



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.

Turning Point

Standon House
21 Mansell Street
London E1 8AA

Tel: 020 7481 7600
Fax: 020 7702 1456

For more information please visit our web site at www.turning-point.co.uk



Improving Access to Psychological Therapies (IAPT) Model: Rightsteps

Rightsteps is an innovative, proven Improving Access to Psychological Therapies (IAPT) model developed by Turning Point. It delivers a flexible, responsive, open-access service that helps local people get the support they need – fast.

The challenge

Mental health services are changing. Expectations are rising. The pressure is mounting. The call for effective, integrated community services is growing and the demand for choice is on the rise. There's more need and less money. Meanwhile people suffer. Losing hope, losing their jobs and losing the motivation to ask for real help.

The solution

Turning Point offers a new, innovative model that transforms and streamlines services. Rightsteps acts fast to deliver real results, reducing deterioration, improving well being and offering holistic support that helps people tackle the real, underlying issues. Combining a purpose-built, state-of-the-art data management and assessment



**Turning Point's Rightsteps
Community Capacity Model**

IAPT Fidelity

system, traditional treatment, flexible interventions delivered from a range of locations and a whole person approach, Rightsteps delivers practical support and real clinical results.

Rightsteps: Improving access

Rightsteps is at the heart of community support, working with local voluntary sector providers, it's the hub of your service. With Rightsteps, first contact is within 48 hours of referral and by a dedicated Psychological Wellbeing Practitioner. Whether people are suffering from depression, anxiety or phobias, need low or high intensity interventions, Rightsteps provides a bespoke, holistic care package designed to give total support including advice on debt, housing, relationships and employment. Rightsteps does exactly what it's designed to do – it improves, and increases, access to psychological therapies; it gets people the help they need – fast.

Rightsteps: Setting new standards

Rightsteps is a pioneering, proven model, developed to deliver targeted results. By connecting with the local community, building strong partnerships, training new IAPT staff and working with people to help them identify and tackle their own issues,



Rightsteps: Advanced technology

At the heart of Rightsteps is Maxims, a purpose-built, web-based computer system which can be accessed by staff 24/7, anywhere, any time – allowing flexible, out-of-hours support. It allows staff to complete an assessment, develop a care plan and record the entire patient journey from referral to discharge on a single, electronic patient record – and to pick up important clinical information from doctors, counsellors and social care workers. The system includes an assessment tool that allows staff to undertake a 360-degree assessment, focusing on people's needs – not their diagnosis – ensuring effective tracking

Rightsteps: Real benefits

Turning Point offers a responsive, cost-effective, fully integrated Rightsteps service that delivers real results. Turning Point has the clinical experience to deliver all, or any single element or multiple components of the IAPT pathway. At Turning Point we:

- Work with you to design and implement a personalised, locally-focussed, fully accessible Rightsteps service that meets your needs and the local community's precisely
- Help you network services and act fast to reach and retain more people, reduce strain on other services, cut waiting lists and make cost savings

- Put you back in control. With the latest technology and effective management systems we reduce risk, control exit strategies and eligibility criteria and help you meet or exceed your targets
- Give you the opportunity to innovate, be ready for the future, offer new services and support people using modern, powerful, proven services from one of the UK's largest, most experienced providers

Turning Point can design a Rightsteps service for your area. Transform mental health provision in your community today. Call us on 08456 029 408.

Outcomes

- Fast, flexible, responsive service
- Seamless transition
- Reduced waiting lists
- Reduced costs
- More people in treatment and on their recovery journey
- Less people on benefits and sick pay
- Reduced risk
- Effective collaborative commissioning
- Clear pathways and ownership
- The latest IT systems
- Effective, expert treatment
- Local focus & bespoke design

