in her blog - fullportions.com

Julie Salt, Community Representative & Carer

Who is shaping our future?

THE CIC BOARD



Tom Hunter
Chairman



Jane Lewington
Chief Executive



Simon Beeton
Director of Finance



Aamer Sajjad
Medical Director



Michael Reeve
Director of Operations



Julie Gray
Company Secretary



Janine Smith*
Staff Representative and Non-Executive Director



Julie Salt*
Community Representative / Non-Executive Director



Kathryn Lavery
Non-Executive Director



Andrew Waterhouse
Non-Executive Director

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Associate Director for Nursing and Quality



Janine Smith
Associate Director for Business Service Delivery



Ellie Walsh
Assistant Director of Acute Mental Health Services



Kristina Fletcher
Assistant Director of Community Mental Health & Well-being



Richard Watson
Head of Workforce, Training and Development



Lisa Clarke
Head of Older People's Service



Jo Keen
Head of Tukes



Lisa Denton
Head of Performance and Business Development



Kevin Brumby
Head of Finance



Julie Gray
Head of Corporate Affairs

* Term ends October 2017

2011-2017

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