Navigation

What does Navigation mean to you?	What should a navigator's role be in Mental Health Services?	How do we become the go to service in Tower Hamlets?
Confusing to Mental Health users	Passing individuals onto services that will suit them best	Police/council/hospitals
First point of contact	Friendly/Patient/Listening skills/communication	Main contact number to call for support
Warm and friendly	To give time, be patient, non-judgmental	Make other agencies aware of the services being provided
Needs to be explained each time	Listen and understand	Offer training or workshops to professionals
Connecting people	Has the information required/ good knowledge of services available	Marketing – put up posters in waiting areas, leaflets, business cards
Giving choices/options	Be able to pay attention to needs	Get people talking to each other about the service
Route to something else	Well connected – good network and attending events in the borough regularly	Give resources to people working in the NHS
Knowledgeable staff	Relations with social prescribers	Communicate with the public
Direction to achieve end goal	Facilitate future relationships between service users and staff	Present to other services
Switchboard/central access point, explaining it as 'first point of contact'	Make people feel comfortable	Quality of engagement – people representing the organization
Accurate information	Holistic approach	Honor commitments agreed to maintain trust between organizations i.e. user led groups.
Listen without interruption	Good understanding of Mental Health	Give people appointments if telephone lines are busy
Smooth transition	Consistency	Client or service user?
Presenting other options to the services that you are looking for	Similar culture/ethos as a team of navigators – know how to help people who have difficulty communicating	Be consistent in the language used – Mental Health or Mental Health Recovery & Wellbeing
Doesn't always know what it means	Be genuine, concerned about the welfare	Advertise on social media
Consistency – who are we navigating?	Be able to direct to the correct services	Target hospitals/GPs, libraries, other local communities
Tailored support		
Explain 'warm transfer'		
Produce a road map		
Follow up on services signposted to		
Point in the right direction		
'Navigating' is a technical term – a better word is 'connecting'		
Supporting someone to access something		