

**TURNING
POINT**
inspired by possibility



Turning Point Leicester Leicestershire & Rutland

Leicestershire Safer Communities Strategy Board

23rd February 2017

Indy Thoor – Operations Manager

Purpose of this session



- Who are Turning Point?
- Turning Point's vision for Leicester, Leicestershire & Rutland
- The Teams / Services on offer
- How we will sustain recovery & improve individuals' recovery capital
- Challenges
- Next Steps – New Developments

Who are Turning Point?

Turning Point



- We're a health and social care organisation with over 50 years' experience of supporting people with complex needs
- We work in over 200 locations delivering substance misuse, mental health, learning disability, employment, criminal justice, primary care and housing services ↗
- Last year 61,000 people were engaged with our services & on average over one client an hour leaves Turning Point services drug and or alcohol free
- We employ over 3500 staff

Turning Point's Values



- We believe that everyone has the ***potential*** to grow, learn and make choices
- 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 treat each other and those we support as ***individuals*** however difficult and challenging
- We deliver better outcomes by encouraging ***ideas and new thinking***
- We commit to building a ***strong and financially viable*** Turning Point together

The Vision

A Shared Vision



“Not just a Recovery Oriented System but a world in which recovery can flourish” William White

- **A Balanced approach:** reduced harms, the vulnerable protected, recovery nurtured.
- **Utilisation of all assets:** workforce, communities, families, recovering individuals and communities partnerships, you.
- **Values, culture and *partnership work* as important as structures and systems.**

Guiding Principles



- **Co-Production and engagement;** Staff, service users, recovery groups, partner organisations, carers, commissioners and Turning Point.
- **Flexible and dynamic approach** to change and service delivery ∞
- **Asset based** – at both client and community level.
- **Values based.**
- **Single Service but with diverse communities.**

A New Chapter



- Stimulates a vibrant culture of recovery & wellbeing.
- Combines the expertise of Turning Point with existing recovery capital
- Creates a holistic, asset-based recovery Journey
- Growing 'co-production' partnerships
- With service user engagement at every stage

Services on Offer



- Personalised menu of support across the City and County.
- Specialised Young People/ Young adult support
- Care Planned 1-2-1 support
- Needle exchange
- Prescribing Service
- Community detox
- Group Work Programme (including MOPSI)
- Criminal Justices pathways (Community and HMP)
- Families & Carers support
- Peer mentoring & SMART Recovery
- Health checks
- BBV Screening and Immunisation
- Shared Care Access

Recovery Hubs



City:

- 2 Eldon Street
- The Young People / Young Adults Hub – 165 Granby Street

County:

- Coalville - 42 High Street
- Loughborough - 55-56 Woodgate

HMP Leicester

Police Custody Suites

Mansfield House Police Station

University Hospital Leicester

Satellite Services:

- Staff are also operating from up to 30 various satellite / outreach venues across the city and county

The Teams



- Adult treatment ; Leicestershire North, South and Leicester City
- Young People and Young Adults (18 – 25 yr. olds)
- Criminal Justice (Community) team
- Integrated Prison Team
- Clinical and Nursing Team
- Engagement Team
- Partnerships Team
- Supported throughout by administration and management.
- Approx 170 staff currently employed across the contract
- Working with approx 3500 Service Users across the area

Service User Involvement / Peer Mentoring



- 30+ Peer Mentors working with the service
- Rolling Peer Mentor Training Programme
- Daily Peer Mentor rota and Peer Mentor Placements across the system
- Peer Mentor involvement in recruitment
- Monthly Service User Forum in place with Service User Consultation with direct feedback from Senior Management Team
- 'You Said We Did' in place

Recovery capital

Sustaining Recovery & improving individuals' recovery capital



- Actively involve existing partners, recovery groups and advocates
- Community asset mapping exercise
- Lead workers to support community development cross both city and county.
- A visible dedicated building – the Recovery Resource Centre
- An asset fund to enable innovation to function and grow.

Co-ordinated Single Intake system (CSIS)



- Open access
- One single referral process
- Every contact counts – no wrong door.
- Referrals via the Wellbeing Cloud
- Digitally inclusive

Challenges



- Staffing Restructure > New Team Structure > case reallocation exercise
- Aligning Staff from 8 separate previous providers
- Staff supported throughout with Change Facilitator
- Adapting to TP Policies and processes
- Review of administrative element of prescribing processes – huge piece of work with aim of ensuring consistency, efficiency and safety

Challenges



- Review of satellite / outreach venues – aim to ensure we avoid duplication and that access meets need and is cost effective
- Several situations where organisations/venues have started to charge where premises were previously free or increased their charges
- We will continue to review our options and explore additional possibilities where need arises / increases
- Ultimate aim to bring delivery together into reduced number of locations whilst maintaining local delivery

New Developments



- New Engagement Team established to manage the front end of the treatment system – managing the referrals function, open access at Eldon Street and delivery of brief interventions in city and county (in response to an average of 150 referrals per week)
- Secondments to Proactive Vulnerability Engagement Team (PAVE)
- Sub-contract with Age UK ‘Last Orders’ targeting older alcohol users
- Innovation Fund and Big Ideas Grants for local organisations/groups - support local recovery initiatives

Digital Developments



- Introduction of digital platforms enabling an enhanced range of interventions to be accessible digitally including online e-modules. Enhances accessibility in rural locations and complements face to face interventions.
- These will include:
- Recovery Co-ordination with Smart online Forms on tablets
- Smart online forms including online referral form, assessment, recovery plan and risk assessment

Digital Developments



- Contact Point – range of communication channels to continue to improve engagement with service users and professionals
- E-Modules – suite of e-modules to enhance treatment options available to service users

Questions?



Contact Us:



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If You Want to hear more:



- **Come and visit and meet the Team:**
- **- contact us on 0330 303 6000 or**
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