

**TURNING
POINT**
inspired by possibility



A GUIDE TO OUR SERVICES



ABOUT US

Turning Point is a leading social enterprise providing health and social care services for people with a wide range of complex needs in over 200 locations across England, including community services, primary care settings and hospitals.

For over 50 years we have worked with people who have complex needs including drug and alcohol misuse, mental health conditions, offending behaviour, primary care needs, housing and unemployment issues and people with a learning disability to discover new possibilities in their lives.

We provide innovative services for many who face immense life challenges. Our learning disability services are about building better lives for the people we support and empowering them to live as independently as possible, while, our substance misuse and mental health services are also there to enable recovery through a supportive environment.

All of our services are designed to promote people's wellbeing and meet their whole needs. The people we support are why we exist as an organisation. Everything we do is focused towards providing good quality, person-centred services in the right location at the right time, making a real difference for the people and communities we support.



We are inspired by the people we support to constantly find new possibilities.

TURNING POINT CEO,
LORD VICTOR ADEBOWALE CBE



Over

66,000

people were engaged with our services in 2015/16

8,607

people that left our services in 2015/16 having successfully completed their care or treatment

**647**

people in 2015/16 have completed Peer Mentoring training in total since we started the Peer Mentoring scheme in June 2012

1,031

people successfully completed mental health treatment in 2015/16

92
YEARS

Our oldest and our youngest client

12
YEARSOver
40,000

new referrals to our services in 2015/16



CASE STUDY

THE RESOLUTION CLINIC

Alcohol misuse can affect anyone but many people find it difficult to access services when they're working, looking after their family or maintaining other demands and responsibilities.

We introduced The Resolution Clinic, an evening only service specifically aimed at those who may not want or are able to access traditional substance misuse services, but who may need advice on their alcohol use. We offer free, individualised, one to one, confidential support based on Cognitive Behavioural Therapy (CBT) models and tailored support focusing on reduction and moderation of drinking. We also support people who use drugs recreationally.



**WE SUPPORT PEOPLE,
HELPING THEM TO GET
THEIR LIVES ON TRACK**

MENTAL HEALTH

For over 30 years we've supported those with a range of mental health conditions, dual diagnosis and other complex needs to live as independently as possible through a recovery-focused approach.

We understand that mental health and wellbeing varies for each person, so whatever their situation and however complex their needs, we work with people to set and achieve their own goals, manage their condition and develop the skills they need to live full and rewarding lives.



I noticed that all the staff weren't just there because it was their job but they were actually passionate about helping. There was a human aspect to their work which I found more valuable than merely being signposted to get further support.

LEVON



SAMUEL

Before going to Turning Point I was nervous, miserable and upset. Now I am happy, sociable and outgoing. If I could give my past self a message I would have told myself a year ago to get help from the doctor a lot quicker and maybe I would have not got so bad with panic attacks and would have gone to college. I was locked in my room and never went out due to my anxieties but now I have gained more confidence in socialising and I rarely isolate myself in my room.

WE PROVIDE:

- **TALKING THERAPIES** – Providing support over the phone, online and face-to-face to support people with depression, stress or anxiety to feel more in control. We enable people to develop the tools they need to manage their wellbeing to help them either stay in work or return to employment.
- **COMMUNITY SERVICES** – We support individuals in their local community to set goals that improve their mental health and wellbeing. This includes providing housing, employment and welfare support and services for people with personal budgets. For those with a dual diagnosis this also includes working closely with substance misuse colleagues to provide a seamless service.
- **CRISIS SERVICES** – Emotional, practical and clinical support, to help individuals resolve their crisis and develop coping strategies to prevent and manage future episodes. Our services provide a community-based alternative to hospital admissions for those experiencing a crisis.
- **SPECIALIST AND FORENSIC SERVICES** – For those with more enduring needs, we provide residential services including a therapeutic rehabilitation and recovery programme to help people develop the skills needed to live independently in a homely environment.
- **CARERS SUPPORT** – We provide carers the opportunity to take some valuable time out, while we take over the caring duties, including specific support for those with young onset dementia.
- **SUPPORTED ACCOMMODATION** – Supporting residents with their daily living tasks such as shopping and cooking, and also support with education opportunities such as applying for volunteer work and to local colleges.
- **INDIVIDUAL PLACEMENT AND SUPPORT (IPS) SERVICE** – The service challenges the perception that people with mental health issues cannot work, by focusing on supporting people to attain competitive employment and providing training and support on the job.



LEARNING DISABILITY

We have been providing learning disability support for 25 years and we now support over 600 individuals with learning disabilities. Our strength is in providing and delivering services with and for people with learning disabilities, including those who have complex needs. We provide person-centred support for people with autism, behaviours that challenge, co-existing mental health issues, complex health needs and dementia.

We work with people to live as independently as possible, empowering them to make choices about all aspects of their support.

...staff go over and above their duty to provide Suzie with the support that gives her a fulfilling life.

ANGELA (SUZIE'S COUSIN)

WILMER

Since leaving college last year where he studied life skills, Wilmer aspires to become a chef. He has previously struggled with motivation, however, he was encouraged to overcome this when he applied and was accepted on a 14 week catering course by Youth Inspired. Staff support Wilmer with cooking skills and being competent in following recipes and selecting the correct ingredients. Wilmer is keen that upon completion of his course, he will find a job with his new found skill set.

WE PROVIDE:

- **SUPPORTED LIVING** – We empower people to take control of their own lives by providing flexible, outcome-focused support; enabling people to have increased choice and control over their daily lives, increase their skills, independence and social inclusion, including accessing training and employment opportunities.
- **OUTREACH** – We provide flexible outreach support to enable people to maintain their tenancy, manage their finances, get involved with their community and increase their daily living skills.
- **DAY OPPORTUNITIES** – We provide opportunities to engage in meaningful work which include: developing links with local social enterprises, one-to-one outreach support to set and achieve personal goals, a fully equipped gym, communications suite, a unique pick-and-choose menu for individual and group social, and leisure activities to support each person's health and wellbeing.
- **RESIDENTIAL CARE** – We deliver a number of residential care services for people with a wide range of support needs. We use assistive technology and other aids and equipment to support people to maintain and increase their independence, alongside our dedicated staff team.
- **RESIDENTIAL CARE WITH LEARNING DISABILITY NURSES** – We provide community-based residential care with nursing to individuals with a learning disability and complex health needs. Each person is supported by a team of support workers and nurses working in close partnership with local health professionals.
- **SUPPORT FOR PEOPLE UNDER THE MENTAL HEALTH ACT** – We deliver community-based support within a highly specialist independent service. We work with the people we support to enhance their quality of life and achieve significant reduction in behaviours that challenge.
- **PERSONAL BUDGETS** – We work with the people we support in supported living to self-fund their support through the use of direct payment. We would welcome the opportunity to share our experiences to enable more people to benefit from the greater choice and control afforded by direct payments and Individual Service Funds.





CASE STUDY

THE PEOPLE'S PARLIAMENT

One of the ways in which we work with people in our learning disability service is via our People's Parliament and the regional forums that work to give those we support a voice in the decisions that affect them. The People's Parliament includes representatives from across the country, together with the workers who support them and communities. They meet to discuss issues that matter to their daily lives. The People's Parliament find solutions to issues such as self-advocacy, giving members new confidence to explain and stand up for themselves in dealing with the challenges they face in their daily lives and having experiences such as going to the House of Lords to speak to MP's about what matters to them.



**EVERYONE HAS A UNIQUE STORY,
TURNING POINT GIVES YOU AN
OPPORTUNITY TO TELL IT.**

SUBSTANCE MISUSE

We understand that there are many roots to addiction. Therefore, we always look at the whole person, helping to tackle every aspect of substance misuse to enable people to achieve recovery.

Through a range of public health interventions, we not only address people's drug and/or alcohol misuse but offer smoking cessation support and sexual health advice. We also deliver an accredited peer mentor programme and support people to access education, training and employment opportunities.

We offer a range of services to meet people's needs from detox and residential rehab to supported living and aftercare support. We also utilise technology to

ensure people are engaged with our services in a way that suits them.

There are many paths to a healthy life – we work with people to find the path that's right for them. That's why every 30 minutes someone leaves Turning Point's services drink or drugs free.



It's hard to convey exactly how much Turning Point has helped me because just saying that they've done an incredible job supporting me just doesn't seem to do them justice. I think of them helping me like this: I'm the old me again.

IAN



WILLIAM

To be honest when I first got there [Turning Point] I didn't think I needed help at all. It was after those initial two weeks that I began to understand that I didn't have a clue who I was simply because I had played so many roles in my life. What Turning Point helped me to do was to find the real me! Until you know who you are as a person, you can't start your recovery journey. I always use the word 'recovery' and not recovered because it's a continuous effort for me to maintain my recovery.

WE PROVIDE:

- **INTEGRATED SERVICES** – Providing services across the whole country which integrates drug and alcohol support, family services, housing advice and support for those in contact with the criminal justice system. We are a specialist in delivering whole treatment system approaches across cities and county areas, which has led to the reduction in people falling through gaps between services and delivers improved outcomes.
- **CARE CO-ORDINATION SERVICES** – Supporting people on their journey by coordinating care between our services with local clinicians and the local community.
- **SUPPORTING PEOPLE SERVICES** – Supporting people to develop skills to live more independently as they move through their drug and alcohol recovery.
- **PSYCHOSOCIAL INTERVENTIONS SERVICES (PIS)** – Addressing the psychological and social needs of an individual, which is central to the recovery process.
- **RESIDENTIAL REHABILITATION SERVICES** – Providing intensive therapeutic support in an abstinent living environment to support those who may not have succeeded in traditional community settings.
- **CRIMINAL JUSTICE SERVICES** – Providing inpatient detoxification from drugs and alcohol and supporting people’s recovery with group work, peer support and helping them to attend additional support groups.
- **RESIDENTIAL DETOX** – As well as supporting safe community detox, we provide access to inpatient detoxification from drugs and alcohol when appropriate. We support people’s recovery with group work, peer support and helping them to attend additional support groups.
- **CRIMINAL JUSTICE SYSTEM SERVICE** – We work with clients at the point of their arrest, during their time in prison and after their release to tackle the root causes of offending and support positive integration back into the community.
- **EDUCATION, TRAINING, EMPLOYMENT (ETE) SUPPORT** – ETE is an integral part of people’s recovery journey. Our staff are provided with specialist resources and tools that enables them to embed ETE as part of a recovery oriented practice and culture.

HEALTH AND WELLBEING



In regards to our primary care provisions, Turning Point can bridge the gap between primary care and the needs of the individual. By providing specialist services we are often the first point of contact for those that find accessing primary care difficult.

One of our most recent developments has been Telecoaching, an innovative way of delivering evidence based, psychological and motivational interventions to help improve patients capacity and motivation to self-manage their chronic health conditions. The use of telecoaching helps reduce hospital readmissions and GP visits by over a third.

The Camden Health Improvement Practice (CHIP) offers a high quality primary care service for the homeless and those with substance misuse issues. We have a multidisciplinary team made up of GP's, Practice Nurses and administration support. We support people with substance misuse issues to make changes that will help them on their road to recovery. We provide safe care, tailored to the needs of the individual patient

and provide improved outcomes for our patients; in their health status and prevent or decrease morbidity and disability, directly and indirectly associated with homelessness and substance misuse.

We provide a full appointment-based primary care practice, as well as treating patients on a walk-in basis. The service also provides outreach support to engage new people into the service. We refer individuals when necessary to more specialist services, which enable our patients to achieve the best possible outcomes for their health and wellbeing.

We know that people often have multiple needs. The Earl's Court Health and Wellbeing Centre is funded by the NHS and operated by Turning Point, Greenbrook Healthcare, Terrence Higgins Trust and NHS Dentist.

THE CENTRE OFFERS:

- NHS GP practice and walk-in service
- Free sexual health and contraception clinics
- Rooms for community use
- Health trainer services
- NHS Health Checks.

The ethos of the centre is about taking a more holistic approach to health. We are committed to addressing people's whole needs, rather than just treating their symptoms, and about helping patients access the range of services available to them in our centre, and beyond.

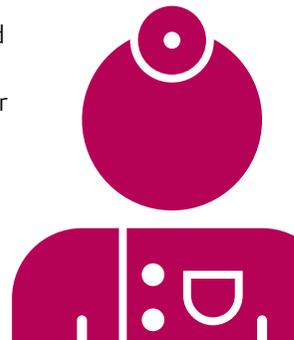
We offer the Health Trainers service, which is ran in partnership with Living Well who have considerable experience in providing community-based services. The service is free to residents in the City of Westminster, London Borough of Hammersmith & Fulham and the Royal Borough of Kensington and Chelsea.

Our Health Trainers are local people who have been specially trained to offer health checks and support people in their community to make healthier lifestyle choices such as reducing stress levels and eating healthier. We do this by identifying those people most in need of guidance and helping them to achieve their health goals and access appropriate local services.

CONNECTED CARE

To ensure services are responsive to local need, we have Connected Care – our approach of peer-led community engagement. This involves recruiting and training local people who are often services users, or have complex lives themselves, to become Community Researchers. Our service seeks to find out what is and is not working in the community, the community's idea for solutions to local issues and how people can be supported to live healthier and independent lives. Community Researchers participate in online and face-to-face questionnaires, interviews and focus group discussions. We believe it is important for local people to have a voice in shaping their communities. Our service creates new employment opportunities, builds the skills and confidence of local people and expands networks within the community, supporting greater resilience.

To date we have led 20 Connected Care projects across the country, recruited and trained over 250 Community Researchers and given 11,000 people a voice in the design and delivery of their local health and social care services. We have delivered bespoke projects with seldom heard groups; citywide place-based change; and fostered social action that continues long after the end of the project.



**TURNING
POINT**



CONTACT US

Head Office:
Standon House
21 Mansell Street
London
E1 8AA

Web: www.turning-point.co.uk
Call: 020 7481 7600
Email: info@turning-point.co.uk



@TurningPointUK



www.linkedin.com/company/turning_point



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Registered Office: Standon House, 21 Mansell Street, London E1 8AA.



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IN PEOPLE

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