

**TURNING
POINT**
turning lives around



Case Study

Crisis Point Manchester

Location:

Manchester city centre

Year established:

1998

No. of staff:

13

Client group:

Mental Health

Crisis Point: Quality support for people in crisis

Established in 1999, Crisis Point is an open-access mental health support centre that offers emotional, practical and clinical support, helping people resolve their crisis and develop strategies to prevent or manage future episodes. Crisis Point provides a range of bespoke services including accommodation for up to 10 nights and advice, information and non-residential one-to-one sessions for people unable or unwilling to use the accommodation service. Without Crisis Point, more than 70 per cent of service users would have required hospitalisation.

Crisis Point: A chance to make a difference

Crisis Point offers a real, viable alternative to hospital admission. People who turn to Crisis Point are deteriorating fast. They've lost hope and are desperate. They want help right now and need high quality support to help them cope. Because Crisis Point is open 365 days a year and can admit people immediately it offers a place to go to, a safe haven for people in crisis, reducing risk and decreasing cases of self-harm and suicide.

Crisis Point: Supporting & empowering

Operating a proven Recovery Model, tailored to each user's needs, at Crisis Point we give people the space, time and confidence they need to make their own decisions and plan their own future within a secure and homely environment. At Crisis Point we don't define people by their symptoms or diagnosis. We look at the whole person, working with them to give them back control. With a high staff to user ratio, we help them draw up their own support and risk management plan and decide precisely what they need to help them face the future with confidence.





"My stay at Crisis Point will stay with me always. Never have I been treated so kindly in all the years I have had problems." Service user

support must be tailored to their own precise needs with specialist support, advice and guidance. At Turning Point we've built strong partnerships with all stakeholders, community groups, local organisations and other third sector providers. So at Crisis Point Manchester all service users have automatic access to a vast network of support. Through partnership working we help people tackle their real-life issues including debt, housing, relationships, families, employment and training.

sensitive mental health project), Asian Women's outreach project, Pakistani resource centre and the Black Health Agency. In addition, through our huge partnership network we offer interpretation services and provide information including publications, self-help guides and CDs in different languages. At Turning Point, we go further to create an environment in which everyone is valued equally. We ensure everyone is supported, no one is left behind and everyone can participate with confidence.

"I have had time away from my house and children. I have also had time to think and identify what issues I had and how to resolve my issues. It gave me a lot of confidence and self esteem within myself."

Service user

Crisis Point: A community network

People with mental health problems in crisis often have multiple and complex needs. They may have substance misuse problems or learning or physical disabilities or complex behaviour. They may be homeless or unemployed. But it's just as possible that they are, and have, none of these things. That means

Crisis Point: Support for everyone

At Crisis Point we ensure everyone, from all backgrounds and cultures, has full and equal access to quality support. We have developed strong relationships with specific local and national services supporting diverse communities including the Afro-Caribbean Mental Health Service, AWAAZ (ethno-

Turning Point has the experience to design a crisis intervention service for your area. Talk to us and transform your mental health provision today on 08456 029 408.

Find Turning Point at www.turning-point.co.uk

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