



**Your community
integration
partner**



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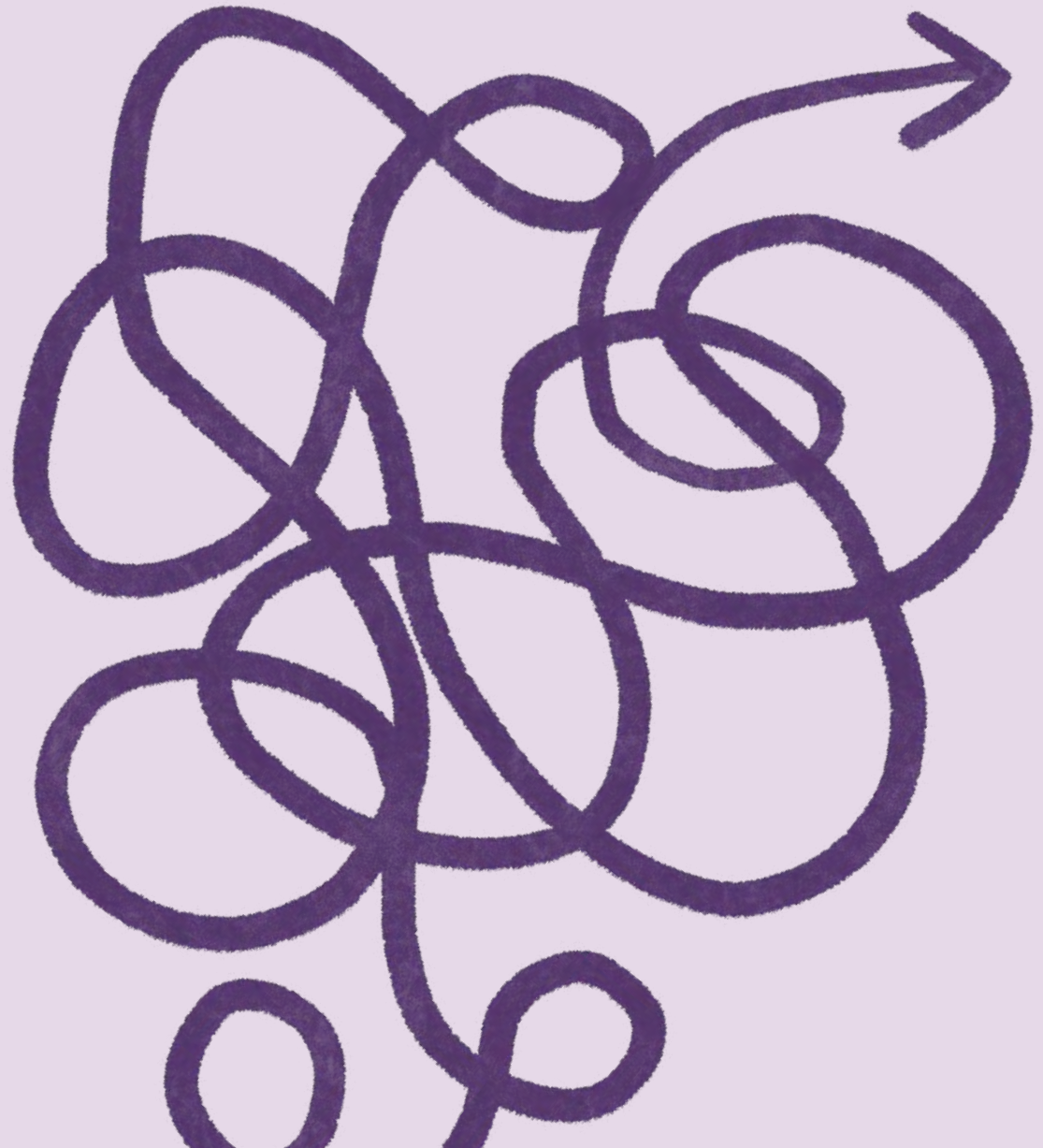
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We're here so no one struggles alone

Everyturn Mental Health was born of the NHS in 1986. From a single dementia care home, we have grown to provide a range of specialist, NHS-commissioned mental health services, including crisis support, NHS Talking Therapies, dementia care services, 24-hour specialist adult care, supported housing, and community wellbeing services.



Adam Crampsie
(He/Him)
Chief Executive

“We’re now turning our vision to the future, to embrace the changing landscape of community mental health care.”



We support over 70,000 people across England every year.

We're now turning to the future, and the changing landscape of community mental health care. We are fully aware of the challenges facing the health and social care system. Increased demand, limited funding, strained capacity, and the aftermath of the Covid-19 pandemic are having a profound effect on the nation's mental and physical health.

Our unique position as a non-profit that has emerged out of the NHS means we can continue to be a close system partner, providing clinically excellent and innovative mental health services that put people and communities at their heart. We have embarked on an ambitious transformation programme across the organisation, including:

- A multimillion-pound investment in our 24-hour services for older adults and people with dementia.
- Working with our NHS Trusts to co-create fully integrated NHS crisis services.
- Significant investment in digital innovation and pioneering the use of technology and AI in the diagnosis and treatment of mental ill-health.

We know that no single organisation can do it all; we must understand our strengths and recognise the strengths of others. We can only meet the needs of our communities by sustaining robust relationships with the NHS and our VSCE partners. Our goal is always to partner with our health and social care colleagues as much as possible, to ensure that no one is left to struggle alone with their mental health.





Everyturn Mental Health is a national partner to the NHS. Our unique place as a non-profit means we can innovate and act as an extension to the NHS.



High-intensity specialist care

Lower-intensity support



Dementia services



24-hour CQC registered high-acuity services

For dementia and older person's functional mental health.

Housing and 24-hour nursing care



24-hour CQC registered services

Rehabilitation services for adults and older adults taking their first steps away from hospital or forensic services.



Supported housing services for people with serious mental illness

Providing houses and specialist mental health support.

Community and wellbeing services



Crisis services working in partnership with Trust crisis teams

Meeting psychosocial needs contributing to mental health crisis in the community.



Link Workers and Peer Support Workers

Delivery of community mental health transformation.



NHS Talking Therapies & employment services

Talking therapies & employment services

Integrated NHS Talking Therapies model with community mental health framework.

What we do



Mental health Link Workers

What — our highly-trained colleagues deliver mental health and wellbeing services across communities, often using their own lived experience of mental-ill health.

Why — we recognise that people often fall through the cracks, so we wrap our services around the person, reducing pressure on the system by preventing the need to access primary and secondary care services.

How — Our Link Workers work with people to help them learn strategies to improve wellbeing, increase their social networks, and improve their resilience to manage life events.



Community Treatment Team waiting list service

What — Our highly-trained Link Workers partner with Trust Community Treatment Teams (CTTs) to reduce the waiting times for people on the CTT waiting list.

Why — we understand the capacity and demand challenges impacting CTTs. Our specialist non-clinical workforce can reduce waiting times and create greater clinical capacity for those in need.

How — Our service provides practical, social, and emotional support as an alternative to traditional clinical approaches, alleviating the pressures on NHS CTT teams.



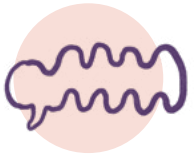
Community crisis services

What — we work in partnership with Trust's crisis teams to deliver practical and emotional support to people in crisis using a non-clinical workforce of Link Workers and people with lived experience.

Why — we recognise there is a capacity and demand issue with crisis services with many people in crisis, or on the verge of crisis, as a result of social issues. Our highly-trained non-clinical workforce will increase capacity in your crisis services, freeing up your clinical teams to focus on high-risk patients and their medical needs.

How — we work across the entire crisis pathway in partnership with Trust teams:

- Triage and assessment
- AI technology for rapid assessment and escalation
- Distress Brief Intervention
- 1:1 support for up to 12 weeks
- Problem solving and emotional support.



NHS Talking Therapies waiting lists

What — We work in partnership with NHS Trusts to reduce NHS Talking Therapies waiting lists across step 2 and step 3 treatments.

Why — As a non-profit national provider of NHS Talking Therapies, we understand that workforce challenges can lead to increased waiting lists. Using our national capacity and cutting-edge digital and AI technologies, we work with Trusts to dramatically reduce waiting lists and ensure people quickly get the help they need.

How — We use our national resource of practitioners to treat people on Trust waiting lists, starting with the longest waits. We also use our AI assessment and treatment tools alongside our therapists, making systems more efficient.



Supported housing for complex mental health

What — We provide specialist housing services for people who have complex mental health needs, including psychosis.

Why — People with severe mental illness often have complex needs which prevent them from living independently, leading to bed-blocking in acute and forensic services. Our solution allows Trusts to confidently discharge patients into our clinically-led supported housing.

How — Our clinically-led housing services help people to live as independently as possible in the community, with packages of support to suit their needs.



24-hour specialist mental health support

What — Our specialist clinical services are for people with complex mental health needs, who need intensive support and treatment.

Why — We work in partnership with Trusts to alleviate bed pressures in acute, long-stay, and forensic services, by providing an alternative to hospital. NHS mental health teams can confidently place patients into our care for treatment and support, as they take their first steps back into the community.

How — Our highly-skilled clinical and non-clinical teams deliver person-centred care in a safe, community-based environment, supporting our residents' journey back to independence.



Dementia services

What — We provide 24-hour sub-acute clinical services to people whose dementia causes complex behaviours and needs.

Why — We recognise that highly complex dementia patients can be a challenge for traditional care settings, putting pressure on NHS Trusts through frequent admissions, long stays, and delayed discharge. Our services reduce these pressures, leading to fewer admissions and rapid discharge into our specialist beds.

How — Our clinical services work across the full dementia pathway, from supporting people in their own homes, to providing respite care and assessments on behalf of the NHS, and long-term care for people with the most complex needs.

Mental health Link Workers

Through one to one and group support for a range of mental health needs, our Link Workers help people to learn coping strategies to improve wellbeing, increase social networks, and improve resilience to manage life events.

“It’s been up and down and there have been times where I haven’t been very nice to you. But you stuck with me and you didn’t give up.”



Link Workers help Trusts and communities

Our mental health Link Workers and Peer Support Workers provide valuable help in the community to those who need it. We connect medical and clinical treatment with practical and emotional support, to help people feel empowered and resilient.

Supporting specialist teams

We offer support to primary care and specialist secondary care services to alleviate pressures on demand and resource. By providing additional support to the traditional clinical treatments, we help Trusts and clinical teams offer holistic mental health support to people who need it.

Adaptable models

Our Link Worker model can be adapted to each area’s need – from integrating with existing systems, to working in partnership to develop solutions that are right for the community.

Specialisms we have supported

Maternal – working with perinatal teams to provide practical and emotional support.

Antisocial behaviour – connecting social care, police, and care services to help alleviate wider community pressures.

Social prescribing – working within primary care to connect people with community assets, improve social inclusion and reduce isolation.

Employment services – helping more people get back into work, whilst managing their mental health.



Community Treatment Team waiting list service

Our innovative model of care delivery is highly replicable, provides a tangible solution to the national vacancy shortage across mental health services, manages increasing demand, and supports sustainability across Community Treatment Team waiting lists.



Reduce Community Treatment Team caseloads

With increasing caseloads for CTTs across the country, our waiting list service provides practical, social, and emotional support as an alternative to more traditional clinical approaches – alleviating the pressures on CTT staff.

Fewer patients waiting for clinical treatment

We have developed a program of non-clinical support, delivered by well-trained colleagues who provide people with practical help to relieve some of their mental health symptoms. This results in a significant decrease of patients waiting for treatment from CTTs.

Improving overall mental health and wellbeing of communities

Our goal for the waiting list service is to improve the health and wellbeing of individuals and communities. Our Link and Peer Support Workers stay in close communication with everyone they help, to make sure they feel supported every step of the way. Using clinically validated WEMWEBs data, we assess that our service is making a positive impact, and we continuously communicate with our partners to report on outcomes.

Signposting to improve mental health resilience

We create a signposting directory of community organisations and services, relevant to the ongoing support of people with serious mental illness. The directory enables our staff to direct people to services that will enhance their road to recovery.

“Having someone on my side to help me through the darkest days of my life... your service is a true lifeline.”



Community crisis service

We're here to provide support to the increasing number of people experiencing mental health crisis. Our community-based crisis services provide practical and emotional interventions to help people through the issues or problems that are causing their distress.

Together in a Crisis (TIAC)

Our TIAC service provides wrap-around support to people experiencing crisis because of social and practical circumstances. Working alongside community crisis teams and home treatment teams, we help a significant proportion of people who would historically have been part of the statutory team caseload. People access the service via referral from NHS teams and in some areas there are options to self-refer.

People typically access the TIAC services for 12 weeks. Support is provided both remotely and face-to-face in the community. Our crisis Link Workers ensure that anyone experiencing crisis gets the level of help they need – from sourcing food or fuel vouchers, to finding accommodation or dealing with financial issues.

Distress Brief Intervention

As part of England's first DBI programme, we provide 1:1 support for up to two weeks for anyone experiencing emotional distress. We work in partnership with first responders to give people the tools and skills to manage their distress.



“There is no other service that offers what TIAC does or has such capacity to reduce our work in an immediate and compassionate, collaborative manner.”



Safe havens

Our crisis safe havens help to release capacity on community crisis teams and psych liaison by providing a safe space for people to access support out of hours. By providing a physical space for people to visit in person when they are in crisis, our teams of well-trained colleagues can provide the emotional and practical support that's relevant to the individual.

Working with you to co-create the right service model for your communities

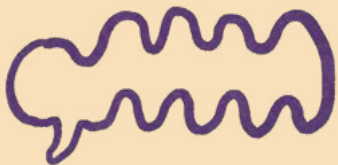
We work in partnership with mental health trusts to find the right integrated model of crisis support for them – from staffing crisis lines to free up NHS resource and increase capacity, to providing specific spaces for people to come to feel safe. We can adapt existing models and co-develop new solutions that fit the needs of the area.

NHS Talking Therapies

We're here to help people find their own path to feeling better. By working with other services in the community, we make sure that everyone gets clinically excellent support.

We connect communities

Our connection to wider community services is what makes us special. We offer more than just therapy. Through our personalised service, we help people become the parent, friend, and employee they want to be, and make whole communities feel better.



It's never 'one-size-fits-all'

We're not ones to tick boxes and try to push someone into a certain treatment channel just because it's easier for us. This is all about the person. We know everyone's journey to feeling better is different, and we confidentially talk someone through all the processes and guide them through options that help them with their mental health.

Easily accessible

We're one of the top-performing providers of therapy services in the country. People can access our service whichever way is best and easiest for them. Whether through a simple online form, a phone call to one of our friendly team members, or a chat with a GP, we're here to get everyone the help they need quickly and easily.

Clinical excellence

All our therapists are qualified and professionally accredited, offering the highest quality treatment through someone's journey to feeling better.

Digital Solutions

Our NHS Talking Therapies can be accessed via an AI referral tool on our website, which streamlines the assessment process. During therapy, patients can use our therapy support app, which allows them to complete clinical questionnaires prior to their sessions, record mood logs, and complete 'homework' in-between sessions to improve their likelihood of recovery.

“At all times the therapist treated me with courtesy and respect and listened to me.”



Supported housing for complex mental health

We manage a portfolio of properties for people who have complex mental health needs, including psychosis. The service is clinically-led and is focused on helping people live as independently as possible in the community.



Everyone deserves to feel at home

Our residents' properties are their homes. We encourage people to make changes to their property to make it somewhere they truly feel at home. Visit and contact frequency is agreed collaboratively, so each person have a sense of control over their space.

Independence

A sense of independence is so important for people recovering from or learning to manage their mental health. We're committed to empowering individuals to live safely and confidently in the community.

We don't judge anyone for their past

Our support plans are focused on the individual's needs and goals for the future. We provide therapeutic and practical interventions that equip people with the skills they need to reduce reliance on care services.

Rehabilitation and recovery

Our services can be accessed by people with complex mental health issues that need a level of specialist support but don't need to be in 24/7 care.

As such, we work with residents referred from community settings and those stepping down from inpatient stays in hospital or 24/7 care homes.

"I finally feel at home."



24-hour specialist mental health support

Our 24-hour specialist services are there for people with complex mental health issues who need intensive support and treatment, alleviating the burden on hospitals.

Person-centered care for everyone

Our comprehensive assessment helps people identify their priorities and focus so we can develop treatment plans that are right for them, and ultimately improve their mental health.

Supporting the journey back to independence

We provide an important stepping stone that will help people to live independently and be part of the community. Our 24-hour support should never be a long-term solution and we work with individuals and organisations to ensure everyone is on the road back to the community.

Working with others

We know that keeping families and loved ones involved in care plans is one of the best ways to achieve our goals and help people to get them back to living in the community. We listen to everyone, to understand their concerns and needs, so we are all working together.

Crisis beds

We offer 24/7 nurse-led beds for people in crisis, as well as secondary beds to people who need short term intensive support (up to 4 weeks) to help them get through an immediate crisis. The beds offer an alternative to admission into the acute sector and provide a safe and reliable resource for community crisis teams to access 24/7.

“Staff respect me, listen to me and let me make my own decisions.”



Dementia services

Our range of sub-acute dementia services provide care for people with complex behaviours and needs. We provide a bridge between hospital and traditional care settings, reducing hospital admissions and freeing up capacity by enabling hospital discharges.



Community Challenging Behaviour Service

Our team works with people who are presenting with challenging behaviours in their own homes and care homes. We provide intensive support to the person, their families, carers and care home staff to help ease the challenges and avoid admission into more specialist 24/7 care.

Respite beds

These beds are used for people who still live at home, but need to have some nights in 24/7 support to receive treatment and offer space for their carer. This reduces the carer's burden and the likelihood of them experiencing crisis themselves.

Assessment beds

Our assessment beds support people for up to 12 weeks, with the aim to get them back to their own home or into mainstream care. Our assessments result in a range of individualised support plans, providing a rich source of information on how to help the person and their family and carers and reduce challenging behaviour.

Complex stay

Our complex stay beds are for people whose behaviours have proven too challenging for non-specialist nursing homes, but do not require acute hospital admission. We aim to work with people for 6-12 months, with a view that after this extended stay, they will be able to move back to mainstream care.

“We feel as though we’ve got our mum back.”





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