

ANNUAL REVIEW

2017/18

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 However, changes may mean that some details in this publication may be out of date, please check www.navigocare.co.uk for up to date information.

Foreword

I am delighted once again to introduce this year's annual report which highlights how NAViGO continues to develop and grow.

NAViGO continues to be one of the most forward-thinking mental health providers in the UK. It is at the leading edge of innovative care, achieves outstanding results and plays a significant role along with its partner organisations in helping to build a healthier future for the people of North East Lincolnshire.

NAViGO is a unique organisation with a remarkable friendliness and vibrancy. It is a great privilege for me to be Chairman and to see the commitment of everyone doing their very best to enable us to deliver first class care.

When we say "delivering services we would be happy for our family to use" this is not simply a slogan, it is at the heart of everything we do. Our shared values and the dedication of all our staff are what drive us forward and results in the excellent care we provide, the recognition we receive from service users and carers, along with that from the external bodies who inspect and accredit our services.

As I spend time around the organisation I am repeatedly impressed by the care and opportunity the "NAViGO Family" gives to people who come to us when they are at their lowest. I regularly meet people who have progressed through our recovery programmes from service user, to volunteer, and eventually to NAViGO employee. We really are a unique organisation in this respect and in the difference we make to people's lives. This is something we should rightly be proud of and my heart sings out when I see people recovering as a result of what we do.

In the past year we have again been well supported by our elected member and staff representatives who play a vital role in helping to shape the future direction of NAViGO, as well as continuing to ensure that both our staff and members views are taken into account in the governance of the organisation. I thank them all for the time they give and their dedication to NAViGO.

At Board level we have seen a change in both of your elected Non-Executive representatives. Following the outstanding contributions from Janine Smith and Mick Chase during their tenure as Non-Executives Directors, staff are now represented by Richard Melling and Community Members by Julie Salt.

My thanks go to Jane Lewington, our exceptionally talented Chief Executive, to all Board members and to the Senior Management Team for their commitment and support over the past year.

We are also fortunate to have had valuable input from many carers and volunteers in the groups who support us. Thank you for your continued support.

At a time when health services nationally are under extreme pressure, and the fashion is to reorganise and restructure organisations, I remain convinced that the NAViGO model of service delivery and our organisational construct continues to offer the people of North East Lincolnshire the best option for a mental health service which responds to and meets local need.

We should do all we can to preserve and develop it.

Tom Hunter
NAViGO Chairman



Introduction

2017/18 has been an outstanding year for us all here at NAViGO yet again. From our excellent CQC result to our ever growing list of regional and national award winning services, we continue to go from strength to strength and deliver high quality, innovative services that are the envy of mental health services up and down the country.

I have thoroughly enjoyed my first full year as your Chief Executive and I have had the pleasure of meeting many of our staff, service users and carers on my visits around our services and further afield. You continue to blow me away with your enthusiasm, hard work and commitment to make our Mental Health services the best they can possibly be. Your thirst for innovation and improvement really is something to behold. I hope that I have managed to keep my commitment to you to sustain the values of our organisation, ensure that we continue to move forward and are not overlooked when Health and Social Care funding is allocated.

Through our negotiations with Commissioners we have managed to secure our contract for a further year taking us to the end of financial year 2020 and have continued in our open and transparent dialogue with them. This has enabled us to work in partnership with them and deliver investment into our services, particularly those within the Mental Health Five Year Forward View. In terms of finances, 2017/18 was a year of stability and through hard work and innovative methods of service delivery we have managed to replenish some of our reserves.

2017/18 has seen a number of significant service developments, one of those being the continued development of our rehabilitation programme, which

we are delighted to report successfully returned a number of individuals to be cared for in our locality who otherwise would have likely remained in locked environments. We have not only brought them back closer to their family networks, but have also increased their level of independence and ultimately improved their lives.

We have also continued to improve our dementia pathways and have been successful in commencing a shared programme of work with our primary care colleagues in respect of ongoing healthcare monitoring for people with a dementia diagnosis. Further to this, our Community Mental Health and Memory Service team were successful in receiving outstanding feedback and being accredited through the Memory Services National Accreditation Programme (MSNAP), a truly remarkable achievement and something we can be rightly proud of.

This year has also seen us undertake a full and comprehensive review of our adult community mental health services which led to us co-locating our teams within one building. This allowed better communication and joint working and will enable us to focus upon a different model of care with an emphasis on recovery.

Yet again our response rate for the Staff Survey was excellent, increasing from the previous year and putting us amongst the highest responders in the country. Our results continue to be excellent with us scoring in the top 10% of the country in 25 of 32 key themes and being the best or second best in the country for 9 of those. As you would expect us to do, we shall not rest on our laurels and will continue to improve in those areas where we are not performing so well.

In a similar vein to the Staff Survey, we again took part in the Sunday Times Top 100 Not for Profit companies to work for, and improved our position to our highest point yet of 61st, yet another achievement we can all be proud of.

The CQC visited us again in late 2017 and reported their findings to us in early 2018. Due to the fantastic efforts of everybody concerned, we have not only managed to maintain our overall rating of "good", but we managed to achieve "outstanding" in the Caring domain and some of our individual services were also assessed as "outstanding". A truly brilliant achievement and I am sure we are one of the few organisations that actually look forward to a CQC inspection! I am in awe of the way you embrace the CQC and take their visits as an opportunity to showcase to them how proud you are to work for NAViGO and how you are changing the lives of the people we support.

Alongside these achievements there are other areas of our service that have been recognised through accreditation programmes or award submissions including, Accreditation for Inpatient Mental Health Services (AIMS) for Harrison House and the Konar Suite, the Quality Eating Disorder (QED) accreditation for Rharian Fields and accreditation through the Home Treatment Accreditation Scheme (HTAS) for our Older Peoples Home Treatment services. We have won awards through the Health Foundation, Grimsby in Bloom and several through Positive Practice in Mental Health (PPiMH) as well as some of our staff being successful in winning individual awards with Freedom Nwokedi winning the Sue Pembrey Award and Ellie Walsh winning the Acute Mental Health Manager of the Year award, both extremely prestigious

awards. Under the stewardship of our Business Development Sub-Committee, our trading operations have improved their financial positions significantly, with NAViGO Extra and Grimsby Garden Centre both posting surpluses in the year for the first time and both making a real difference to service users lives, whether through the excellent care and support delivered by NAViGO Extra or through providing employment and training opportunities at Grimsby Garden Centre and right across our Tukes operation.

NAViGO remain heavily involved in the work of the Humber, Coast and Vale Sustainability and Transformation Partnership (HCVSTP) and the Integrated Care Partnership (ICP) in North East Lincolnshire. Both of these will be key drivers in establishing how future services will be delivered at both a local and regional level and it is critical that we continue to play an active role in helping to drive these forward and ensure that Mental Health services are represented effectively.

Reflecting on 2017/18, it has once again been a year that has seen us make significant strides forward in the services we are able to deliver to the people of North East Lincolnshire. The commitment, ethics, passion and drive of our staff and members is what keeps us moving forward and is what is commented upon time after time by people who visit our services whether that be for inspections, accreditations or just to see how we do things around here. You should be rightly proud of the services we deliver in North East Lincolnshire as they truly are the envy of our peers and I very much look forward to continuing on the NAViGO journey with you.

Jane Lewington
NAViGO Chief Executive

EJ Lewington



Looking Back - AGM 2017



"It was fantastic thank you for inviting me to such a fantastic event!"



"Organising of the event was first class!"





“The whole event makes me proud to work for such an amazing organisation!”



“Superb Tukes buffet!”



Membership Objectives

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

These are highlighted below and provide an over-arching sense of direction for the organisation (2018-2019).



The method of engagement was replicated this year and members of the Corporate Affairs Team attended team meetings, drop in sessions within the community, provided 1:1 opportunities, attended the YourVoice@NAViGO membership meeting and the carers led meetings and provided a survey monkey for staff to complete. We had over 170 responses and once again have built the workplan around what our members really want us to do.

Service User & Carer Involvement

We actively seek involvement from service users, carers and residents of North East Lincolnshire. Our staff and community membership play an active role in shaping the services we provide. Members are encouraged to vote on key decisions and help set objectives whilst ensuring we provide services we'd be happy for our own families to use. Below are just some examples...



As part of our objectives, NAViGO has a focus on improving service user and carer engagement.

This has included developing volunteer opportunities and pathway, regular meetings to enable staff, service users and carers to speak out offering suggestions and ideas to improve services and engagement.

Gardiner Hill Foundation

The Gardiner Hill Foundation is a local charity associated with NAViGO.

It was established to enhance and enrich the lives of people with mental health illness and promote good mental health.

£32,000

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



25 grants approved totalling £8315.19



30 caravan bookings taken



£5139.84 raised through fundraising



Gardiner Hill Foundation
enhance and enrich the lives of people with mental health problems

Registered Charity No. 1146433



Thank you to
Charlie Green who
took part in
The Colour Run
raising £142

Care Quality Commission (CQC)

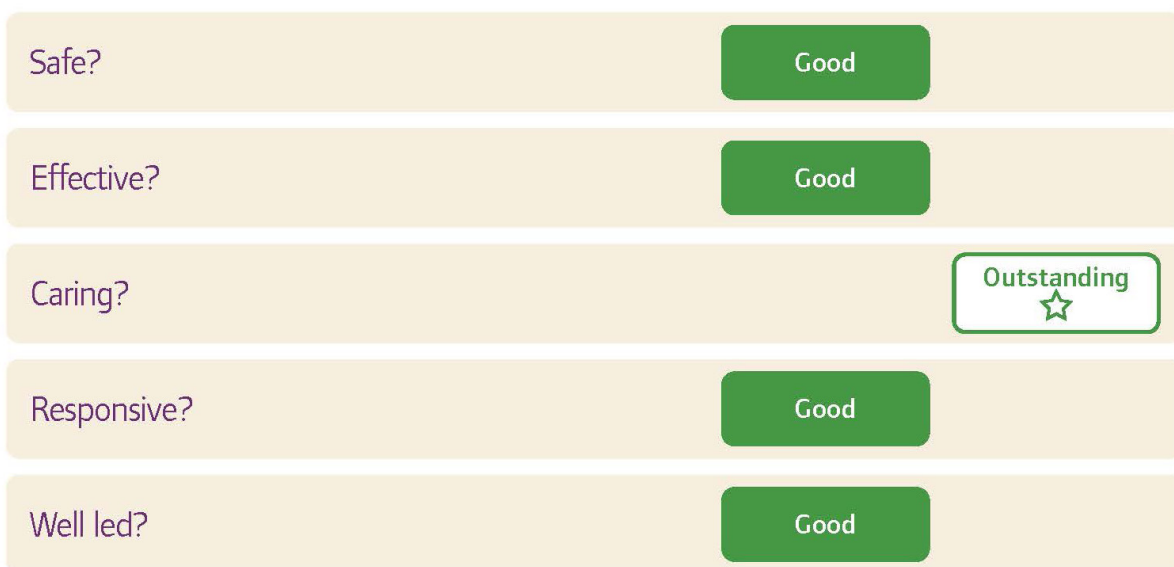


Last rated
15 February 2018

NAViGO Health and Social Care CIC



Are services



	Safe	Effective	Caring	Responsive	Well led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Good	Good	Good	Good	Good	Good
Community-based mental health services for adults of working age	Good	Requires improvement	Good	Good	Good	Good
Community-based mental health services for older people	Good	Good	Good	Good	Good	Good
Specialist eating disorders services	Good	Outstanding	Outstanding	Good	Outstanding	Outstanding
Wards for older people with mental health problems	Good	Good	Outstanding	Outstanding	Outstanding	Outstanding

Following a CQC inspection in November and December 2017, NAViGO received a well led inspection rating overall of Good for being safe, effective, responsive and well-led. It was rated Outstanding for services being caring.

NAViGO's core services Acute inpatient services for older people and the Specialist Eating Disorder service both being rated Outstanding in their own right.

Out of the 37 individual ratings, NAViGO was awarded an impressive:

11	OUTSTANDING
25	GOOD
1	REQUIRES IMPROVEMENT

Inspector Feedback

Staff cared for patients with **compassion**. Feedback from patients confirmed that staff treated them well and with kindness.

Staff genuinely **respected** and **valued** patients.

Managers **invested** in their staff; offering developmental and specialist training that enhanced skills.

The facilities on the ward (Konar Suite) offered **exceptional comfort**.

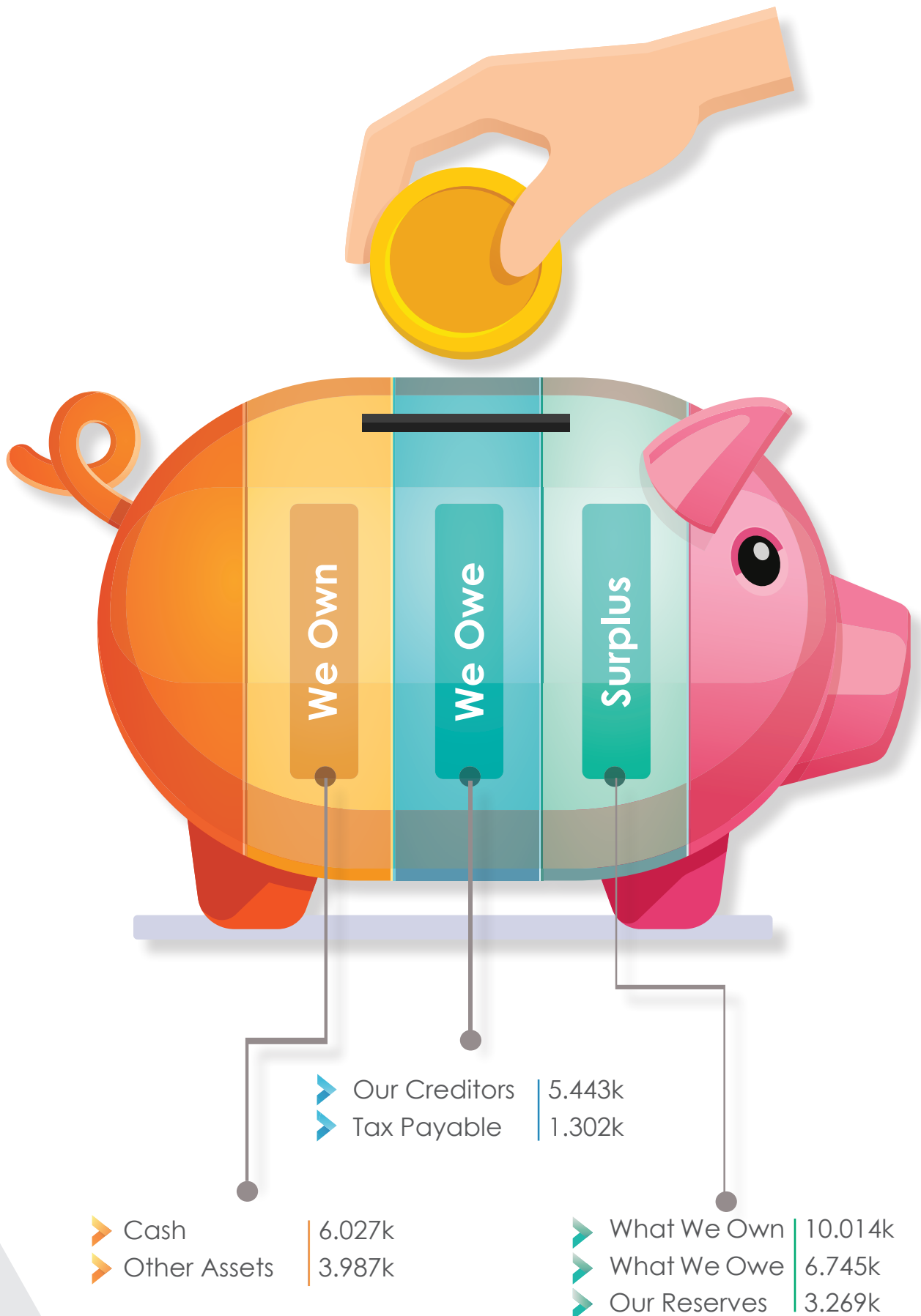
“We welcome inspections of our services as this gives our staff an opportunity to showcase the fantastic work and high level of care that they deliver to local people.

On behalf of the Board, I would like to give an enormous thank you to our staff who go above and beyond in their compassion and care for the people who use our services. What a tremendous accolade”.

”

Jane Lewington, NAViGO Chief Executive

Our Financial Picture




In 2017/18 we continued the great work from the latter half of 2016/17 to turn around our financial position and get back on an even keel. We secured a positive contract position with our main funders at North East Lincolnshire CCG, which along with continued contracts with NHS England and increased income through our Trading Operations not only allowed us to stabilise from a financial point of view, but also gave us scope to grow our services in line with the Government's plan for Mental Health Services, known as the Mental Health Five Year Forward View.

As is the "NAViGO way" we continue to look for creative and innovative ways to improve the lives of service users whilst also saving money. The savings we achieved in 2018/19 came from a number of areas, namely; additional income through trading at Grimsby Garden Centre which continues to go from strength to strength; increased referrals to our Eating Disorder Unit, particularly for private clients and additional funding for our Medical Staffing as we provide excellent training opportunities for Junior Doctors which was recognised by Health Education England. Although all of those things saved us money, the main area of savings was once again through the repatriation of service users who were receiving their care outside of North East Lincolnshire. Bringing service users back to North East Lincolnshire and providing bespoke packages of care has enabled us to save significant amounts of money.

For our NHS work, we have been successful in securing all of our main contracts again in 2018/19 and our main contract also covers financial year 2019/20 so we remain confident of our immediate financial and operational future. In areas where we trade directly with the public, we have established plans against which we can monitor and develop those services to ensure they make us a surplus whilst, most importantly, making sure they continue to deliver high quality training, education and employment opportunities for our service users and carers.

2017/18 has delivered a strong financial position which means we have been able to replenish our reserves and start to plan with more confidence for the future. We remain an organisation that is the envy of our contemporaries and if, working in partnership with staff and service users, we can continue to develop innovative solutions we will ensure the future of NAViGO as an organisation we are all proud to be a part of.


Business Development



Contributed towards a successful bid to provide perinatal mental health services in North East Lincolnshire as part of a wider Humber-wide bid



Open Minds part of wave 2 for employment advisors project – now running until 2020



Successful bid – capital monies to support implementation of new electronic patient record (SystemOne) circa £800,000



Full payment of CQUINs circa £480,000



Successful bid - Capital monies to operate “Safe Space” project of the year 2017 £76,000

How We've Grown

Open Minds Long Term Conditions service has expanded the referral criteria and now accept individuals with the following conditions – cardiac disease, chronic fatigue, Chronic Obstructive Pulmonary Disease (COPD), diabetes, epilepsy, stroke and fibromyalgia.

NAVIGO's Access Team came into fruition June 2017 – it is an amalgamation of two crisis home treatment teams, the single point of access, approved mental health professionals and our hospital liaison service, based within the local General Hospital.

Revesby Court project has been running for 18 months with great success. This project saw 4 service users returning into area, making a huge difference to their lives; attending music festivals re-establishing relationships with family and improving overall quality of life.

Adult acute services joined a collaborative with the Royal College of Psychiatrists with reducing restraint and reduction along with restrictive practice.

Early Intervention and Transitions team have surpassed the NHS England target of 52% of service users seen within 14 days of referral, scoring level 4:Top Performing in this category.

Open Minds have increased access to psychological therapies within primary care and now see individuals at an additional five locations.

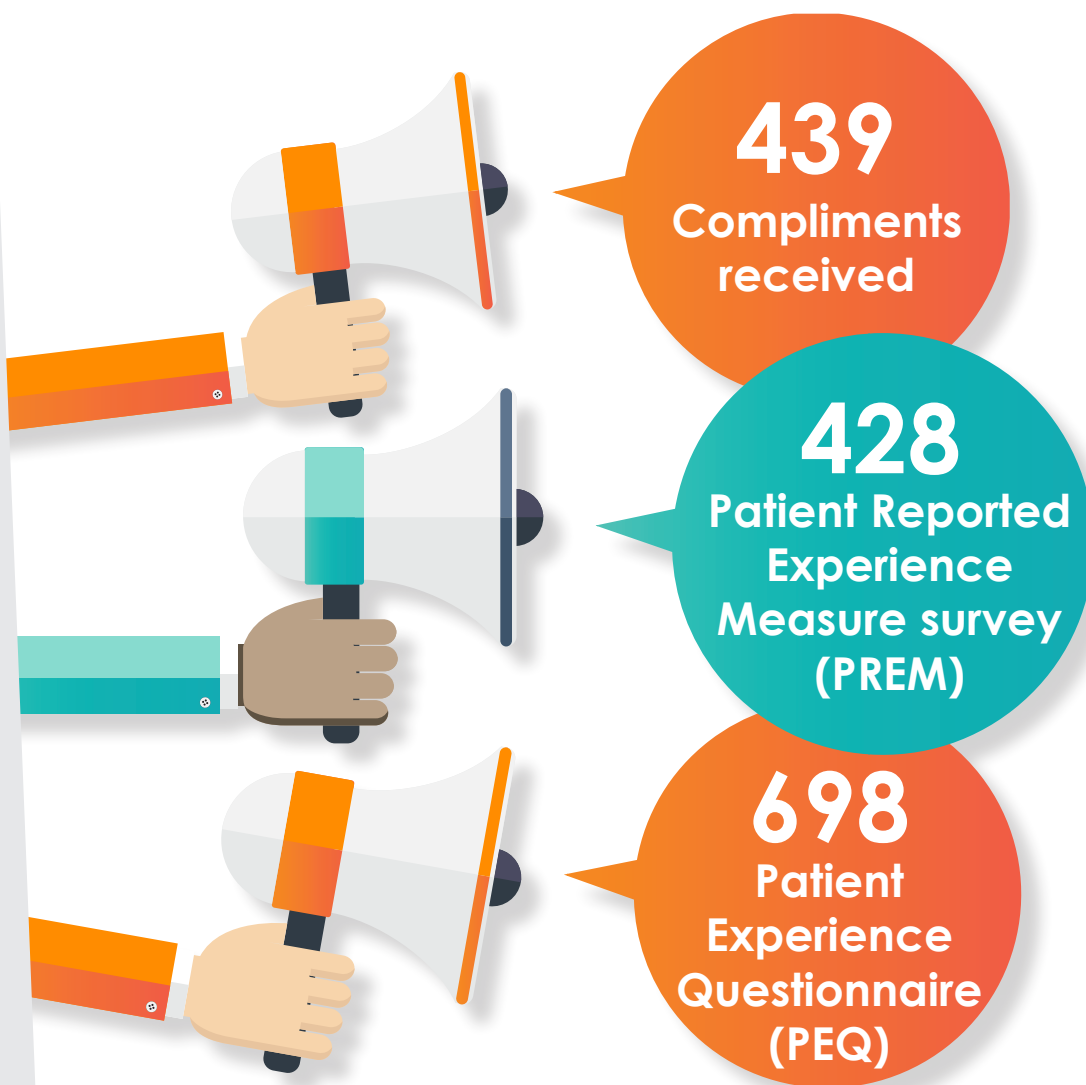
Established links with Department of Work and Pensions (DWP), setting up a liaison point within our local centre where members of the adult crisis team attend to offer advice and guidance to staff in an effort to maintain positive community links.

7 Sequoia Therapeutic Community members have completed the programme and have successfully been attending a leavers programme; resulting in several members securing ongoing employment and enrolment on university courses.

What people say about us

We received a grand total of **1565** compliments and positive comments from the patient Friends & Family Test in 2017/18 which includes individual compliments forwarded to us by service users, carers and families; and also positive comments from the Patient Reported Experience Measure survey (PREM) and the Open Minds Patient Experience Questionnaire (PEQ).

Positive comments received from service users, carers and their families:



A very small percentage of non-positive comments were received, the Quality Team meet with managers from service areas bi-monthly where actions are agreed in response to these and managers are asked to share these and the positive comments with their staff.

”

“On the train home now and Sarah just said to me “its days like this that make work worthwhile”. What terrific people we met. Values, creativity, business acumen, utterly person focussed and so proud of what they and their colleagues are doing. An inspiring day NAViGOCARE.”

Claire Murdoch, National Director of Mental Health, NHS England

”

“All staff here are friendly, welcoming, caring and respectful. They always try to create a positive environment and to engage with all the patients. They have given time and support whenever needed, continual reassurance and validation. The staff here are the best team i have ever been under.”

Rharian Fields, Service User

”

“From my first contact with Open Minds I have found it excellent. When I needed help and advice it was available and the service helped me to cope with work pressures that were causing mental health issues. I cannot fault the service or staff.”

Open Minds (IAPT), Service User

”

I would like to express my heartfelt thanks to the dedicated staff in your team. Each time I make a referral to the Admiral nurse team I receive such overwhelming positive feedback from carers. The time the nurses give, alongside the kindness, knowledge and dedication your team show to carers is outstanding and as a professional I feel privileged to work alongside your team.

NEL Carers Support Centre

”

“ Hope Court has helped me to become more confident and independent, over the last 4 months I have found myself going out more, able to partake in social activities positively and manage a budget confidently. This has all been made possible with the help of great staff.”

Hope Court, Service User

”

“I was coming down my stairs this morning and realised that my partner has been completely sober from alcohol and overdoses for ten years. He was self-medicating. He was referred to NAViGO and saw psychiatrists regularly. He got discharged this year.

Without NAViGO I doubt if we would have survived.”

NAViGO Carer

We achieve more together



Your Voice@
NAViGO
Launch

NAViGO
AGM
2017

World
Mental
Health Day

Acute
Christmas
Carol
Concert

Tukes Education
Hub Launch

NAViGO
& PIMH
Showcase

Flu Fighter
campaign
launch

Christmas
at Grimsby
Garden
Centre

Aug 17

Sept 17

Oct 17

Dec 17



Open Minds
10th
Anniversary

Outstanding
CQC
Inspection

Best
Companies
Day

NAViGO
sponsors
Lifestyle
Challenge
2018

NAViGO is a
Smokefree
Organisation

NHS Staff
Survey
Results

Sport Relief
Challenge
2018

Volunteer
Recognition
Week

NEXUS Youth
Forum Launch

NAViGO
Staff Awards
2018

Jan 18

Feb 18

Mar 18

Apr 18

Quality CQUINS

Commissioning for Quality Innovation

Providing services for the NHS, NAViGO receive payment through achieving CQUINS. NAViGO has achieved and has been paid in full for 100% of the 2017/18 CQUIN milestones. A summary can be found below.

Cardio Metabolic Assessment and treatment for Patients with Psychoses

Value £119,959

Improving Physical healthcare to reduce premature mortality in people with serious mental illness in collaboration with primary care clinicians

Value £29,990

Service user focussed care planning

Value £66,644

Risk identification and monitoring

Value £66,644

Care Pathways

Value £66,644

Improve Eating Disorders services by developing a regional CQUIN with the people who use services

Value £21,388

Cardio Metabolic Assessment and treatment for Patients with Psychoses

Value £119,959

Quality Objectives

1

Embed specialist Collaborative Assessment and Management of Suicide (CAMS) risk assessment tool to improve skills amongst our staff in assessing for suicide in a more robust way, looking at the drivers in order to improve risk management.

2

Reduce unwitnessed falls in older people's inpatient areas. In 2017/18 the number of falls reduced significantly with the use of a robust falls risk assessment process and improved information sharing between staff. The Quality Team continues to monitor falls and audit the use of the falls risk assessment tool, results are continually improving.

3

Implement the Sign up to Safety Scheme to ensure we have an organisational approach to improving safety. We have agreed on our pledges and our areas of focus which are to continue to reduce falls in all areas, to impact positively on self-harming behaviours and to reduce avoidable medication errors.

4

Improve engagement with young carers and young service users within NAViGO's membership. NAViGO's Corporate Affairs Team engage with young carers and young service users. The local NEXUS group is proving to be a very successful platform for young people to meet and engage in interesting and varied activities. The Quality Team work with young service users as Experts by Experience.

5

Continue to improve carer assessment process, monitoring & reporting. In 2017 NAViGO introduced a dashboard comprising outcome measures relating to carers assessments, this has given our Carer's Assessment Officer and the Quality Team easily accessible information regarding the number of carers assessments completed, reviews, waiting times. This is presented to our Membership Board every quarter for information.

6

Develop Experts by Experience through community membership and volunteers within our services to instill hope of recovery in our service users by speaking to others who have walked a similar path.

NAViGO Awards 2018

Celebrating our staff!

In February 2018, we celebrated our second Staff Awards Ceremony.

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.

Over 25 awards were presented by a very special guest - Clarke Carlisle.





The First NAViGO & PPIMH Showcase of Excellence

The NAViGO & Positive Practice in Mental Health showcase event on the 21st September at the Humber Royal Hotel proved to be a fabulous success.

There were 137 guests on the day with people travelling from London, Liverpool and other areas of the country as well as local partners and staff.

Invited speakers and guests included Angie Russell - founder and leader of Positive Practice in Mental Health, Joe Rafferty CEO Mersey Care, Bobby Pratap NHS England and Geoff Brennan of Starwards who all presented throughout the day and were informative, innovative and engaging.





Occupational Health

2017/18 Review

355

Staff vaccinated
against the flu
2017/18

90

Staff received
a health check
2017/18

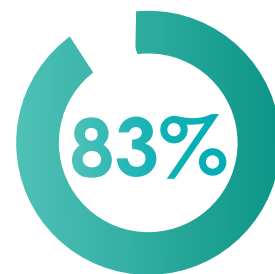
Health check feedback



no difficulties
booking a check



would recommend
to their colleagues



found the
check helpful

BUSINESS WELLBEING SUPPORT

Supported Workplace Wellbeing project, offering occupational health advice to external companies

INDUCTIONS

Monthly talks to new employees, raising awareness of our free service

HYPERTENSION

Hypertension checks offered to all staff

FLU FIGHTERS

Yearly campaign developed to vaccinate all staff at work

HEALTH CHECKS

Health checks offered to all staff on an annual basis

COMPLEMENTARY THERAPIES

Occupational Health are now able to refer staff for free complementary therapies at Simply You

SMOKEFREE

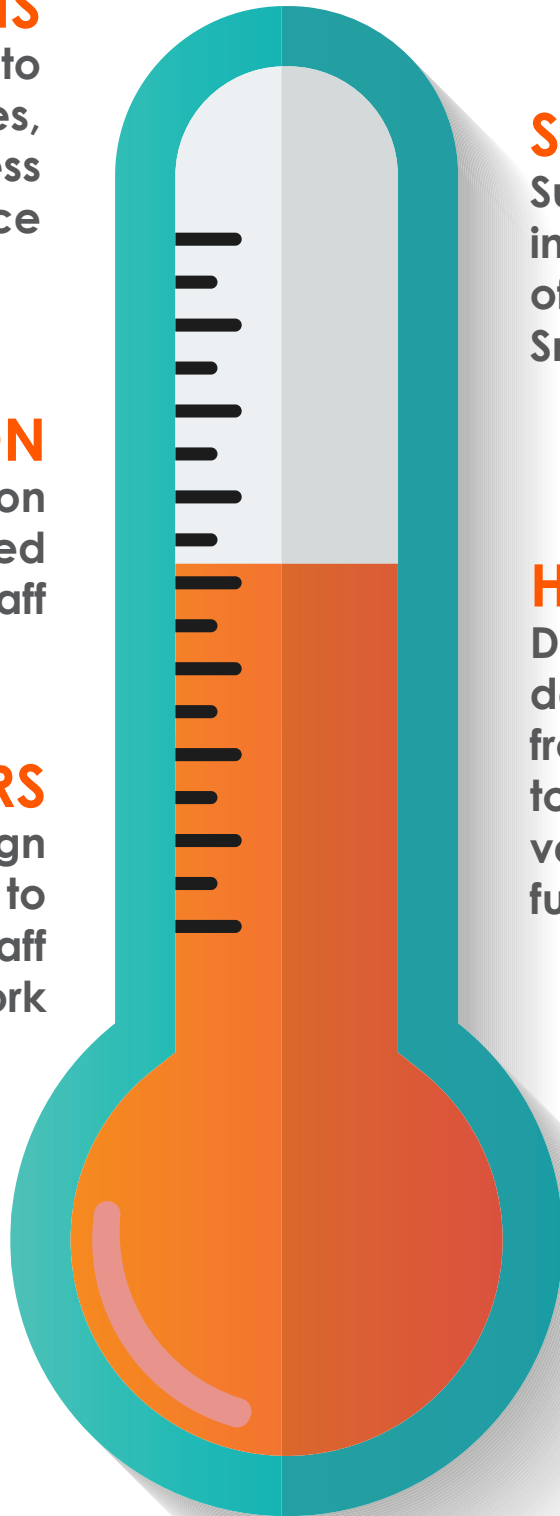
Supported the implementation of creating a Smokefree NAViGO

HEPATITIS B

Developed database of all frontline staff to document vaccinations and future requirements

HEALTH CALENDAR

Calendar of monthly health & wellbeing topics developed to educate and support staff with different health conditions



Our **staff** have **spoken**...

NHS Staff Survey 2017 | Key findings and improvements.

66%
response rate
making

NAVIGO

6th

best nationally
& **the best** locally!



100%

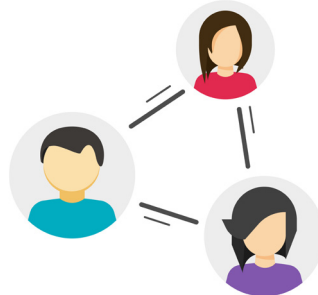


of staff who witnessed an error,
near miss or incident that could
have hurt staff reported it.

78% of staff are
happy with
the standard
of care
NAVIGO
provides.



94%
of staff know
who the senior
managers are.



93%
of staff feel
trusted
to do their job.



70%

VACANCY

of staff would
recommend
NAVIGO as a
place to work.



83%



of staff are given feedback
about changes following
errors, near misses or
incidents.

32 **Key** Findings...



We are extremely proud to be in the...



of all organisations in **25** key findings.

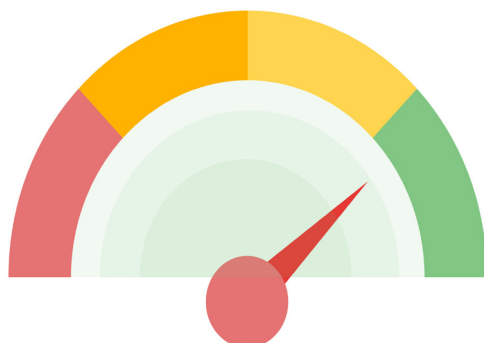


of all organisations in **21** key findings.



best scores in **9 /32** key findings.

NAViGO scored **better than the national average and mental health average** in 27 key findings.



engagement score = **3.96** out of 5

Compared with 18 local and peer trusts, we score the highest in **18 out of 32** key findings.

Room for **Improvement**...

Some areas for improvement were highlighted and we have worked with staff to develop an action plan addressing these.

Read the full report online at www.navigocare.co.uk

NB: These are NAViGO's rankings & positions in comparison to 238 organisations, excluding CCG and other non-providers out of 308 organisations completing the survey.



Awards & Accreditations

6
Services
Accredited

7
Awards
Won

5
Grants/Tenders
Awarded

Below are some of our most recent awards and achievements in the last 12 months:



NAViGO made The Sunday Times top 100 Best Companies to work for 2018 for the third year running - ranking 61 out of 100 - our best ranking yet!

Freedom Nwokedi, Older Peoples Services, awarded prestigious Sue Pembrey Award 2017.



The NAViGO Performance Team selected by the Health Foundation, an independent health and health care charity, to be part of its £1.5 million innovation programme 'Innovating for Improvement'.

WHiSe service winners of the Positive Practice in Mental Health 'physical and mental health integration' award.

Tukes awarded In Kind Direct 20th Anniversary Recognition Award for 'extraordinary support and commitment in innovative use of donated products'



Ellie Walsh, Assistant Director of Acute Services, awarded 'Woman of the Year' 2017 in the GHP Women in Health Awards.

Grimsby Garden Centre crowned 2017 winners of the East Midlands in Bloom Judges Award.



WHiSe service winners of the Positive Practice in Mental Health Award



NAViGO make the Top 100 best companies to work for 2018



Tukes awarded In Kind Direct 20th Anniversary Recognition Award

Tukes Employment & Training

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.

Expanding training experience opportunities:

- Horticulture
- Domestic
- Admin and front of house
- Catering
- Customer service
- Estates and deliveries



Tukes year in numbers...



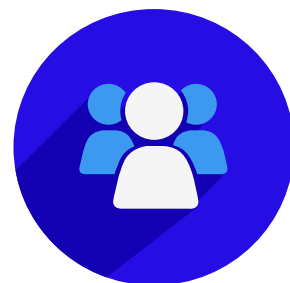
8 Tukes members have gained employment.

7 Tukes members have moved on from member to volunteer status.



148 referrals into Tukes have been made this year.

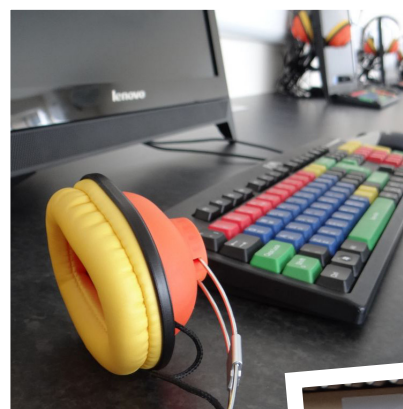
139 members currently sit under Tukes services.



The Hub opened its doors August 2017 promoting learning, confidence and social interaction and gave Tukes a fit for purpose space to offer classroom based learning and training.

Opportunities and services offered are ever expanding and include:

- Dyslexia and visual stress screenings
- Literacy and numeracy assessments
- ICT courses
- Job club, advice surgeries and more



Pictured left: The Hub education facilities. Pictured below: (L-R) Tukes Assistant Manager, Maureen Potter and Tukes General Manager, Joanne Keen

Working in partnership with Community Learning Service, Tukes have been able to offer OCR Functional Maths, English and ICT, giving members and volunteers invaluable qualifications to help improve their CVs and career prospects.



My Tukes Story...

Raurie's Journey

I started working at Tukes in 2010 after my care coordinator recommended to do so. At that time I had recently been diagnosed with schizophrenia and suffered from anxiety, depression and low confidence.

When I first started, I was made to feel very welcome by the staff and members. I had been out of work for about 6 months and lacked a routine to my day; Tukes gave me a structure which I found very beneficial also my skills and confidence began to grow.

In 2011 I was put on a work placement from the job centre at Harrison House another one of Tukes sites. I enjoyed the placement and decided to stay there, again I was made to feel welcome by the staff and members, who were helpful, and I knew if I had any problems I could talk to them. I enjoyed working with the members as they have had similar experiences and could relate with one another which was helpful and interesting.

I worked at Harrison House until 2017 and throughout my time there my confidence grew and I would have been lost without the service.

Later that year I moved to Café Blue at the Grimsby Garden Centre, another Tukes site. This kitchen was a completely different environment and I knew this was going to be a different test. The kitchen is much busier and to start with I was the only member working there, but I started to learn new things straight away and began to flourish in this new approach and now feel like a new person. I suffer less from anxiety, my depression has gone and my confidence has grown. Tukes has helped me a lot and I would recommend it to anyone.

I would personally like to thank all Tukes staff and members.



Pictured: (L-R) Raurie Mitchell & Clarke Carlise

This year Raurie moved on from Tukes member to volunteer status and went on to win 'Star Volunteer' at the NAViGO staff awards ceremony in February.

NAViGO Extra

NAViGO Extra is a home care provider across Lincolnshire and beyond, specialising in complex care cases, providing care and support to adults of all ages with physical and/or mental health difficulties.

Recently, NAViGO Extra has continued to work in partnership with Care4All in a number of areas including the provision of supported living for service users, Hospital to Home initiative and recruitment events.

www.navigoextracare.co.uk

Find us on social media - search **NAViGO Extra**

When I first contacted your team, I felt so alone. Thank you to all the girls who have looked after my loved one. It was a pleasure to have you in our home and your help has been life changing.



RESPECT Training Solutions

RESPECT Training Solutions 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 training is delivered by instructors with extensive clinical backgrounds and developed in partnership with service users, drawing on real life experiences.

www.respecttrainingsolutions.co.uk

Find us on Twitter @RespectTraining



ACHIEVEMENTS THIS YEAR:

> Income increased by **20%**
from previous year

> Record breaking Christmas:
SOLD OUT of real cut trees
Over 900 Children visited Santa
3 SOLD OUT events

> Increasing Tukes member
and volunteer training on site:
An average of 14 members/
volunteers now receive training
& support per week



grow with us

www.grimsbygardencentre.org.uk | 01472 238438

Simply You@NAViGO

Two years on from winning NAViGO's AGM Project of the Year in 2016, Simply You have continued to do great work, delivering holistic therapy treatments across NAViGO service users, staff, carers and the general public.

Achievements this year:

Continued increase in delivery of paid treatments

Engaged with local businesses to promote wellbeing

Accepting Occupational Health referrals for staff

Expanding portfolio of therapies:

- Cancer palliative care reflexology & lymphatic drainage
- Baby reflexology, pregnancy & sports massage

120% increase in Facebook likes



Find us on Facebook - search **Simply You NAViGO**



NAVIGO Carers

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

As part of our commitment to carers we have...



2018 Carers Week report* revealed almost three quarters (72%) of carers in the UK said they had suffered mental ill health such as stress or depression as a result of caring.

What do our carers think?



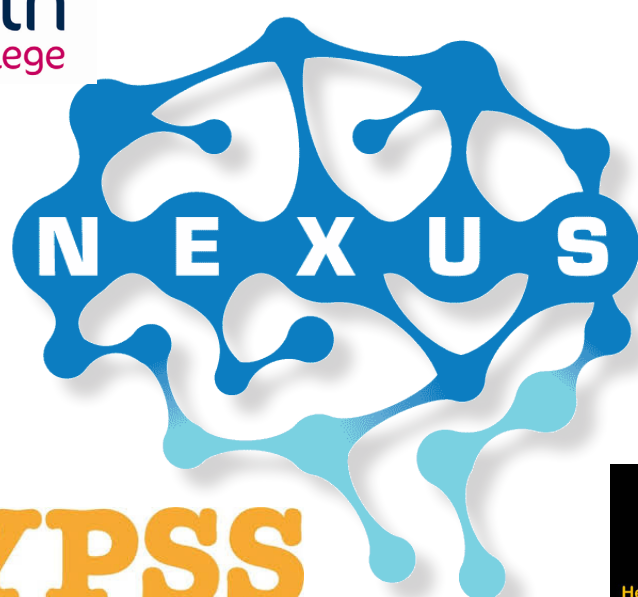
* To read the full 2018 Carers Week research report please visit www.carersweek.org/report-2018

NEXUS - Youth Forum

Now holding two forums a month at a local college & YMCA

Awarded £1000 grant for:
Music Workshop
Fitness Buzz
Relaxation Therapies
Yoga

Launched January 2018
In Partnership with
Humberston Police Cadets
I Can NEL
IGNITE
YMCA Humber
YPSS
Franklin College



Volunteers

Volunteers play a vital role within NAViGO by offering a variety of support across all of our service areas alongside our staff members.

In 2017/18 we have supported and worked with...

53 volunteers

11 appropriate adults



Why I Volunteer...

Lorraine Richards

I have been volunteering for a long time in various organisations. I enjoy putting something back into the community and services locally.

if I don't think I would have managed my own health conditions when I have needed to.

I have been volunteering with the Dementia Engagement team for a year now. I love doing one to one home visits and how much people appreciate your company and making a difference to someone.

Volunteering gives me a boost of confidence, makes me believe in myself that I can do something and prove to myself that I can push myself to achieve something with my life and gives me a focus.

I have supported the Forget Me Knot group for those experiencing early onset memory problems, taking part in activities, supporting refreshments, organising days out and supporting people.

I try anything now, whereas before I didn't have the confidence to interact with people or study as I didn't feel clever enough to do it.

During my time volunteering, I have built my CV with ongoing training and certificates. I have my certificate displayed at home to remind me of my achievements.

With this support, I push myself to achieve and show others you can do something even if you don't truly believe you can. Just try.

I have travelled to Sheffield and York for training which has been a great achievement for me. The support I have received has been a big help, without



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
Head of Corporate
Affairs



Kathryn Lavery
Non-Executive
Director



Andrew Waterhouse
Non-Executive
Director



Richard Melling
Staff Representative
/ Non-Executive
Director



Julie Salt
Community
Representative /
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



Zaffer Iqbal
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Kristina Fletcher
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Head of
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Richard Watson
Head of Workforce,
Training and Development



Lisa Denton
Head of Performance and
Business Development



Jo Keen
Head of Tukes



Kevin Brumby
Head of Finance



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