



Recovery Navigator Service (IAP (SWASFT) / Second Step partnership) Information for Referrers

Recovery Navigation builds on existing partnership work between Primary Care, Second Step, and other voluntary sector partners.

Recovery Navigators will work with clients experiencing moderate to severe mental health difficulties, regardless of whether they are currently registered with a GP practice (the project focusses on the Bristol, North Somerset and South Glos (BNSSG) area). For patients who are not yet registered with a GP practice but are willing to register, the Recovery Navigator's role will include supporting them with the registration process.

Gaps between emergency care, primary care, and secondary mental health services for people struggling with their mental health are acknowledged. Voluntary services can help to bridge the gaps and support people to find coping strategies personally and within their community.

To address this, we have developed a direct referral pathway from NHS emergency ambulance services, via the Integrated Access Partnership Mental Health Specialist Desk (MHSD) based at South Western Ambulance Service Foundation Trust (SWASFT), to Second Step intensive community-based mental health services for individuals meeting the pre-specified eligibility criteria.

More information about Recovery Navigation and this project; including aims, risk management, and operational practice can be found within the Service Standard Operating Procedure (SOP) and through the dedicated [webpage](https://swastcpd.co.uk/swasft-recovery-navigation-project/) at <https://swastcpd.co.uk/swasft-recovery-navigation-project/>.



Information for potential referrals

Second Step, a Mental Health Charity, is working in partnership with the Integrated Access Partnership (including SWASFT) to provide a Recovery Navigation Service to support individuals who are struggling with their mental health. The service can offer support such as:



- Development of Wellness and Recovery Action Plans (WRAP) to identify triggers and strategies to maintain positive mental health.
- Development of Safety Plans around suicidal thoughts and self-harm.
- Development of coping skills for anxiety or depression.
- Introduction to wellbeing activities (e.g. relaxation techniques, mindfulness, healthier lifestyle activities, etc.).
- Practical support to access appropriate services and community resources, including physical and nature-based activities.
- Referrals for safeguarding, if required.

When consent is gained to make a referral to the Recovery Navigation Service, the following information should be shared with the Recovery Navigation Service via the dedicated [referral form](#):

- Name
- Date of Birth
- Gender
- Contact details
- NHS Number
- Open to Secondary Care Mental Health services?
- GP name and address (if registered)

Once a referral is received, the Recovery Navigator will assess the referral and decide whether Recovery Navigation is appropriate (Therefore, there is no guarantee of a service offer until the navigator assesses the risks and benefits).

When an individual consents to a referral, initial contact will be made by a Senior Recovery Navigator as soon as possible and within 7 working days. They will arrange a date and time for a conversation to assess suitability for the service, including discussions about ‘what matters to you’, identifying goals, and to ensure support can be tailored to meet individual needs.

Information for Referrers

The service user cohort will be identified by the SWASFT MHSD, any eligible High Intensity Users (HIU) of 999 ambulance services will be prioritised for referral for Recovery Navigation.

Recovery Navigators can support individuals (eligibility criteria):

- who contact SWASFT’s MHSD with a primary mental health need.
- who live in the BNSSG area



- who are registered or are willing (and eligible) to register with a GP practice in the BNSSG area – this can be determined during the initial assessment with the Recovery Navigator if unclear during the MHSD triage.
- who are 18 years old or over.
- who are High Intensity Users (HIU) of SWASFT services.
 - HIUs of 999 ambulance services will be prioritised.
 - HIUs are defined by SWASFT as 'Adult's (18 years +) who makes 5 or more emergency or urgent ambulance calls in 1 month, or 12 or more calls in 3 months, from a private dwelling.

Recovery Navigators cannot support individuals:

- who the MHSD have not been able to triage/assess fully.
- are receiving support from secondary mental health services.
- with a history of violent behaviour, posing a risk to others/self or requiring an enhanced level of security.
- who are in police custody at the time of their presentation to 999.

How do I make a referral?

The Integrated Access Partnership system, including SWASFT's MHSD team receives an emergency call from an individual, completes triage as normal, and considers referral to Recovery Navigation services using the flow diagram (figure 1).

During MHSD Triage

- If onward specialist mental health referral is required, **no** referral should be made to Recovery Navigation (please refer to the 'Recovery Navigators cannot support' section above).
- If the MHSD team determine that an individual is potentially eligible for Recovery Navigation, the MHSD provides a brief overview of Recovery Navigation services (please see the 'Information for potential referrals' section above).
- The individual must consent to a referral. The MHSD team member then completes a [referral form](#)) and sends the completed [form](#) via email to:
 - sshaltd.secondstep.swasftreferrals@nhs.net
 - Cc: Recovery Navigation team manager Liam Dixon - liam.dixon4@nhs.net and
 - Senior Recovery Navigator Caterina Scalesia - caterina.scalesia@nhs.net



- If a professional wishes to contact the Senior Recovery Navigator for this project directly with any questions or queries, please email Cat at: caterina.scalesia@second-step.co.uk.

The Recovery Navigation service will close to new referrals when it has reached casework capacity. The Recovery Navigator will communicate with the MHSD team leader who will keep the MHSD team updated to whether the service is open or closed for referrals based upon capacity.

If there are any concerns or questions relating to this project, please contact project lead Sasha Johnston at sasha.johnston@swast.nhs.uk

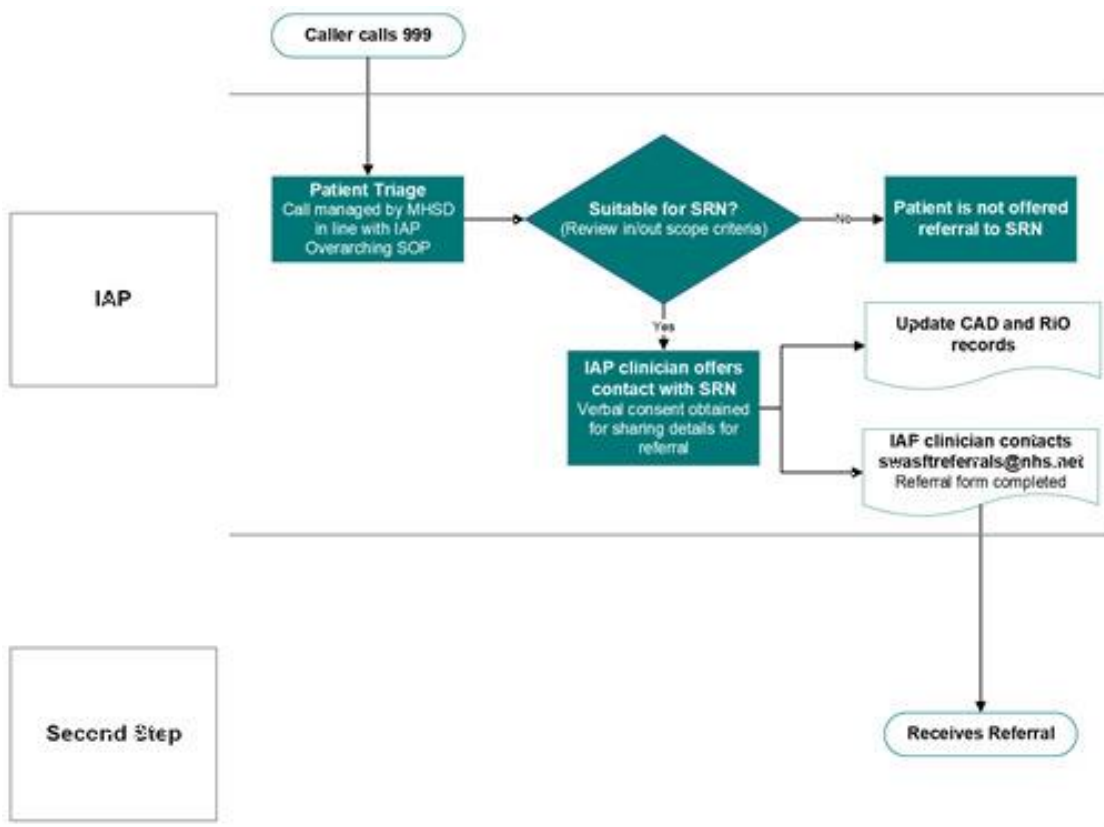


Figure 1: Referral flow diagram