EXAMPLE 6: Turning Point

Turning Point is a social enterprise, providing specialist and integrated services which focus on improving lives and communities across mental health, learning disability, substance misuse, primary care, the criminal justice system and employment. Turning Point’s core belief is that high quality services cannot be delivered without the continual involvement of the people who use their services as well as their families, carers and supporters where appropriate. Turning Point’s Mental Health Strategy for 2014 – 2017 includes a clear statement that: “service users, carers and relatives (are) to be systematically involved in all services, and in the wider governance of the Business Unit, and the design, implementation and review of the mental health strategy.”

Turning Point’s approach to involvement is constantly developing. Staff and service users have been involved in the development of the mental health strategy and eight-weekly regional meetings have been established, with key service user issues taken directly to senior staff for resolution or feedback. These groups also comment on new initiatives, for example: developing an Involvement poster, and reviewing Involvement training.

The 4PI standards were discussed in a meeting for intended sign-off but it became clear that the standards constitute a process rather than a one-off agreement. It was decided that some elements of involvement needed further discussion and clarification, within the context of a Recovery approach. They felt that the standards would benefit from being translated into something meaningful for people, perhaps using ‘We statements’ e.g. for Purpose: 'We fully understand the purpose of Regional Involvement Meetings'. 'We understand the limits of involvement'.

As a result of these discussions, Turning Point arranged two Recovery Days in London and Manchester and invited services users and staff who were interested in recovery or involvement. The days focused on gaining a shared understanding of what a recovery focused service should look like and how best to achieve this. They were delighted by the levels of enthusiasm and contributions which made the day a real success; all mental health services were well represented with over 30 delegates attending.

All contributions were captured and will feed into the overall recovery and involvement planning processes, which includes input into the Service User version of the Mental Health Strategy, development of a Recovery Charter and a Recovery checklist. They have learnt during this process that it is important to acknowledge challenges and work with stakeholders to share and resolve these challenges. Progress may be slower but it is progress in an agreed direction with involvement at the heart of every step.

For further information about Turning Point’s approach to Involvement please contact: Julie Virgin (Area Development Manager/ Involvement Lead) julie.virgin@turning-point.co.uk

4PI: Principles Purpose Presence Process Impact