

Emergency Department Care Navigator Service

MENTOR
ADVOCATE CARE
SUPPORT EDUCATE
MOTIVATE LISTEN
GUIDE

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Ulster Hospital, Emergency Department
26th February 2026

BRIAN

**“Treat me as an individual and
give me back my dignity”**



Background

- UHD Emergency Department (ED) delivers care across the South Eastern Trust (SET) geographical area, including: Ards and North Down, Down and Lisburn. On average 390 people pass through the ED daily.
- 157 people who attend ED 10 or more times (per year) and 20/21 totalled 2675 attendances. (£909,500)
- 11% rise in mental health attendances in 2020/2021 with a percentage increase linked to substance and alcohol abuse

November 2023 – Present, referrals into the service: 380 (31 per month)

Top 4 referrals

- Alcohol related – 35%
- Mental Health – 29%
- Dual Diagnosis – 19%
- Housing – 17%

Top 6 high intensity attenders combined total of attendances over 6 month period pre CN engagement = 33

The same top 6 high intensity attenders combined total of attendances post CN engagement = 2 (>90% reduction)

Financial saving off approximately = £10,540

Evidence and Research

Nowhere else to turn – Exploring high intensity use of Accident and Emergency Services, Summary Report

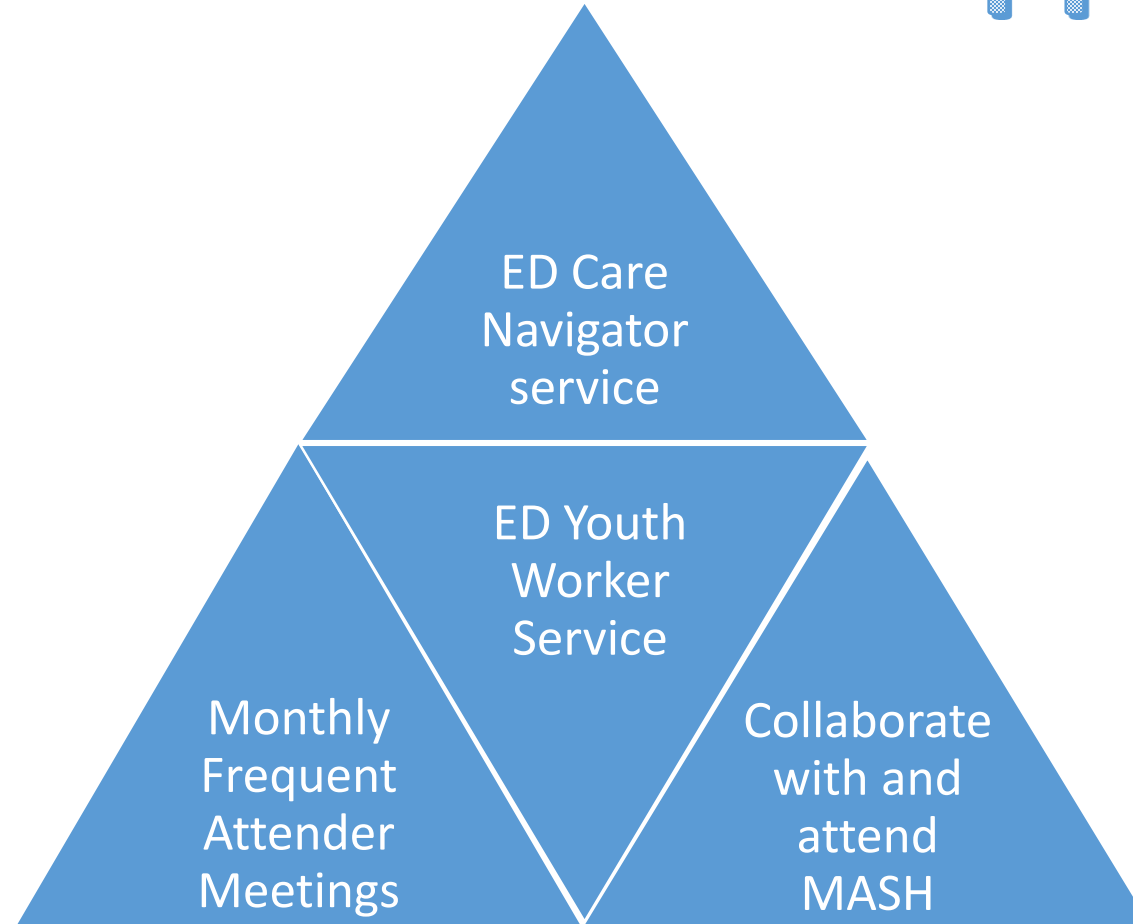
1. Appropriate non-clinical, specialist support
2. Improve access to community based support
3. Address health inequalities/Inclusion for all

Royal College of Emergency Medicine, Best practice guidelines – Frequent Attenders in the Emergency Department

1. Benefit from a bespoke ED Care plan
2. Case management for frequent attenders
3. Multidisciplinary case conference

Research and Information Service Research Paper, Mental Ill health and substance misuse Dual Diagnosis – March 2021

Trauma Informed Approach



EMOTIONAL SOCIAL ISOLATION

HOMELESS **PARAMILITARY SUPPORT**

POOR MENTAL HEALTH

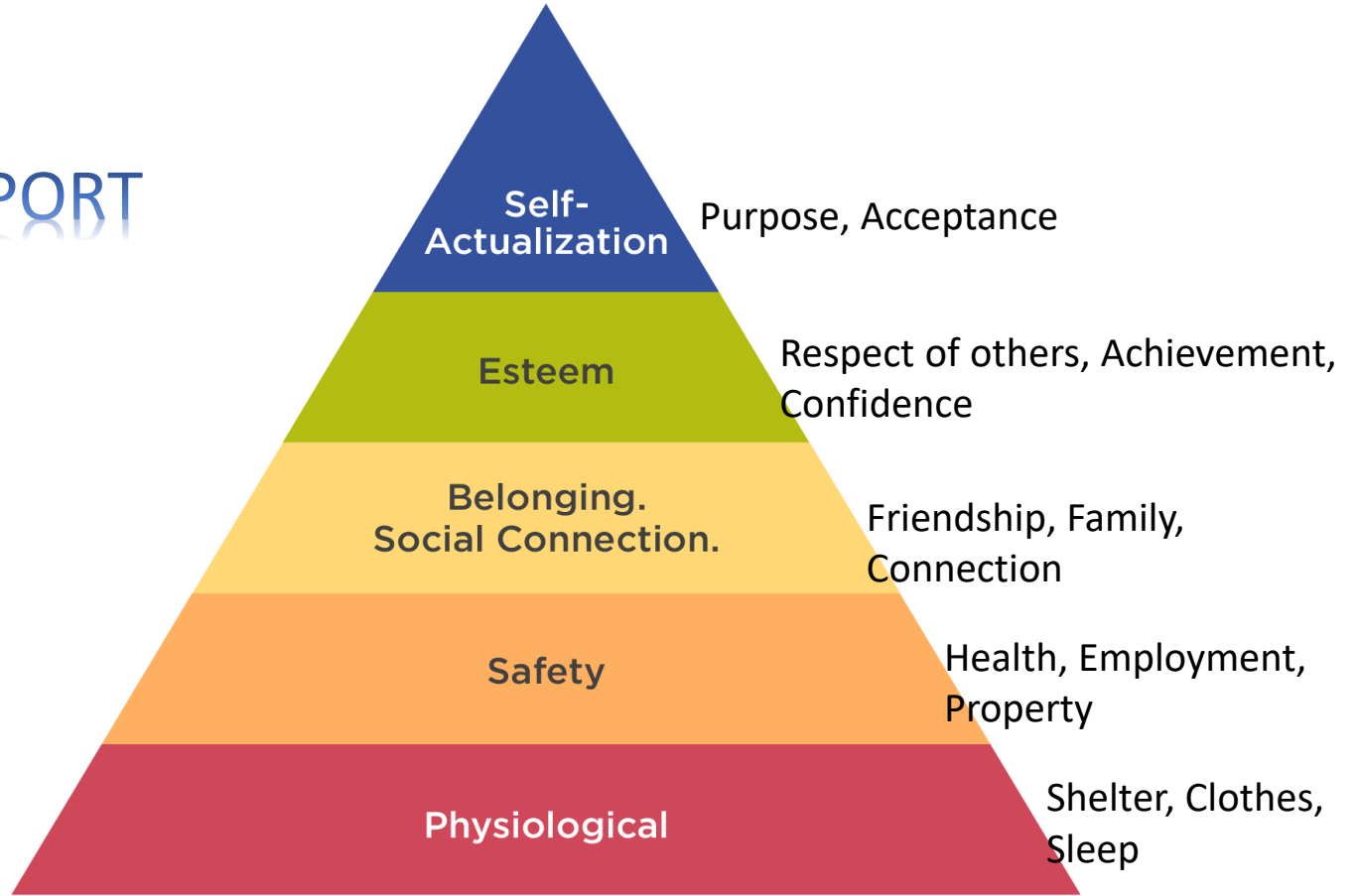
HISTORICAL ABUSE

GAMBLING DEBT

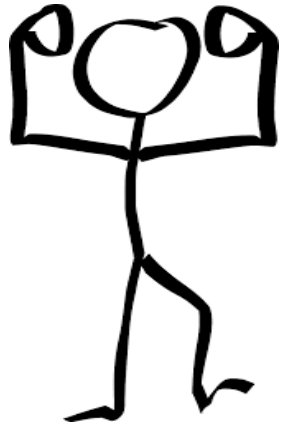
DOMESTIC ABUSE **GRIEF**

UN-EMPLOYMENT EDUCATION

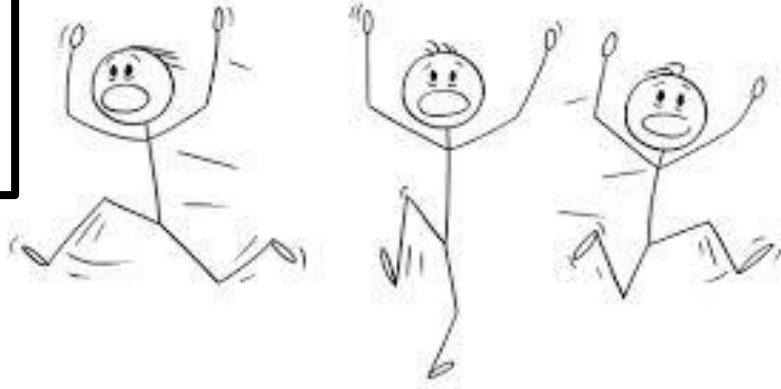
GENDER IDENTITY ADDICTION



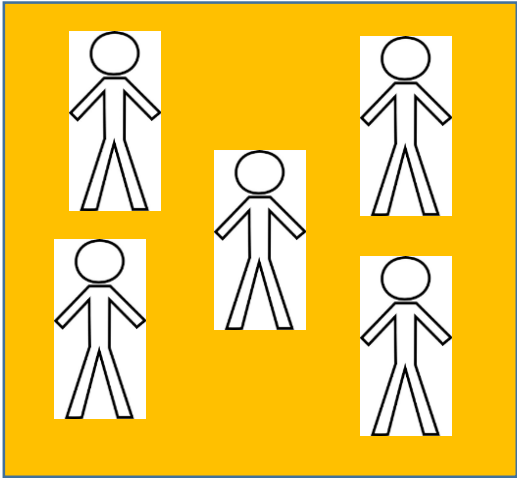
- Addiction
- Homeless
- No ID
- PTSD
- Self harm



- Recreational drug use
- Anti social behaviour
- Unstable home life
- Unemployed
- Self harm

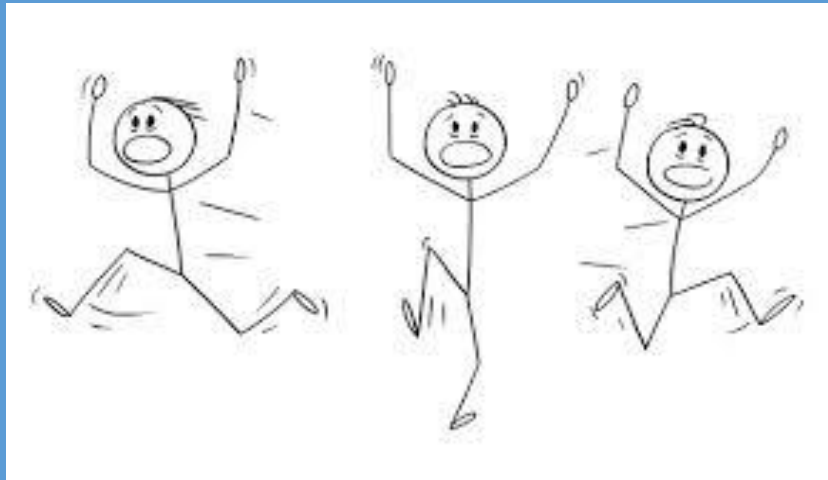
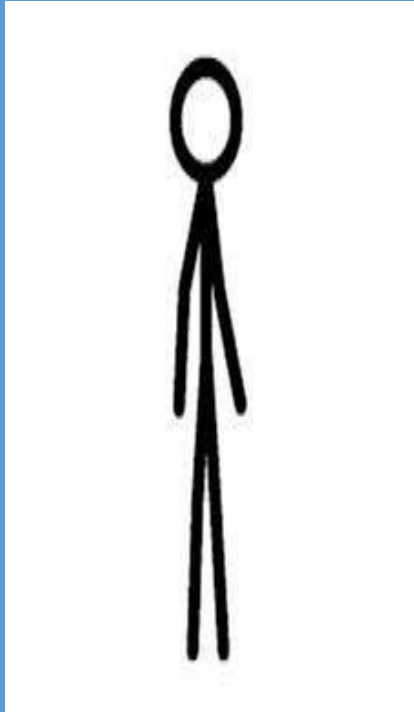
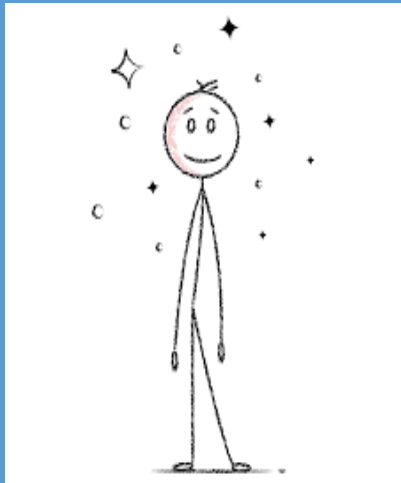
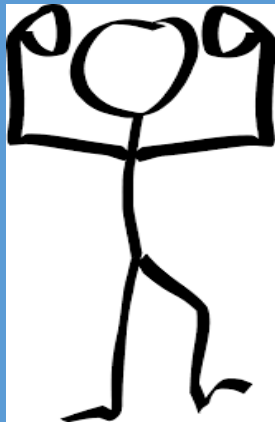


- Mental Health
- Gender identity
- Unemployed
- Problems with alcohol



- Physical disability
- Addiction
- Unemployed
- Mental Health
- ACE
- Debt

**“Connect before
you Correct”**



EDUCATION

- Nurse Induction
- Doctor Induction
- Information stands
- Social media
- Information Sharing
- Networking



How do we know we made a difference

- Reduced re-attendances for those known to our service with non clinical complaints
- Reduced days between attendances for already High intensity user
- Reduced staff anxiety in addressing non clinical presentations
- Reduced inequalities and barriers in accessing services
- Individual stories

**“She is the brightest light in
all this darkness and made
me realise I can trust again,
and that people do
genuinely care” (BR, Service User)**

