

RightSteps

RightSteps is Turning Point's customised IAPT delivery model – an outcome-focused service delivering integrated, open access mental health provision and case management.

What is RightSteps?

It is a flagship service within an IAPT Plus model – providing complete trackability of outcomes with the integration of physical and well-being issues with social care, including:

- a high-profile awareness-raising campaign which de-stigmatises mental health treatment
- well-being coordinators (our team of Low Intensity Workers) able to respond to a range of health, social and economic needs
- comprehensive case management through our fully customisable

software package – RightSteps – which offers a 40 minute holistic assessment, then designs and tracks a bespoke care plan for each client

- flexible intervention methodologies including telephone assessment and support, fully embedded within a stepped care model of delivery
- tailored support with employment, housing and health issues, including interventions which combat financial exclusion
- holistic care packages, building on our extensive experience of integrating wrap-around services into core delivery
- full integration of local voluntary/ third sector specialist providers able to offer high-quality, customised and cost-effective support across a wide range of wrap-around provision

A fresh approach which challenges current delivery and accessibility building strong partnerships and delivering positive outcomes for clients and commissioners alike.



Turning Point's RightSteps Community Capacity Model

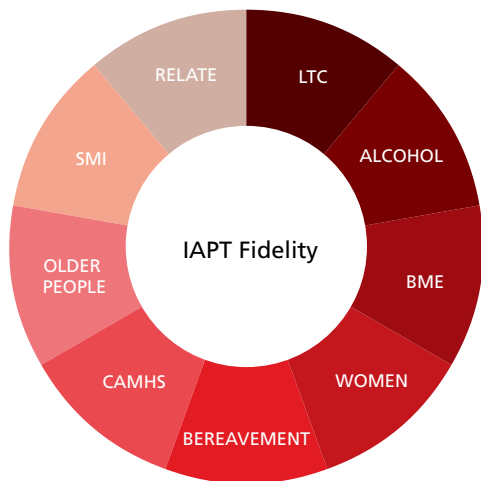


Diagram 1

Who is RightSteps for?

The RightSteps service supports people experiencing any deterioration in their ability to cope and who may be suffering from any common mental illness such as depression, anxiety, phobias etc. Lower level interventions help prevent expensive specialist input and provide personal outcomes for individuals who do not then experience further deterioration in their mental well-being.

How will RightSteps enhance local provision?

RightSteps is a flexible model, designed to be delivered in close collaboration with Mental and Community Health Trusts, support agencies, voluntary organisations and clients. Turning Point has the clinical experience to deliver all components of the IAPT pathway, combined with the flexibility of approach to adapt our offering to respond to local commissioning needs. In Bristol and Wakefield we provide the full IAPT pathway, whilst in Kingston, Derbyshire and Somerset we work in partnership with local mental health trusts to deliver steps 1 and 2 of a fully integrated offering (see diagram 2).

A key feature of our RightSteps service is the sub-contracting of local voluntary sector organisations



who deliver a range of wrap-around services within the IAPT umbrella. We believe that mental health provision which is truly based on the recovery model should be fully integrated within wider programmes of support.

Turning Point has developed the RightSteps Community Capacity Model (see diagram 1). By placing IAPT provision at the heart of community-based services we ensure that RightSteps offers added-value to IAPT provision, focused on the needs of individual clients rather than the diagnosis of a mental health condition.

Why RightSteps?

Since January '09 our Kingston programme has received 1,300 referrals, without increasing

pressure on step three. Our upstream working means we are reducing demand on higher threshold services, ensuring resources are focused where they are most needed. We adopt an outreach approach to delivery, providing services across a range

Turning Point has developed a service offering which is robust and flexible. Our RightSteps case management tool ensures full compliance with IAPT reporting criteria whilst being adaptable to local commissioner requirements. Our training and deployment of

Fundamentally, the RightSteps model reflects Turning Point's recognition that one size does not fit all; each area, each community and each client will need different points of access and will require flexibility of response within an expert network of support.

"The RightSteps service creates an opportunity to change the delivery of mental health services which normalises access and delivers a holistic solution to each user's well-being needs."

of community locations, offering out-of-hours support which complements existing provision. RightSteps is a flexible, rapid-access service, the success of which is evident in the 99% take-up of telephone assessments, which ensures highly effective, user-friendly provision.

well-being coordinators ensures that we comply fully with IAPT workforce requirements, but also offer a team able to integrate into wider support networks and navigate each client to the help they need.

Why work with Turning Point?

Turning Point is a market leader in the delivery of health and social care services, with over forty years' experience of supporting complex needs. Having supported people with mental health problems since 1985, we have an extensive *national* network and a proven track record in customising services and forming partnerships to meet *local* need: a national provider with a local focus.

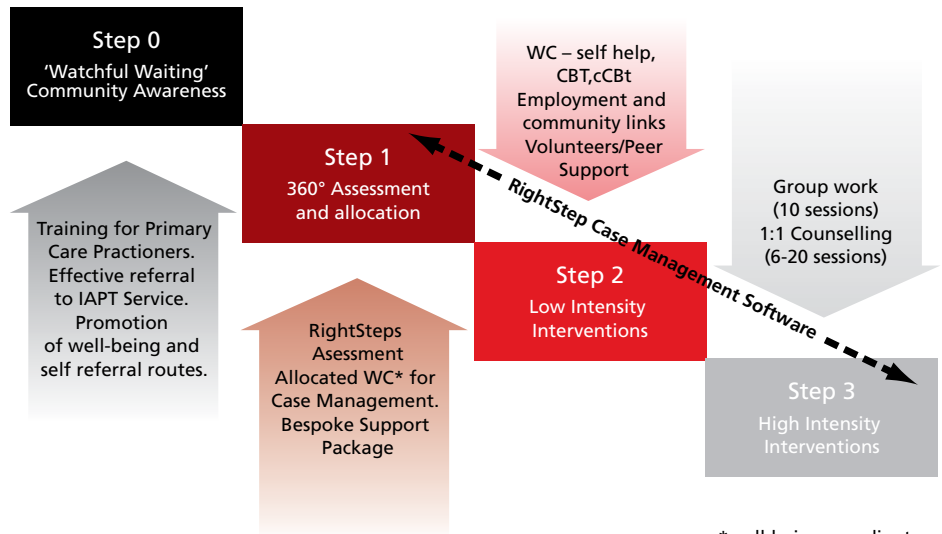


Diagram 2

*well-being coordinator



We turn lives around every day, by putting the individual at the heart of what we do.

Inspired by those we work with, together we help people build a better life.

Turning Point is the UK's leading social care organisation. We provide services for people with complex needs, including those affected by drug and alcohol misuse, mental health problems and those with a learning disability.

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