



The THRIVE Navigator role across Pennine

1) Was there a gap you were trying to address by having a THRIVE Navigator?

In March 2022, the project was launched resulting in THRIVE Navigators being employed across 5 areas of Pennine: Bury, Rochdale, Oldham, Tameside and Stockport. The project was launched to support children, young people (CYP) and families being discharged from Core CAMHS and transitioning from the 'Getting Help', 'Getting More Help' and 'Getting Risk Support', to the 'Getting Advice' and 'Thriving' parts of the THRIVE Model. The project has also addressed the gap between CAMHS, and access to social prescribing once leaving the service, ultimately empowering families to know where and how to access appropriate support and advice as needed. CAMHS practitioners now feel less anxious to discharge young people as there is an opportunity for young people and their families to be supported within the community.

The first project was first launched in Bury in 2022, followed by a staggered launch in other areas due to initial recruitment. There are three charities involved in running the project: Early Break, TOG Mind and Beacon Counselling. As each charity already had emotional health and wellbeing services established in the area, it helped to support the implementation of the THRIVE Navigator due to existing relationships with CAMHS and the local knowledge to help the Navigator connect CYP to services in the local area to support them to Thrive.

See the table below for a breakdown of launch dates.

Locality	Organisation	Launch Date
Bury	Early Break	1 st April 22
Stockport	Beacon Counselling	3 rd May 22
Rochdale	Early Break	3 rd May 22
Tameside	TOG Mind	1 st July 22
Oldham	TOG Mind	10 th October 22

2) What is the role of a THRIVE Navigator?

Under the THRIVE model of 'Getting Help' and 'Getting More Help' those children and young people approaching end of treatment at CAMHS will be stepped down to the Navigator. The Navigator facilitates an effective transition/joint work approach to support CYP to understand how to access Advice and Signposting in the future and hopefully with the right support the CYP will Thrive and not need access to ongoing treatment/services. Crisis support plans are developed with CYP who do experience risk, so if they need support in the future, they know how to access Risk and Crisis support via sources which suit the CYP's need.

The THRIVE Navigator is a very diverse role set up to support young people in several ways post-discharge from CAMHS. The Navigator may support the young person in continuing to follow their care plan, provide low level CBT based sessions and signposting/hand-holding the young person and their families to services and agencies within the community. Examples include, the Navigator linking with schools/colleges to facilitate discussions around reasonable adjustments that a young person may need to access education. In addition, the Navigator may facilitate family work in terms of strengthening communication within the family and create safety plans to tighten the support



around these individuals. In essence, the Navigator upskills and supports the CYP's networks to enable them to THRIVE. For some young people, they need support accessing health and fitness services, so the Navigator can support them in getting there, arrange to meet them at the service and build up their confidence to attend independently.

Furthermore, the THRIVE Navigator is linked to a CAMHS service where they attend team meetings, sit within discharge appointments and receive supervision and consultation, highlighting the joint working aspect of the role. This has allowed the Navigator to introduce themselves to the young person in a timely manner, understand the young person and feel supported themselves through supervision with CAMHS.

3) What are the benefits of the THRIVE Navigator?

The main benefit of the service is that support is offered in a very timely manner. As such the Navigators may be able to provide support instantly, or if there is a waiting list in place, this wait is short (on average 4-6 weeks). The Navigators can provide regular appointments where support is bespoke and flexible to meet the family's needs immediately or soon after discharge from CAMHS.

In addition, the CYP/family can be seen in an environment of their choice (e.g. school, community centre, or a service they are interested in attending).

The Navigator also has a great knowledge of the local area and what services CYP and families can access to support them to thrive and can provide handholding into these services, as well as other flexible support such as travel training.

4) How has the THRIVE Navigator impacted professionals?

It has taken a little bit of time to establish the service and ensure the service offer is clear to CAMHS professionals so they can best utilise it, but already in such a short timeframe it is having a significant positive impact. It has really helped a wide range of mental health professionals to feel confident to discharge young people from CAMHS as they are guaranteed timely post-discharge support. We are hopeful it will help reduce waiting lists and times as CAMHS professionals will feel confident to discharge young people increasing capacity to support other young people waiting.

5) How has the THRIVE Navigator impacted children & young people?

We have had some successful stories around the THRIVE Navigator role.

Case Study: A young person who was first introduced to the Navigator felt that they couldn't cope in college and were close to dropping out. As the course was public facing, they needed to be able to interact with the general public, but at the time felt unable to cope. In addition, there were financial implications as money was provided for the young person attending college, so there was a risk this would be cut. The THRIVE Navigator set up conversations with Mum, the young person and college to work out reasonable adjustments to help the young person stay in college. As a result, the young person remained in college which was very positive.

Quotes from young people:

We discussed lots of things and he suggested things that sounded realistic and reasonable for me.

They helped me understand and process my feelings better and helped me have coping skills.

They are helpful and make everything not seem so hard.

Without Navigator I would have got more detentions.

I feel like I have been listened to and helped based off things I have said.

I'm really happy that you're coming to see me you're really nice and kind and make things that help me and are fun.

Without Navigator I would've struggled with society.

Any work done was linked back to how it may help me, and we would focus on each thing I wanted to talk about.

My worker has always helped me in understanding what I need to do and always has listened and never judged anything I have said.

Quotes from parents:

"She came in last night after the session, saying that she felt better after the session being able to talk and she has been really motivated to use Gym/Swim Pass that you gave her – she went at 6.30 this morning to swim before college"

"THRIVE Navigator has helped our family with home life, decision making, and brought happiness back into our home."

"Really positive and a good steppingstone from CAMHS."

"Initial session was with me, and X and we all worked together to set goals to suit him. Each session after that has been worked around X's strengths and difficulties."

"Hiya, just to let you know – YP has set off for school on the bus this morning for the first time in quite a few weeks and I think she might actually get there on time. I'm not going to get carried away but it's a great step in the right direction. She said that you were buzzing that she's been getting herself into school each day. Thank you for connecting with her so well"

"We are new to the service but have been made to feel welcome and all appointments have been suited to our busy schedule."

"It helped me to listen and try to understand my children more."



6) Did you face any challenges with implementing the THRIVE Navigator role?

In the beginning, the role of the navigator and the referral criteria were not well understood, so we struggled to get enough uptake and referrals. However, as time went on referrals increased as the criteria were clarified and adapted to the needs of services.

In addition, the space and use of technology has been a small challenge. The navigators don't have a set space/desk in some of the services they are based at which makes it difficult. In terms of technology, it is difficult to access a space with a computer and the access to PARIS has been challenging. The navigators don't have access to the young people's information via PARIS so struggle to understand the journey and history of the young person they are working with. However, CAMHS do support the THRIVE Navigators to access any information needed.

7) How does the role of a THRIVE Navigator align with the THRIVE framework?

It aligns with the 'Getting Advice' and 'Getting Help' quadrant of the THRIVE framework. In addition, the Navigators work to encourage young people to integrate themselves into community activities which supports the THRIVING aspect of the framework. Understanding how this role aligns with the framework has really helped implementation and professionals understanding of the service.

8) How does the role of a THRIVE Navigator align with the THRIVE principles (*common language, need-led, shared decision making, proactive prevention and promotion, partnership working, outcome-informed, reducing stigma & accessibility*)?

For some navigators they have had opportunities to attend workshops including 'Getting Risk Support' and 'Shared Decision Making' so they are very mindful that these are used in their approach. We are keen to continue to train our navigators in areas that will help promote these THRIVE principles.

An important principle the service aligns with is being accessible. As a THRIVE Navigator you have a lot of flexibility in what you offer, so for a young person who doesn't want to be seen in CAMHS, they can choose when and where is best for them.

Common language is a significant principle navigators utilise when working with young people and their families. For example, the Navigator often explains assessments and information to young people and their families in a clear and understandable way. As a service we are definitely 'needs led' as we will not work with a young person unless they confirm it is what they want. For example, there was a case recently where a young person felt that he did not need support, but Mum really wanted him to engage. It is difficult, but we supported the young person and explained to Mum that we are a needs-led service so wouldn't work with a child if it was something they didn't want to do.

Additionally, we strive to be proactive in prevention as we work to reduce the readmission of young people to CAMHS by providing timely and person-centred post-discharge support and helping to connect them with their community. Yet this wouldn't be possible without partnership working which we continually do all day every day.

In terms of being an outcome informed service, we produce quarterly reports using standardised measures, including goal-based outcomes along with surveys that allows qualitative data to be collected.



9) What are the plans for future developments?

We are currently working on a peer support offer, whereby young people discharged from the THRIVE Navigator can step up to support other young people on their CAMHS post-discharge journey. At present the uptake has been low, but we are in the process of growing this. Additionally, we hope to develop parent groups to support them to help understand and manage their children's mental health and connect them into the community.