



Navigators

Practical support with a range of issues for people living with a mental health problem.

Can the Navigator service help me?

The Navigator service is available to people:

- aged 16 years and over
- who are registered with a GP in Kensington and Chelsea or the Queen's Park and Paddington areas of Westminster
- and who have mental health needs.



Community Living Well Navigators can help if you need:

- practical support with a range of issues for example benefits, debt, housing options, access to health and social care services and other rights and entitlements
- support to access specialist advice and information
- support to take steps to improve physical and mental wellbeing.

What support do Navigators offer?

This service offers short term support of up to six sessions, depending on the level of need.

A Navigator can work with you to:

- Identify the areas you would like support with
- Set out what you would like to achieve
- Explore your options
- Create a Wellbeing Plan, led by you, detailing how your needs can be met, who will support you and how
- Offer practical support to help you access the right services and support based on your needs, preferences and the options available to you
- Coordinate care and support to help you to achieve your goals
- A Navigator can support you to speak up for yourself and make your own decisions.

How can I access the Navigator service?

You can refer yourself quickly and easily by:

- completing the form on our website communitylivingwell.co.uk
- by calling **020 3317 4200**
- or email us at cnw-tr.clw@nhs.net

Alternatively, you can ask your GP or other professional involved in your care to refer you to Community Living Well.

Community Living Well is a collaboration of NHS and voluntary sector partners.

Navigation is delivered by SMART. SMART is a registered charity - No. 292787

If you need urgent assistance...

If you or someone you know needs immediate help with a mental health crisis...

- call Central and North West London NHS Trust Single Point of Access (SPA) advice line free on **0800 0234 650** (24/7)
- or contact Samaritans free on **116 123** (24/7) or email jo@samaritans.org
- If a mental health crisis occurs when your service is closed (if you are an existing patient), or, if you are not an existing patient, your GP is closed, call Freephone **0800 0234 650** (open 24 hours a day, seven days a week) or email cnw-tr.spa@nhs.net
- If you have already taken an overdose or injured yourself, dial 999

Do you need support to improve your mental health and wellbeing?

Community Living Well offers mental health support in Kensington & Chelsea, Queen's Park and Paddington. It makes it easy for you, and anyone who cares for you, to access a wide range of clinical and wellbeing services.

Mental Health Hubs – access to specialist mental health support.

Talking Therapies (IAPT) - Short-term support for when you experience difficult emotions, such as low mood, worry and stress. It can also support people with managing the practical and emotional aspects of living with long-term physical health conditions.

Peer Support - wellbeing workshops, one-to-one support, peer support groups, social activities and online peer support with other people who have had similar experiences to you.

Self-Care - Support and activities that help you to take care of your own mental, emotional and physical wellbeing.

Navigators - practical support with a range of issues including benefits, debt, housing options, access to health and social care services and support to access specialist advice and information.

Employment Support - Advice and support to gain or retain paid employment, improve employability skills and know your rights in the workplace.

Get in touch...

Use the details below to get in touch or ask your GP or another health professional involved in your care to refer you into the service.

communitylivingwell.co.uk

email: cnw-tr.clw@nhs.net | tel: **020 3317 4200**



This leaflet has been co-produced with users of the Community Living Well service.

