



# Waiting list support service

Working together to increase NHS  
Community Treatment Team capacity

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**Everyturn Mental Health is a national non-profit that understands the complex needs of people with mental health challenges. We know that people's unmet social and practical needs are often largely responsible for deterioration in their mental health.**

We'd like to tell you about our waiting list support service.

Through this service, we work with NHS Community Treatment Teams (CTTs) to give 3-6 months of non-clinical, emotional and practical support to people on CTT waiting lists.

We help to manage increased demand on CTTs, reduce their waiting lists, and ultimately improve mental health and wellbeing outcomes for patients.

Using the power of lived experience within a workforce, and providing non-clinical specialist mental health support, frees up clinical time to support people with complex mental health needs.

We know that no single organisation can do it all; to make a sustained and positive change to people's lives requires a partnership approach to mental health care.

Co-creation and evaluation of services with our NHS partners is key to ensuring that specialist resources are used effectively across the system and that no one is left to struggle alone with their mental health.



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Head of Service Development



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# Our service model

## Community treatment team referral

People on the CTT waiting list for clinical intervention.

People identified for support following initial CTT assessment.

## First contact (2 working days from referral)

Community Mental Health Support Workers – intervention and support to manage difficulties relating to mental health.

Initial contact by telephone to introduce the service, gain consent, and agree first appointment.

Agree first appointment and outline what to expect.

## Initial appointment (5 working days from first contact)

Person-centred, collaborative agreement of goals.

Intervention plan agreed with individual.

Completion of initial Patient Reported Outcome Measures (PROMs).

Self-management / safety plan co-created, with advice for who to contact in a crisis.

## Emotional and practical interventions (lasting 3-6 months)

Delivered in person or via video call or phone.

Evidence-based interventions: emotional regulation, anxiety management, graded exposure, behavioural activation, bereavement support.

Interventions intended to develop self-management of mental health difficulties, resilience and coping skills.

Support and signposting to resolve practical issues impacting on mental health.

Person is introduced to other local community services for additional support and social connections.

## Recovery journey

Person is stepped down once interventions are complete and initial goals are met.

Ongoing wellbeing journey is facilitated through signposting and referral into community partner.

Final Wellness Recovery Action Plan (WRAP) and/or Safety Plan co-produced with the person.

Final PROMs taken to measure intervention effectiveness.



### Service model enablers

Service delivered in partnership and regular communication with CTT, to ensure that the person's needs are effectively met.

Clinical Referral Team (CRT) can be accessed for assessment and management of complex cases if risks increase.

Service design is aligned to the NHS England national 4-week waiting list targets and national guidance on the use of PROMs in mental health services.

## The impact of our service: case study



### Delivered in partnership with the NHS

We work closely with the NHS in design and delivery. Our NHS colleagues identify which waiting lists to target, and we work with existing waiting list management processes to identify the right people to support.

### Our specialist non-clinical workforce

We recruit people with a variety of skills to Community Mental Health Support Worker roles, including former mental health nurses, social workers, teachers, psychology graduates, and people with lived experience of mental health difficulties. Our diverse workforce use their varied skills to support holistic recovery to meet people's needs.

### Person-centred interventions to develop resilience and community connections

Our Community Mental Health Support team works closely with people to understand their needs, deliver interventions to improve mental health and connect people with community resources to support their ongoing recovery.

### Delivering improved outcomes

In Sunderland and South Tyneside, 84% of people supported by the service demonstrated improved WEMWBS scores at the end of their support period.

### Increasing clinical capacity

In the year before this initiative, Sunderland and South Tyneside CTTs experienced a 37% increase in people awaiting treatment for more than 18 weeks, and their total caseload size increased by 34%.

After the first year of our service, the CTT waiting list reduced from 200 people waiting for up to 2 years, to only 86 people waiting 6 months.

**Click to read the feature  
about our service on the  
NHS Confederation website**



## Waiting list support service in numbers



**64%**

**of people who were supported by the service were discharged from CTT**

For CNTW between October '21 - September '22

**57.1%**

**of people supported reduced their attendance at local GP practices**

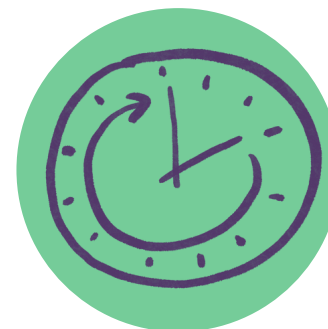
For CNTW between October '21 - September '22



**-£2,979**

**efficiencies per person supported by our service**

Our service costs £718.47 per episode of care, compared to £3,698.24 for NHS CTTs (NHS England National Cost Collection Data, 21/22)



**100%**

**people felt valued and respected**

For CNTW between October '21 - September '22



**331**

**people removed from CTT waiting list**

For CNTW between January 2022 - December 2023

## Our economic impact

Indicative costs and savings per care episode, using our services in CNTW NHS Trust as the reference.

	Annual service delivery cost	People referred (22/23)	Episodes of care delivered (22/23)	Everyturn care episode cost	CTT care episode cost*	Saving per episode	<p>*Note: CTT reference cost calculated using the National Cost Collection for the NHS data. The £3,698.24 figure accounts for the average cost per day to deliver care to patients in Clusters 1-4 (£22.01/day).</p> <p><a href="https://www.england.nhs.uk/costing-in-the-nhs/national-cost-collection/">https://www.england.nhs.uk/costing-in-the-nhs/national-cost-collection/</a></p>
Gateshead	£54,626	115	91	£600.29	£3,698.24	-£3,097.95	
South Tyneside	£81,939	146	110	£744.90	£3,698.24	-£2,953.34	
Sunderland	£166,630	323	221	£753.98	£3,698.24	-£2,944.26	
Total	£303,195	584	422	£718.47	£3,698.24	-£2,979.77	

## Methodology

- Everyturn's cost per care episode has been created by distributing annual contract values across the number of service users engaged in 2022/23.
- Gateshead values reflect 2023 operations and account for 9 months of service delivery to reflect the service's launch in 2023.
- The CTT reference costs are based on cost to deliver 6 months (182 days) of clinical support, using the NHS National Cost Collection data (cost per day per mental health cluster - focused on clusters 1-4).



For more information about how we can help you, please contact:

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