

Navigator News April 2020-the Lockdown Edition

In the beginning	<p><i>"Stay connected, it's all about the relationships"</i> words from years gone by echoed in our ears. We set up our 24hrs on call for referrals and staff support referrals and started reaching out to all our our contacts.</p>
Partnership working	<p>We have linked in with over 100 partners we refer on to and have offered support to their service users (our past and future patients) We have also volunteered with them. We are now taking referrals from Minor Injuries and Scottish Ambulance Service as well as our 7 Hospitals.</p>
How we felt?	<p>How we felt?..... 3 wee loaded words that change daily.</p> <p><i>"I'm not doing enough, I'm ashamed we aren't with our NHS colleagues when they need us, If I go in will I hurt my family? I don't have it to give today, I'm frightened, what can I do? How can I help? Who do I know that can access phones / food / cat litter / info if the perp has been remanded / zoom fellowship meetings / lip balms / hand cream , I really need a hug, how can we reach the DA victims still at home"</i></p> <p>Proud of our colleagues and friends doesn't even come close</p>
Challenges we faced	<p>Technology, zoom meetings, privacy to speak with patients, <i>"You are now 15th in the queue"</i> messages on phonelines to housing</p>
What the patients said	<p><i>"I'm glad I'm clean through this"</i> a patient who is 10 months clean and messages daily saying, have a great day! <i>"It's been so hard the last few weeks, I'm so glad you are still there, I'll phone when I can"</i> A patient we engaged with in 2017 who is still in the abusive relationship. <i>"Thank you"</i> 64yr old male after bread, milk and his medication were dropped off from a distance. <i>"I can't wait to get out and get to a meeting with you"</i> A patient who has fully engaged in the "zoom" fellowship meeting.</p>
Interesting reads / listens	<p>https://www.youtube.com/watch?v=ipR0kWt1Fkc Father Greg Boyle from Homeboy Industries http://www.mav.scot/projects/navigator/ (no idea how in the midst of this our board have produce a new website)</p> <p>On-call 07310 054781 24hrs 7 days a week Referrals geraldine.lennon1@nhs.net, Thomas.hobbs@nhs.net All other Navigator contacts are still in use</p>