



Mental Health

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Our year in numbers

Total population covered by our services:

5.8 million



£15.2 million

invested in local suppliers, 60% of which are VCSEs and small/micro entities.

165,802

hours of talking therapy provided.



473 million

people reached by our media activity.



92,508

talking therapy client calls taken by our national team.



10,712

square miles covered by our services.



We are here so nobody struggles alone

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



We’re very proud to share our 2022 impact report with you. This has been a year of enormous progress for our Everyturn Mental Health services – all focused on integration, integration, integration!

In upholding our position as a specialist, non-profit partner to the NHS, we have undertaken several large, transformative projects in collaboration with NHS Trusts.

and we’ve seen referrals into our ‘Together in a Crisis’ service increase by 99% this year. The incredible impact of the service was also the subject of a Sky News documentary, reaching over 119 million people.

One example is our waiting list initiative, for which we partnered with Cumbria, Northumberland, Tyne and Wear NHS Trust (CNTW). Our specialist, non-clinical workforce, including many colleagues with lived experience, supported people who were waiting for treatment from two of CNTW’s Community Treatment Teams (CTTs). As a result, 64% of the people we supported were safely discharged from the CTTs’ waiting lists and 84% showed an increased mental health and wellbeing score. Our team was delighted that this brilliant collaboration was shortlisted for an HSJ Partnership Award.

Alongside our NHS Talking Therapy services in Derbyshire, Peterborough, Kent, Medway, and the Wirral, we are also proud to have been awarded, in partnership, the country’s first ICB-wide NHS Talking Therapies contract. This will be delivered across Nottinghamshire and Bassetlaw, in collaboration with other community organisations, from April 2023.

But we know more can be done. By joining up our services through our new brand identity, our partnerships, and by innovating to close gaps in the system, we are delivering on our purpose: to make sure no one struggles alone.

We’ve also taken great strides in our crisis support services, which the cost-of-living pressures have made more crucial than ever. Our new crisis house in Gateshead is helping to prevent hospital admissions,



Rosemary Granger
(She/Her)
Chair of Trustees



Adam Crampsie
(He/Him)
Chief Executive

Our impact 2022





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.

Community & crisis support

Our non-clinical colleagues partner with and complement NHS Trust clinical teams, to provide crisis care in the community. Together, we work to improve the wellbeing of people whose life situation has pushed them into crisis.



“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.”



We keep the process going

We’re not here to diagnose or provide clinical support, we’re here to make sure someone doesn’t get stuck in the system, and make sure they are able to feel well and stay well.

We listen

We’re here to listen and support during stressful times. We help people find a route to feeling better, be a shoulder to cry on, or just offer a helping hand when they need it.

There throughout everything

From filling in a form, to attending appointments – we’re here to offer useful information and help people navigate complicated processes, so they can get the support they need. We won’t disappear in the middle of things – we’re there every step of the way.

An alternative to hospital

We partner with secondary care to provide 24/7 crisis beds. People in crisis can choose to stay with us as an alternative to acute hospital admission. Our specialist teams collaborate with the people who use the service, alongside the wider multi-disciplinary team, to resolve the issues that have caused the crisis, so the person can move back into the community within four weeks.

We’ve been there

Many of our team members have lived experience of mental ill-health. We know what it’s like being in crisis and trying to navigate confusing systems on your own. That’s why our community services have been set up: to help people through it all. We work flexibly with the individual, because we know life is never simple. We always make sure people get the help and support they need and deserve.



Crisis support



Mental Health Link Workers



Recovery colleges



Employment support



Our services



Long-term condition support



Community peer support



Support for older adults

Meeting psychosocial needs with community-based support. Delivering community mental health transformation.

Our impact 2022

7,547

people supported
across our community
and crisis services.



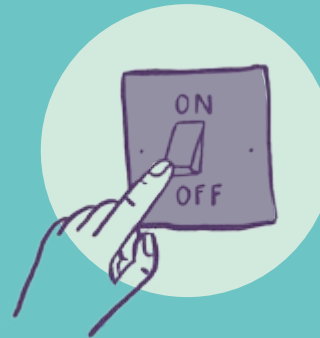
100%

of people said their
experience of our
waiting list initiative
was good, very good,
or excellent.



2,879

people in crisis
supported.



52,958

support sessions
for people in mental
health crisis.

152

link workers employed.



91%

of people in crisis increased
their mental health and
wellbeing scores.



Case study

Susan's story



Susan is a carer, who found herself struggling with anxiety as the rising cost of living became increasingly difficult to manage. It got to the point where her mental health had declined to a level that worried her, so she reached out to our Together in a Crisis team for help.

“It was so hard to get up every day and put a brave face on, when all I was doing inside was falling apart.”

Susan's mental health had got to a point where she had considered taking her own life.

As soon as she was referred to our service, Susan's Support Worker looked to find ways to help her, including emotional support, linking her to other support and services, and offering practical ways to help Susan tackle the issues she was facing.

It was incredibly important to help Susan find the time to do the things that she wanted to do, to help her feel more like herself, and begin to enjoy life again.

We worked to bring Susan get back from the edge and begin to manage her anxiety and financial situation.

Our amazing team of Support Workers helps people like Susan every day. In 2022, we offered a range of short-term advice and support to help people experiencing mental health crises. 83% of the people we supported showed a positive impact in their mental health scores. 60%, like Susan, saw an improvement in their financial wellbeing.

“I am so glad that this service exists, and I am so grateful as I would not have known what to do.”

Our goal is to make sure no one struggles alone, and our crisis service helps people get back on track and get the support they need long-term to feel better.

“I feel like me again. I feel so positive about my life and the future now. I couldn't have done it without you – you have helped save my life.”

NHS Talking Therapies

Everyturn Mental Health provides personalised, compassionate, and empathetic support to people struggling with their mental health.

We're here to help people find their own path to feeling better. By working with other services in the community, Everyturn Mental Health makes 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 Everyturn Mental Health will 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, evidence-based treatment through someone's journey to feeling better.

Digital solutions

Our NHS Talking Therapies services 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.”





Artificial intelligence (AI) technologies



Community development



Guided low-intensity CBT



High-intensity CBT



Our services

Talking therapies & employment services. Integrated NHS Talking Therapies model with community mental health framework.



Employment advisors



Digital therapies



Psychoeducation webinars

Counselling services



Our impact 2022



95%

of people would recommend our talking therapies to friends or family.

Over
60,000
referrals.



98%

of people felt listened to and taken seriously.



Case study

Ayesha's story



Ayesha's relationship with her mum had been difficult all her life. She had never felt truly seen or understood by her mum; she found that they often ended up getting upset or angry with each other when they spent time together.

Over the years, the challenges with her mum were causing Ayesha's mood to drop, until eventually she was diagnosed with depression.

By her early 30s, Ayesha's low mood was affecting her sense of self and her ability to enjoy herself. She noticed that her other relationships were starting to be affected too - she struggled to hang on to good friendships, or to find a romantic partner. So, she decided to look for support.

Having landed on our website, Ayesha used our AI chatbot tool, Limbic, to refer herself to our NHS Talking Therapies service in Nottinghamshire. The following day, she had an initial assessment with one of our Patient Coordinators, then a full assessment a few weeks later.

Ayesha explained that the main issue she wanted support with was exploring and understanding her relationship with her mum. She also said she would prefer to do this in-person. Within 18 weeks,

she began face-to-face interpersonal therapy with one of our clinicians.

In the six sessions with her therapist, Ayesha began to explore the ways that she approached her relationships with others, and how she could find healthier ways to get close to people.

"Every session I was listened to. I felt like I was understood for the first time in a long time."

Her therapist helped Ayesha to find self-care ideas that worked for her. These included making time to take up running again, and allowing herself to put boundaries in place to give her time on her own.

They also worked together to create a wellbeing plan for Ayesha to use in the future, for the days when she might find her mood starting to slip.

When Ayesha's sessions came to an end, her mood had lifted and she felt more able to be open with the people who mean the most to her.

"These sessions really helped me understand things from the past and ways to improve the way I deal with things in the future. Thank you so much."

Housing & 24-hour nursing care

Everyturn Mental Health provides homes for people with complex mental health conditions, as part of their journey towards living independently in the community.



We work flexibly to provide specialist support when it's needed, whilst allowing each person to gain their independence in a safe, supportive environment.

Everyone deserves to feel at home

Independence is so important. We're committed to empowering the individual to get their life back, and we're there if they need some extra support.

We don't make assumptions based on someone's past

We provide an important stepping stone to help people to live independently and be part of the community, regardless of any forensic or substance misuse histories.

There through everything

Our team is there for someone through their ups and downs. We listen to them and support them on their road to recovery. We're there when someone needs us, and we always respect their independence and freedom.

Feeling at home

Our priority is to always make someone feel safe and at home. Our specialist housing and 24/7 nurse supported beds, offers stability and encourage independence to help people get things back on track.

“I finally feel at home.”





Supported housing



24-hour adult nursing care

For adults taking their first steps away from hospital or prison. Providing houses and specialist 24/7 mental health support.



Our services



Crisis beds



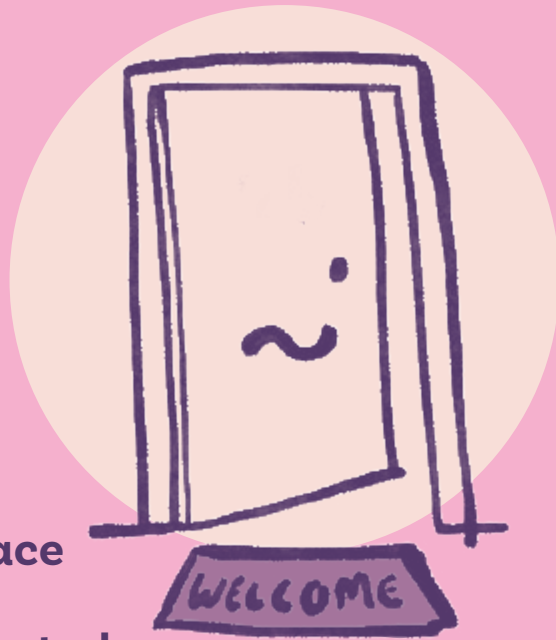
A place to live independently

24-hour older adult nursing care



10,769

hours of face-to-face support given to people in our supported housing properties.



Promoting positive move-on within

1 to 3 years



55

specialist functional mental health beds for adults and older adults.





Case study **David's story**



Since the 1960s, David has struggled with schizophrenia and long-term anxiety disorder. He had been in a cycle of admission and discharge from psychiatric hospital for many years, until he was able to move into our 24-hour nursing service at Coalway Lane.

Through the support of our team, led by mental health nurses, David became well enough to progress into one of our supported housing properties, where he has lived for 22 years.

“I've got good neighbours - it's nicely situated. I can walk to the bus stop and get to town in five minutes.”

David lives independently, with the care and support he needs to keep him well. We always focus on person-centred care, so we listen to what David tells us makes him happy, and what he needs to feel independent and fulfilled.

“The team have helped me by coming to see me most days, see how I'm doing and help where they can, but I'm very self-sufficient.”

After over 22 years of living in his home, with this balance of independence and tailored support, David is very clear that he is doing better than he was.

“Living where I am now is much better than being in the hospital - I've got freedom and left to myself. I can look after myself, I go out most days.”

Encouraged by our colleagues, David has been able to explore his creativity, and has written over 43 poems. The team has provided David with a selection of folders and materials, to support his writing and help him maintain his collection.

Our team works in partnership with David on his mental health. By empowering David and promoting his choices, our colleagues have helped him to avoid hospital admission for over 11 years.

“I'm much better than I was when I was in and out of hospital, because I've been able to find out what works best for me to keep me feeling better”

Dementia care



Everyturn Mental Health offers specialist personalised care for people with complex dementia and their families, bridging secondary care and the traditional social care system.

Everyone has their own story and experiences. Our caring team take the time to listen to families about how they can feel safe and at home, while always being treated with dignity and respect.

Understanding dementia

Living with dementia and caring for people with dementia can be very challenging. Our community team and specialist care homes provide support to people to address these challenges, helping people to learn how to live-well with dementia.

Feel at home

Our care homes are exactly that: homes. We know the importance of feeling at home, both for residents and loved ones. We always make sure everyone feels safe and comfortable.

We go beyond caring for just our residents

We know that dementia impacts the whole family, and we are there for them, just as much as we are there for their loved one. We will always talk to families about how things are going, include them in decision making and care planning.

We work with the individual

There's no 'one-size-fits-all' solution when it comes to dementia care. Our staff are qualified, trained and highly skilled at understanding a range of approaches to make the people we support feel safe, and comfortable. We take the time to get to know families, and together we make sure everyone's needs are being met.

We look at the person beyond dementia

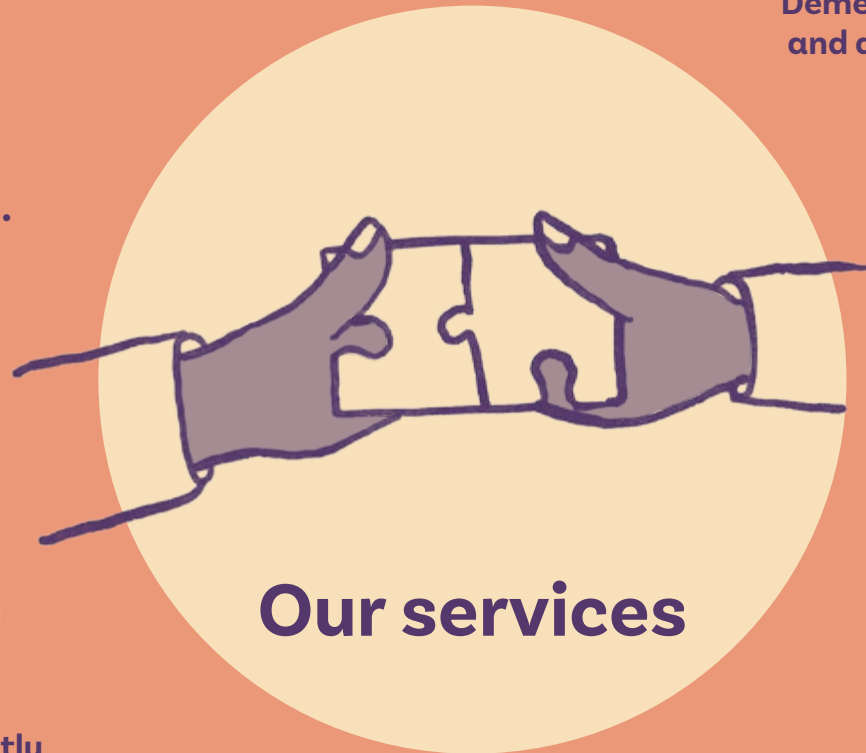
Everyone has their own story and experiences, and we anchor our treatment around the person, not their condition. Our focus is on delivering support that has a lasting positive impact on the wellbeing of the individual and the wellbeing of their families and carers.

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





Community outreach and 24-hour high-acuity services.



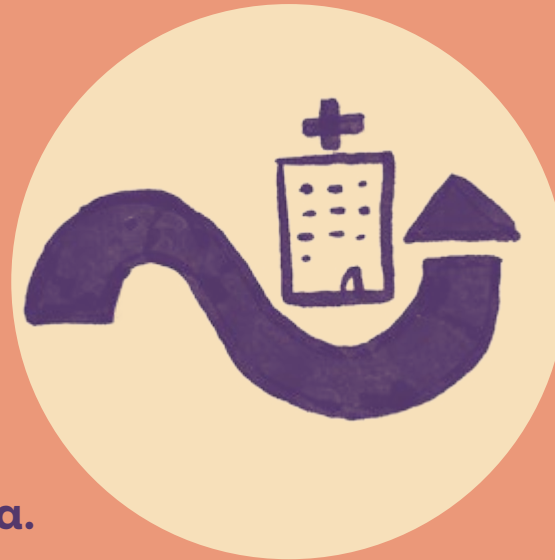
25,000
square feet of our
registered services
refurbished.



48
specialist
dementia
care beds.



190
acute hospital
admissions avoided
for people with dementia.





Case study

Angela's story



Angela's dad was diagnosed with Alzheimer's in 2018. She and her mum were able to look after him at home, but when his behaviour changed in ways that they found difficult to manage, they asked for help.

He was eventually sectioned under the Mental Health Act, in what was an incredibly difficult time for Angela and her family. In hospital, her dad really struggled with his mental health, his overall wellbeing declined, and Angela knew she needed to get him home.

He was eventually able to go home in March 2020, but Angela and her mum knew the time was coming when he would need 24-hour care.

After trying three different nursing homes, Angela's dad was assessed by Everyturn Mental Health, before moving into Pinetree Lodge, one of our dementia nursing homes, where he lives now.

Angela noticed the difference immediately. As soon as her dad moved into Pinetree Lodge, she knew it was a great place for him.

"The staff themselves, they just can't do enough - as soon as you walk in, they're happy, they're friendly, very welcoming.

They take an interest in you and make time to chat. My dad has built some nice relationships. He's at the stage in his life where he can't articulate what he wants to say, but they're very patient and work to communicate with him."

She says the level of care and consideration they have to his needs and interests means he's happy and settled.

"At the beginning, they would always ring asking how he takes his tea, what does he like to wear, what does he like to watch on TV. They took a real interest in Dad as a person, because they wanted to get it right for him."

Angela says the team is brilliant and the range of skills and specialisms makes Pinetree Lodge special.

"I like the combination of skills - they have mental health nurses here as well, some establishments only have carers. It's important that we know there is that level of skill and care if something went wrong."

Angela wouldn't know where people would be without care homes like Pinetree Lodge. She says that it is as close to having him at home as they can get.

"They always maintain his dignity. He's not the easiest of people to care for... But they laugh and joke with him, and work with him when he's being challenging."

Here for each other at Everyturn

Through our services, we're always looking to reach more communities, remove barriers, and support people in ways that break new ground. To do that, we've grown a workforce full of people who are passionate, imaginative, and empathic. We strive for diversity – not just of our people, but of our ideas.



Sarah Dewar
(She/Her)
Chief People Officer

“We’re here so no one struggles alone – and that includes our colleagues.”



Supporting people with mental health difficulties is deeply rewarding, but we know it can be challenging. With more pressure on mental health services than ever before, we can't lose sight of our colleagues' wellbeing. At Everyturn Mental Health, wellbeing isn't just a byword – it's the core of who we are.

Whether it's access to free talking therapies and physio, truly flexible working and leave arrangements, confidential financial support, our Values Awards, colleague diversity networks, or thoughtful policies for life's most difficult days – we take wellbeing seriously. It shows too – 80% of our people feel supported in their mental and physical wellbeing.

At the heart of our organisational strategy is a commitment to investing in our people to create a high-performing organisation, so we offer a wide range of CPD, apprenticeships, training opportunities, and leadership development. We're here for our colleagues no matter where they are in their career journey.

And while awards can be a wonderful recognition of our teams' hard work to make this all possible, the thing I am absolutely proudest of is that over 80% of our colleagues feel confident and accepted for who they are at Everyturn Mental Health. Our goal is for our people to bring their whole selves to work, and to grow and thrive in their career, with the knowledge that they are truly changing the lives of the people we're here to support.



Case study

Nova's story



“You know that saying that ‘if you find your perfect job, you’ll never have to work a day in your life’? That’s what I have now.”

Before joining us, Nova was a 999 call handler for the ambulance service. Having dealt with a number of mental health calls, she realised that she wanted to help people like those she’d spoken to. So, she applied to be a Patient Coordinator for our NHS Talking Therapies services.

During her time with the team, Nova also saw the positive impact that our community mental health colleagues were having, and was inspired to get more involved. Having asked Adam, our Chief Executive, if she could do some work experience with the community team, Nova has since taken up a permanent role as one of our Community Support Workers.

Nova now works in the community with people struggling with their mental health. She offers support and guidance to people who are dealing with all kinds of challenges, including socially isolation or anxiety, and helps them to build a life that works for them.

“My job is so different every day, I meet so many different people, I get involved in so many activities in the community and with work.”

Nova has struggled with her own mental health for over 20 years. She understands that sharing her experience with the people she supports can help them to relate to her, and feel hopeful that change is possible.

“If I can talk about my lived experience, it can help others.”

Nova has a number of tools that she uses to support her own mental health, which she then shares with the people she works with.

“Because I have that experience, it helps so much. We understand what they’re talking about, rather than a doctor or a therapist – talking to someone about real life means a lot more and they can get a lot more from our service.”

When Nova went through a rough time with her own health and wellbeing, her managers found her the right support.

“I wouldn’t have got through that time if it hadn’t been for the people I work with.”

Nova believes that, at Everyturn, we really do have our colleagues at the centre of everything we do.

“I always planned to retire at 55 – I’m absolutely not going to!”

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