

FAQ



I.ROC Basics

What is I.ROC?

I.ROC is an Outcome Measurement tool created by Penumbra Mental Health to provide a structure for recovery conversations and record the journey of people who are engaging with mental health services. I.ROC was developed by mental health practitioners and people with lived experience.

Recovery is the realisation of a meaningful and fulfilling life in the presence or absence of any mental health problems.

I.ROC is supported by the HOPE toolkit, a range of well designed, innovative and easy to use tools that promote self-management with tips and techniques.

What does I.ROC stand for?

I.ROC stands for Individual Recovery Outcomes Counter and is a measurement tool to identify factors that influence a person's mental health and wellbeing. We measure these factors against indicators in the form of questions.

How many Indicators are there for I.ROC?

There are 12 indicators that contribute towards an individual's I.ROC score. They are split into 4 categories, also known as HOPE.

What does HOPE stand for?

HOPE stands for Home, Opportunity, People and Empowerment. These are the 4 main categories that I.ROC uses to identify an individual's mental/physical wellbeing.

Who is I.ROC suitable for?

I.ROC is suitable for anyone. We intend for I.ROC to be personalised to the supported person. Rather than presuming that a "one size fits all", services enable people to have care and support built around their personal needs, choices and aspirations. Ensuring that people move from being (passive) recipients of pre-determined services to being active participants in shaping the support that meets their needs, aspirations and chosen lifestyle.

Do I need to complete all 12 questions?

In order for an individual's I.ROC to be valid and provide a full picture of recovery we recommend that all 12 questions (indicators) are answered. Over time, this will provide robust and reportable information at an individual, service and organisational level.

How often do I need to carry out an I.ROC?

It is recommended to carry out I.ROC conversations at 3 monthly intervals. This timescale was highlighted during testing and validation. It is seen as an appropriate time frame for individual to see change upon taking action after their previous I.ROC results.

Has I.ROC been validated?

I.ROC is a validated tool for recovery. In 2013, Penumbra and Abertay University commenced a knowledge transfer partnership to assess the validity and reliability of I.ROC. It was tested against two leading measures of recovery, BASIS-32 and RAS (Recovery Assessment Scale). It was found to have consistency and good convergent validity with them both.

How can I use an I.ROC to support someone?

Once you have completed an I.ROC for someone you will be able to utilise our HOPE toolkit. This toolkit will address a multitude of different issues that have been raised through an I.ROC conversation, of which will come under the four categories of HOPE. The Toolkit contains plans, tools, wellbeing tips and links to other resources, all of which are linked to the I.ROC indicators.

Can I use I.ROC on myself?

We recommend the I.ROC is used in a professional care setting between a practitioner and service user. Whilst the scoring from the I.ROC is important, the holistic nature of the tool and conversations that come from it are just as valuable.

I.ROC Implementation

Can I receive training to use I.ROC?

Yes, whilst training is not mandatory to participate in, we highly recommend that your organisation and staff engage with training. This will give you a foundational understanding of how to use I.ROC as well as identify how best I.ROC will fit in with your service/team.

How do I buy I.ROC?

Please contact hello@irocwellbeing.com to express your interest in I.ROC and to find out more.

How much does it cost to use I.ROC?

To use I.ROC we charge a nominal one-off organisation fee and an annually renewable license fee for each practitioner/clinician who is using I.ROC. The cost of licenses vary depending on use of the digital system (I.ROC Wellbeing) or not.

How do I get the questions and other materials?

You can order all of our I.ROC materials by enquiring at our [hello@irocwellbeing](mailto:hello@irocwellbeing.com) email address. For a full list of available materials and prices, please see our I.ROC costing sheet.

How do I receive training overseas?

We have now moved to a 100% remote training model, which allows us to deliver training worldwide. One of our trainers will deliver remote sessions through video call over a number of days. This model has also allowed us to focus on partner-specific needs for training as each session can be tailored for your team's requirements.

I.ROC Wellbeing

What is I.ROC Wellbeing?

I.ROC Wellbeing is the (web-browser based) digital tool that accompanies I.ROC. It is used as a CRM tool for staff and management to perform, store and report on I.ROCs. It should not be viewed as a replacement for company systems/CRM and is solely focused towards I.ROC.

Is the data stored on I.ROC Wellbeing secure?

The I.ROC digital system is stored on a server at the highest security level and the SSL certificate ensures a secure connection from your browser.

In compliance with UK GDPR law, all personal data is only stored and processed within the UK or EEA. All integration data flows are authenticated with server certificates and encrypted with TLS 1.2 in transit and 256-bit encryption. All online and backup data is held in a secure data centre in London with physical protection certified to ISO27001, ISO27017, ISO27018. The server's physical location is monitored with surveillance cameras and access control to limit physical access to the infrastructure.

The entire scope of the service is certified to Tentacle's Cyber Essentials certification.

Who can access data of clients on I.ROC digital?

Your organisation are the only ones who can access the data of your clients. Our web development team (Tentacle Solutions) are also able to access the data when given permission, so that they can resolve issues on the digital system. Penumbra can generate anonymised aggregated results from the whole organisation, which will only be used to support you in your use of I.ROC.

How do you handle other countries' privacy guidelines?

In the I.ROC license agreement we ask that you adhere to the privacy guidelines of your own country. We will do everything we can to support you to do this.

Can I integrate I.ROC Wellbeing with my own company systems?

Currently we do not have the ability to integrate I.ROC and relevant data with company systems. However, we do offer a type of licence that would allow your organisation to reproduce I.ROC on your own system.

Can I use other systems to store I.ROC data?

Yes, we currently have several external healthcare software companies that host our I.ROC questionnaire, particularly in the Netherlands. If a suitable organisation wishes to host I.ROC that you already engage with we would be happy to commence a partnership with them.

Can I use I.ROC Wellbeing on my mobile phone/tablet?

Yes, I.ROC is available to use on both mobile and tablet. It also has offline functionality if an internet connection is unavailable. Content is then uploaded to the user account once an internet connection has been established.

Is I.ROC available on android and iOS?

I.ROC wellbeing is available on Android. In some cases, we may need to activate the application in your country of origin before being available to download.

I.ROC T4T

What is I.ROC T4T?

I.ROC T4T stands for I.ROC Training for Trainers. This is a type of licence which an individual within an organisation holds that allows them to train members of staff to use I.ROC.

How much does it cost to be an I.ROC trainer?

All pricing for I.ROC T4T licensing and training can be found on our costing list.