

**TURNING
POINT**
inspired by possibility



Tenants Report

2021/22

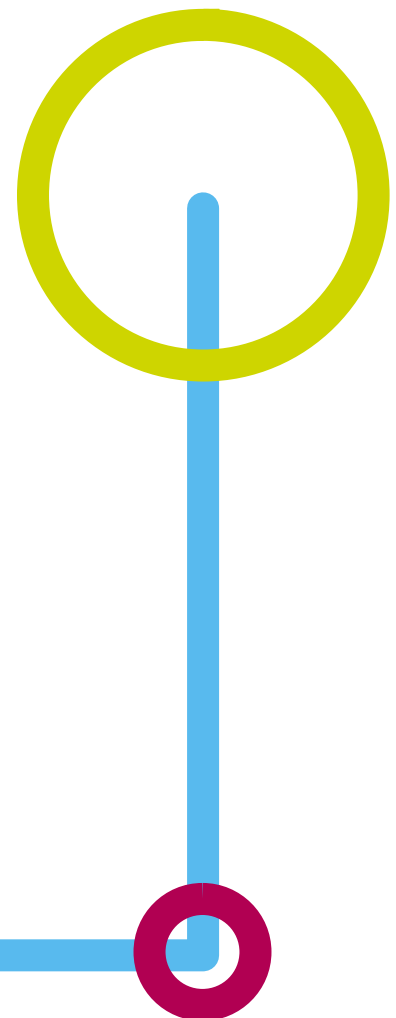
Who we are

Turning Point is a leading social enterprise providing health and social care services across England supporting people to improve their health and wellbeing whether that is at home, within the workplace or through specialist services.

We provide support for people affected by drug and alcohol misuse, mental health conditions, offending behaviours, unemployment, health and wellbeing, social issues, and those with a learning disability to discover new possibilities in their lives. We provide a range of residential and accommodation based services including a number of registered care homes, residential detox and rehab and supported living.

Our promise

- 1 Provide a safe and supportive environment
- 2 Treat you with due respect and dignity at all times
- 3 Recognise individual opinions and values
- 4 Embrace diversity and ensure everyone has a voice
- 5 Ensure terms and conditions are in line with regulations
- 6 Respond to repairs quickly and effectively

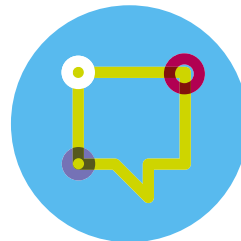


Our vision and values

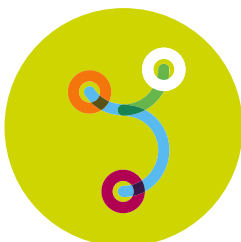
Turning Point's vision is to constantly find ways to support more people to discover new possibilities in their lives. The people we work with inspire us and in turn we look for new ways to inspire changes. We owe it to the people we work with to grow and shape the future, because we believe in what we do.



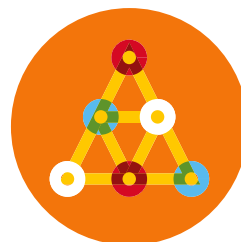
We treat each other and those we support as individuals however difficult and challenging.



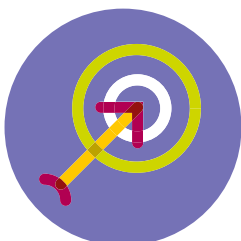
We all communicate in an authentic and confident way that blends support and challenge.



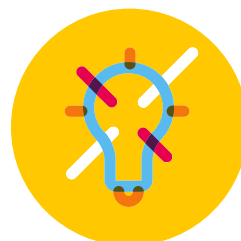
We are here to embrace change even when it is complex and uncomfortable.



We commit to building a strong and financially viable Turning Point together.

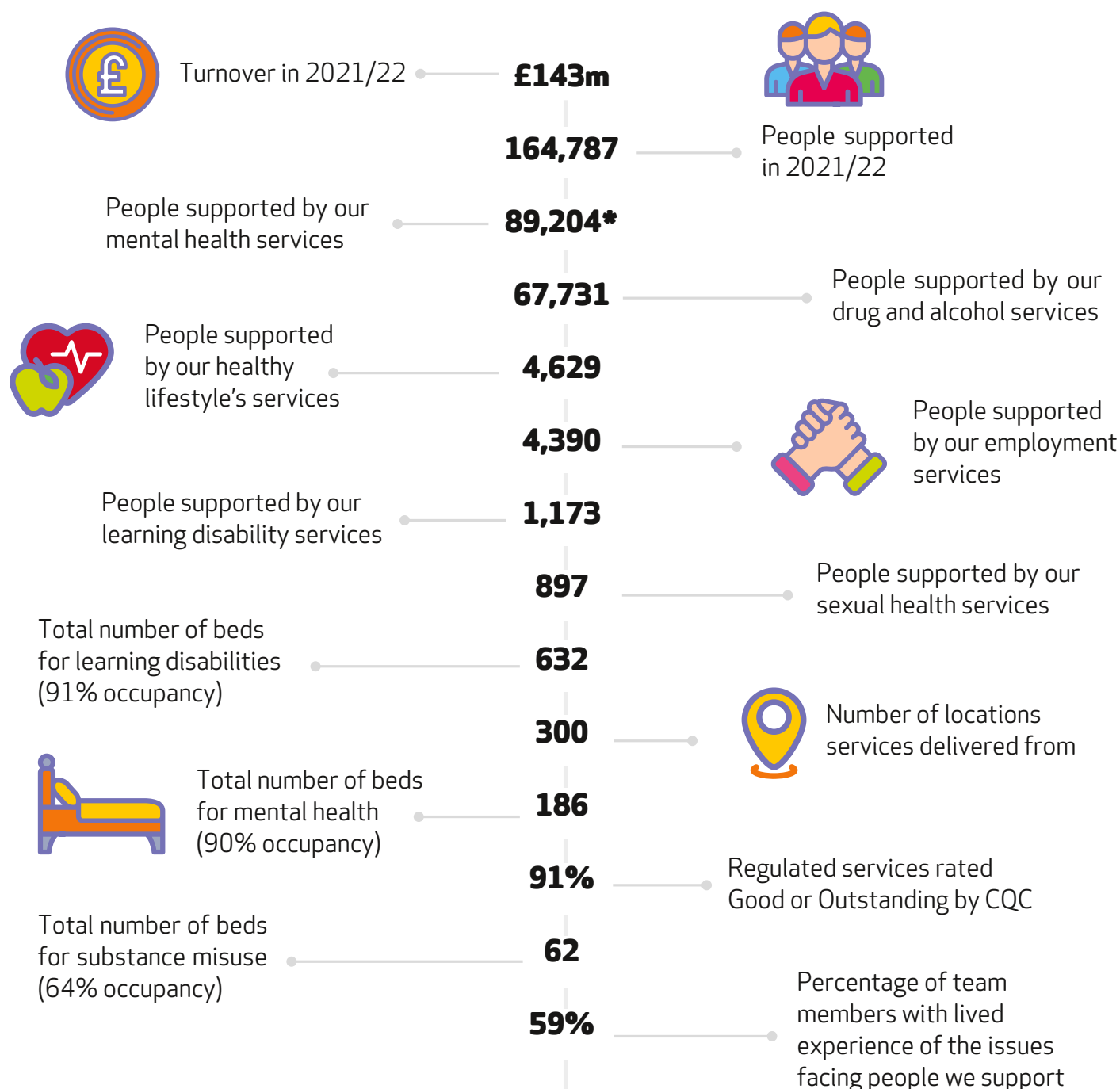


We believe that everyone has the potential to grow, learn and make choices.



We deliver better outcomes by encouraging ideas and new thinking.

Our year in numbers



*includes support provided by livelife and Rightsteps

As tenants you have a right to:

- 1** Get relevant accessible information about the services we provide to you and the management of your housing.
- 2** Understand the standards expected of the service you receive – and to be able and supported to raise concerns about them.
- 3** Set the agenda for involvement in our services.
- 4** Be consulted with and listened to about changes to the services you receive or new approaches to delivering care.
- 5** See how we have responded to your concerns and issues raised through involvement.



Our performance this year

We work closely with our contractors to respond and fix repair issues as quickly as possible across all our properties.

	Learning Disability	Mental Health	Substance Misuse
Amount spent on reactive repair work	115k	110k	160k
Amount spent on planned repairs cost	33k	33k	43k
Total repairs cost	148k	143k	203k

Percentage of repairs delivered on time:

Attended on time

68%

First time fix

60%

Compliance inspection completion

87%

Figures delivered under COVID-19 restrictions.



Our core involvement commitments



Underpinning our approach to involvement are several commitments.

These are inspired by the NSUN 4Pi (The National Survivor User Network standards for involvement), but adapted for use by Turning Point to fit in with our ethos and approach.

Principles

We value the contribution of tenants, the people we support, their friends and carers equally to those of professionals.

Purpose

We clearly identify the purpose of all of our involvement work and ensure that our understanding of that purpose is built and shared with the people we support.

Process

We use appropriate processes and systems to develop our work with the people we support. This includes attention to communication, equitable engagement, support (including remuneration, training and supervision) so that people we support, including those from marginalised communities, can get involved easily and make the best possible contribution.

Presence

We strive for equity in all of our involvement work. We understand that a diversity of voices should be heard at all levels of our housing management work. The people we involve reflect the nature and purpose of the involvement activity.

Impact

We know that for involvement to be genuine it must lead to improvement and change. Working with the people we involve, we are committed, where practical, to make decisions in partnership with them. Where we cannot make changes due to constraints outside our control, we will clearly communicate this before involvement around that issue or area begins.

At the beginning of any involvement work we will document what we believe it will achieve and what difference this can make to the people we involve and those they care about. At the end of any involvement work we will provide feedback on what we have learned and how we will take that learning forward.

Embracing New Technologies

Creating technology-enabled homes for people with learning disabilities.



In our Learning Disability, autism and transforming care services we have devoted time to consider the aspirations and expectations of the people we support. In response, we established strategic relationships with ethical property investors to deliver more flexible technology-enabled homes that support greater opportunities for independent living and self-management of health and wellbeing.

We supported new assistive technologies, enabling more people to self-manage aspects of their support and assist preventative support provision. We piloted first-of-its-kind interactive light projection technology such as Magic Table 360, expanding the scope of available wellbeing and social support opportunities and providing innovative solutions to physical and cognitive challenges.

COVID-19 impacted the Transforming Care programme, with the pace of transformation slowing. Anticipating a revitalised programme in the coming year, we continued to invest in infrastructure to ensure that more people can live successfully in the community with the right support. We further developed our Positive Behaviour Support resource and reinforced links between our clinical and social support teams across mental health, learning disability, substance misuse and forensic services. Using our expertise in delivering a blended support model, we continued to assist people with complex multiple needs to safely move into their new homes.

We are evolving innovative personalised support through a skilled workforce; better homes; integrated technology-enabled support solutions; improved health and wellbeing; and growth in co-production and shared delivery opportunities. We always take the opportunity to learn, grow and improve from the challenges and opportunities that come our way.

Art combatting isolation

A small residential care home on the outskirts of Buntingford, Hertfordshire, has been using arts and crafts to cope with isolation for over a year since all the residents have learning disabilities and are considered medically vulnerable.

All the residents at Brickfield Cottage have relied upon each other and colleagues to pass the time and keep themselves busy. Like many people stuck indoors, crafts and activities have helped them manage the time they would have spent outdoors, meeting loved ones, or visiting places they enjoy.

Susan, who lives at Brickfield, explains: "The dining room is the hub of our home, and we all spend a lot of time there - eating, drinking, listening to music, playing games, doing activities and socialising. We are transforming the space through art into a wooded wonderland. I have been so passionate about this project. Every leaf, flower, and animal you see in the photos has been made by me and the creative team. I support my housemates to create additions to the project, as well as encouraging members of the staff team to join in and even prompting family members to contribute - they've sent leaves to us through the post!"

"When the outside world has been off limits to us, we've been able to bring it indoors. It has bought joy and happiness to everyone living here and colleagues at Brickfield Cottage. I am exceptionally proud of the work by Susan and all the other residents."



Joe
Manager at Brickfield





Ensuring a smooth transition to supported living

Sam's story

The Angel Lace Supported Living Service in Nottingham commenced 1st June 2021. Angel Lace is a converted building with 13 individual flats and has colleagues area on site for support. Each flat is fitted out to a high standard and comprise of living, kitchen area, bathroom and bedroom. Turning Point work closely with the residents and their team to understand peoples support needs, and to ensure their move into independent living is as smooth as possible.

Sam moved into the Angel Lace service in January and a key reason for his move was to enable him to receive and access support during the evening and night as these are the times when he struggles with his mental health, experiencing voices and seeing demons. Where Sam was staying previously was a service which was not staffed 24 hours a day. Since moving into the service Sam has primarily accessed support from the team during the night. Sam says that he has been struggling during the night at times but simply having the knowledge that staff are physically there enables him to manage at these times.

Sam's sleep has also improved and he feels that this is due to staff support and the fact that his flat is new, bright and airy rather than a dark and enclosed bedsit; Plus there are benefits to having a nice new double bed which can be a struggle to get out of.



Making a difference through supported living

Tasleem's story

Tasleem moved into her own home in March 2020 after a very long stay in hospital. Tasleem has Charcot-Marie-Tooth disease which is a group of inherited disorders which cause nerve damage mostly in arms and legs. Weakness in limbs, hammer toes, and loss of sensation in limbs, has this stopped her no way!

Since moving into her own bungalow, Tasleem has gone from strength to strength and learnt some new skills in keeping her own home, Tasleem has also got her own car in which she is supported to go out into the community, and in September went on her first holiday in years with support and had such a great time she is already booking next years.

Tasleem is known in the community and always stops to say hello to her many friends whilst out, making a 5-minute journey last 4 hours by the time Tasleem has spoken to everyone.

Even when there are days Tasleem is struggling with Charcot-Marie-Tooth Disease she remains positive and ready to greet you with a smile and a song (ABBA of course), and a positive quote such as be happy.

Every day Tasleem gets up and achieves something new and perseveres with her goal, she never gives up and truly is an inspiration on what a difference it can be being supported in your own home.





A new home, a new life

Zoe's Story

Before I lived in my new home, I used to live in a hospital where there were 14 patients on one ward. In my last hospital it was noisy and it used to make me upset because the other girls were not nice and the staff used to hurt me.

They were really strict and did not talk to me very nicely. It made me want to stay in my room all day. I only came out for food and to do my laundry. When I was in hospital I had anorexia, I used to self-harm and I tried to kill myself.

I used to feel stuck in hospitals and I knew I didn't want to be that person anymore. When Turning Point said they would help me I couldn't believe it because they were going to help me get out and I was going to have my own home.

I was so excited because I had been waiting for such a long time. I had some visits with Turning Point but then because of COVID-19 they were only on the computer.

When I came to my home for the first time, I was 'over the moon'. I started to have a good life then. I like my staff; they are kind, friendly, gentle and helpful.

My family have always supported me, now I am here I can see them all a lot more. My cat makes me really happy. I also like going out in the garden – we got really muddy and it was really fun. My garden looks nice and pretty now with some lovely flowers.





When I came to my home for the first time, I was 'over the moon'. I started to have a good life then."I have been out of hospital for a year now and I have not self-harmed, I eat all my meals – I even cook with my staff and we choose a menu and go shopping together.

I go to all my doctor appointments too, they annoy me a bit but I know they are helping me get better. My staff remind me to take my medicine too.

I used to swear a lot but now I have learnt new words. We do lots of reading, we even play games when we are out and I read the signs. Sometimes I get them wrong but I don't care anymore if I get it wrong, I will try again.

Staff have helped me understand how I feel too so I can tell them what I like and don't like.

I went to mummy's house on Christmas Day on my own. It was the best day!! My family tell me they are ever so proud of me and my support workers say I am really cheeky and have a funny sense of humour with great banter.

I am really thankful for everything they do to help me because now I am always smiling



How to get involved

There are lots of ways to get involved:



Take part in your house meeting to raise any concerns and share ideas. Many services also have forums for family and friends to get together, support each other and provide feedback to Turning Point.



Join your regional People's Parliament for people we support with a learning disability or attend our other involvement forums and workshops.



Talk to our members of staff – they are there to help you get involved and make sure you have a voice in how our services are managed.



Share your views in our surveys and questionnaires.



Many of our services have opportunities for people with lived experience to get involved in providing to support others. These include peer mentor volunteer roles, paid peer support worker roles and new quality improvement roles.

Your feedback

We really value your feedback and want to hear about your thoughts, ideas and opinions. We are always looking for new ways to improve our services. You, your family, carers or even friends can make suggestions by:

- Speaking to the lead member of staff for involvement or a support worker to explain how you can change things in your service
- Attend your house meetings, forums, people's parliaments and one-to-ones to have your say
- Complete our satisfaction surveys
- You can share any compliments, concerns or complaints on our website: www.turning-point.co.uk/contact-us. We do take complaints seriously so please let us know if you are unhappy about something





Contact us

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