

I•ROC wellbeing

Outcomes-based recovery



More Info

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Penumbra
Mental Health

Overview

Penumbra Mental Health is a leading Scottish voluntary organisation working in the field of mental health. We provide an extensive range of person-centred services for adults and young people.

I.ROC (Individual Recovery Outcomes Counter) is an outcome measurement tool created by Penumbra in order to measure the recovery journey of the people who use our services.

Recovery is the realisation of a meaningful and fulfilling life in the presence or absence of any mental health symptoms. All our work aims to ensure that we remain hopeful and focused on positive outcomes for people who need mental health support.

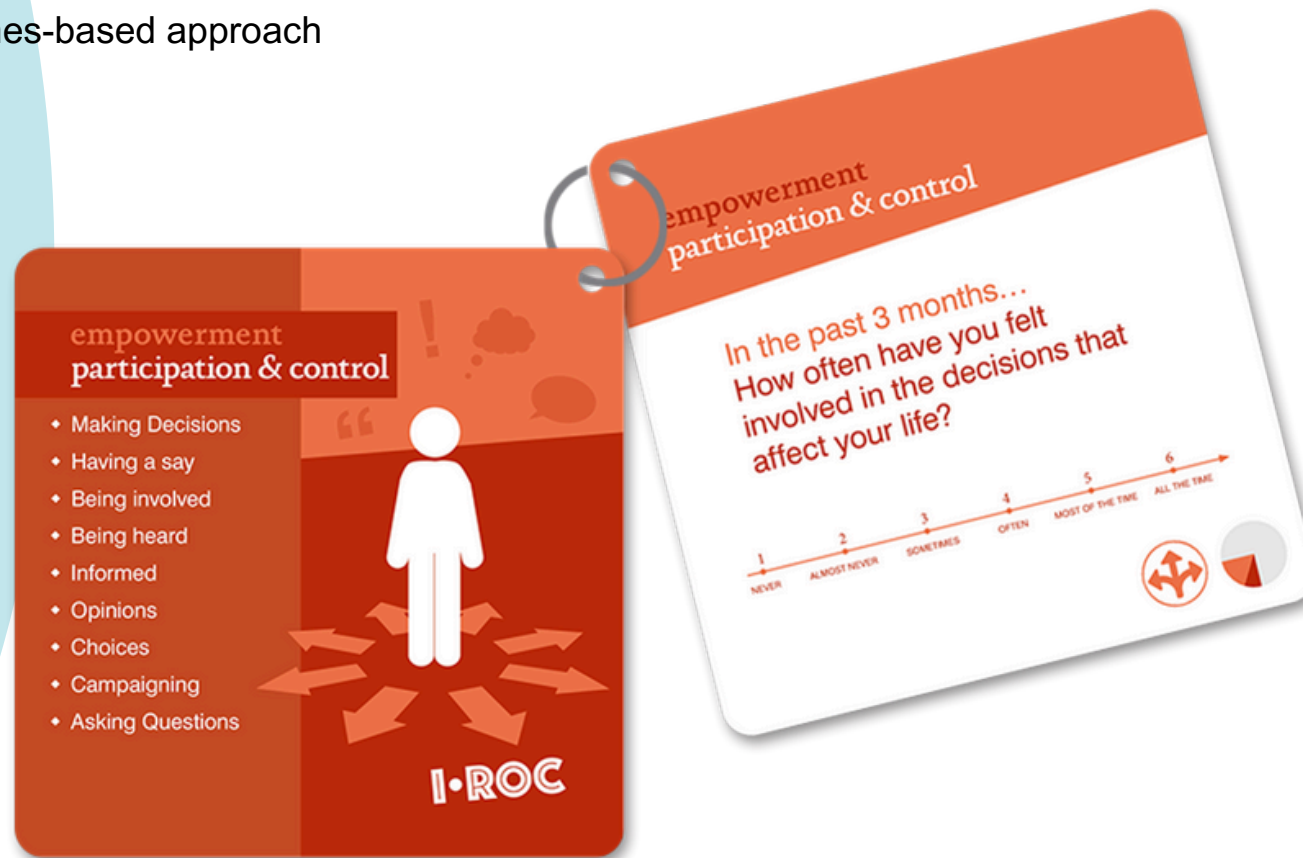
Our aim in the development of I.ROC was to create a tool that would facilitate the personalisation of services and improve the wellbeing of people who used our services. Personalisation means that rather than presuming that a “one size fits all”, services enable people to have care and support built 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. For some people personalisation will be about having effective, reliable and consistent ‘off the shelf services’. For others it will be the opportunity to utilise informal support networks more effectively with the knowledge that expert backup support will be available during times of crisis or difficulty. And for others it will be the availability of knowledge, information and skills training that will enable self-management of their personal situation.

The principles of **recovery, personalisation and outcome measurement** are shaping the direction of service provision but developing tools locally that are effective in measuring results in these areas remains a key challenge. We were keen to address this in order to deliver the best possible outcomes for people within an organisational culture of continuous improvement.

Challenges

Our challenge was to create an outcomes tool that was:

- Person-centred
- Easy to use
- Valid
- Secure
- Cost-effective
- Linked to an outcomes-based approach



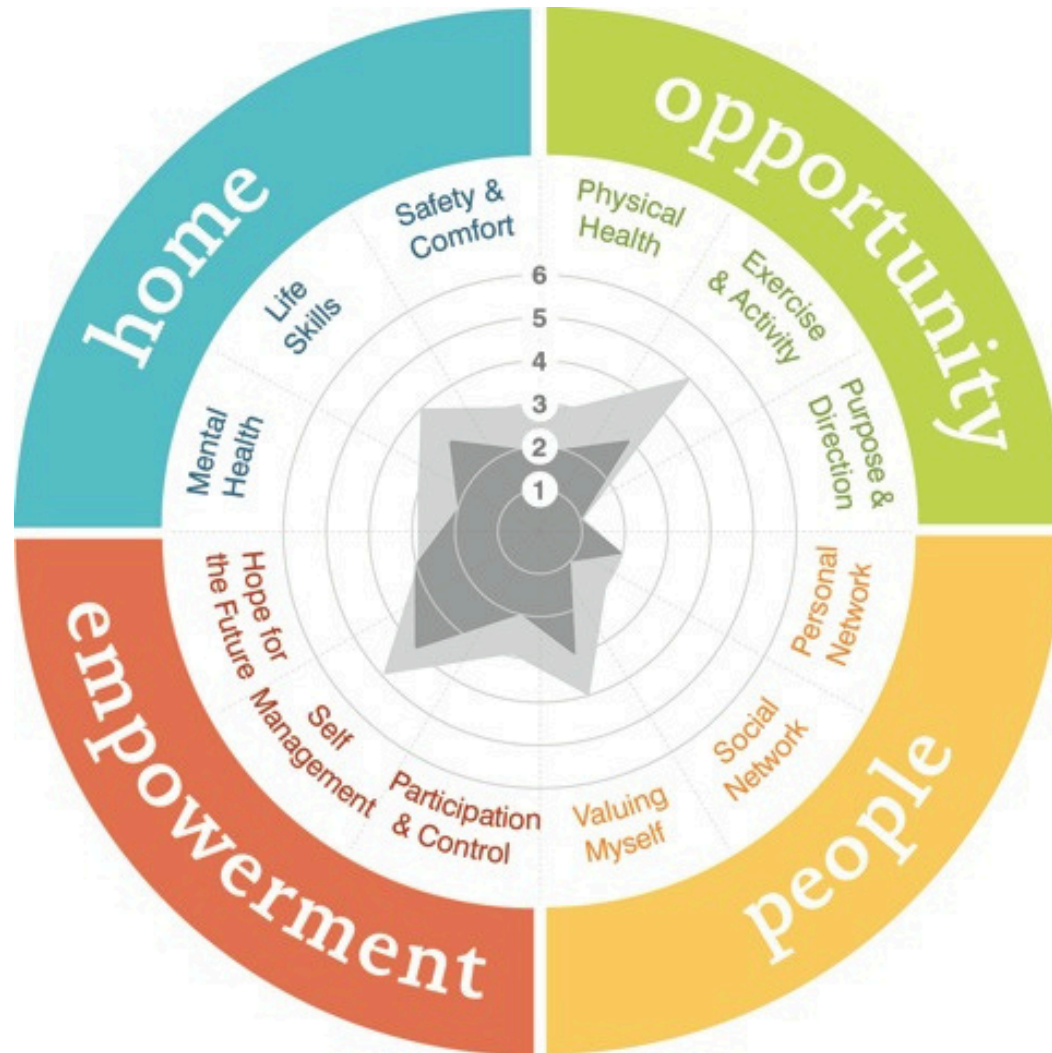
I.ROC is a facilitated self-assessment questionnaire that seeks to measure recovery using our HOPE Model of wellbeing:

- **Home** - a safe and secure place to live
- **Opportunity** - to pursue meaningful leisure, recreation, education and work possibilities
- **People** - as friends, confidantes and supporters
- **Empowerment** - fully involved in decisions affecting own life

I.ROC consists of 3 indicators for each of the 4 areas of HOPE that form the basis of Penumbra's model of wellbeing. Each of the indicators has been validated as a factor linked to Recovery.



In the example below, the darker inner area displays the 1st and baseline score and the lighter, outer area displays the scores when **I.ROC** was reviewed 3 months later. Scores can be analysed at a personal, service and organisational level.



Using I.ROC

For each of the 12 indicators the person is asked to provide a score between 1 and 6.

Graphics and prompts are provided for each question to assist the person completing **I.ROC** and for the worker facilitating. Comprehensive supporting guidance is available to staff. It gives general guidance in relation to completing **I.ROC**, together with specific guidance relevant for each indicator.

All 12 questions are therefore considered and scores for each indicator are recorded on an answer sheet. Results can then be transferred to a secure database depending on the license type.

“Tear off” I.ROCs allow the person to have an immediate graphic illustration of their own results.

The answer sheet also has space to gather narrative for each of the indicators so that significant events, thoughts, reflections and comments can be gathered.



Outcomes

I.ROC is not simply a validated measure of recovery but forms the basis of an outcomes-based approach also based on HOPE Model. The spidergram visually shows the person and a key worker the individual areas of comparative strength, and areas that are a priority to work on. By identifying these areas, we can work out a personalised programme of support to address the areas that are having the biggest impact on wellbeing.

In order to enable this we have developed a HOPE™ Toolkit that is linked to the indicators. The Toolkit contains guidance plans, tools, wellbeing tips and links to other resources. The Toolkit facilitates the identification of personal outcomes and provides a range of self management techniques that are designed to help the person work towards those outcomes. This can be used to form the basis of an outcome focused, personalised and educational support package that promotes wellbeing and self-management.



WHAT I WANT FOR ME... MY PLAN PART 2/6

Having looked at your I-ROC, thought about your hopes for the future and considered what is important to you. List the goals you would wish to set for yourself. Remember to set goals that are priorities for you and make sure that they are clear and practical. Your goals should challenge you but they should not feel overwhelming. There is no set number of goals that you need to decide upon, you choose, as long as you are happy with what you have chosen. If you have more than 5 then use additional sheets.

STEPS Break down each goal into smaller steps and set dates that you would aim to complete the steps by. There is no step that is too small if it helps you work toward your goal.

GOAL 1:	STEP 1	STEP 2	STEP 3	STEP 4
DATE TO REACH BY:				

GOAL 2:	STEP 1	STEP 2	STEP 3	STEP 4
DATE TO REACH BY:				

Name _____ Date _____

hope
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Validation

The increasingly widespread use of **I.ROC** across Penumbra and beyond highlighted the need for **I.ROC** to be validated as a robust and reliable measure. Validation of **I.ROC** was particularly important if it is to be used as evidence to external bodies in respect of the effectiveness of Penumbra's services and if the tool is to be made available to other organisations.

Penumbra has been working with the Abertay University since 2011 in order to assess the validity and reliability of **I.ROC**. In 2013, researchers at the two institutions published a paper in The Psychiatrist outlining the tool's psychometric properties (Monger et al, 2013).

This included high internal consistency, and good convergent validity with two leading measures of recovery (Recovery Assessment Scale) and outcomes (BASIS-32).

The research group also published a paper in the British Journal of Mental Health Nursing demonstrating I.ROC's face validity and usability (Ion et al, 2013), concluding that people "should consider the use of the **I.ROC** as a means of assessing the services user's position on their journey to recovery, as an aid to care and support planning, and a means of focusing therapeutic interactions" (Ion et al, 2013). Research into **I.ROC** is continuing, with current projects further assessing its validity and reliability in a number of contexts both in the UK and abroad.

The logo for I.ROC is displayed in a bold, red, sans-serif font. It consists of the letters 'I', a dot, 'R', 'O', and 'C'. The 'O' and 'C' are stylized with concentric circles inside them, giving the logo a modern, circular feel.

We also offer **Y.ROC**, a young person's-focused version of our I.ROC tool. Developed with valuable input from the young people we support, **Y.ROC** is designed specifically to measure wellbeing and recovery in a way that speaks directly to the experiences and challenges faced by young people.

Just like I.ROC, **Y.ROC** is not a clinical assessment tool. Instead, it takes a strengths-based recovery focused approach, emphasising the strengths of young people rather than focusing on deficits. **Y.ROC** helps young people explore what is important to them, set goals and outcomes, tracking their progress toward a hopeful future. It was adapted from the validated I.ROC framework **in collaboration with young people**, created with key modifications in language and support tools to better suit a younger audience—making it more relevant, relatable, and accessible.



Using Y.ROC

The Y.Toolkit was developed alongside the **Y.ROC** questionnaire to offer plan templates and other recovery tools fit for a younger

hope
Y·TOOLKIT

Goals

What changes would you like to make?
Set some goals and break them into manageable steps. Remember, you don't need to fill out all five goals. You may want to focus on one or two goals to start with.

GOAL 1	Step 1
	<h3>Body image</h3> <p>Body image is how you see yourself when you look in the mirror or when you picture yourself in your head.</p> <p>Generally we talk about 'negative' and 'positive' body image.</p> <p>Negative body image is a distorted perception of your shape. You are convinced that only other people are attractive and that your body size or shape is a sign of personal failure. You feel ashamed, self-conscious and anxious about your body. You feel uncomfortable and awkward in your body.</p> <p>Positive body image is a clear, true perception of your shape. You understand, celebrate and appreciate your natural body shape and you recognise that a person's physical appearance says very little about their character and value as a person. You feel comfortable and confident in your body.</p> <p>Social media, airbrushed adverts and other people can impact on how we view ourselves. To turn negative into positive body image we need to increase our self-esteem and self-appreciation.</p> <p>For more information and tools, you can visit our website and download the 'My Body My Way' resources.</p> <p>www.irocwellbeing.com/news/My-Body-My-Way</p>
GOAL 2	Step 1

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Y·TOOLKIT

Y·ROC

Person-centred support

Both **I.ROC** and **Y.ROC** embody our commitment to personalisation in mental health services. Personalisation means recognising that one size does not fit all. We believe services should be person-centred around everyone's personal needs, choices and aspirations. For young people, this could mean from accessible early intervention services to opportunities to gain knowledge and skills, to effectively support their mental health and wellbeing based on what is important to them.

Y.ROC allows young people to take an active role in shaping the support they receive, **moving from passive recipients of pre-determined services to engaged participants**. This aligns with our broader goal of creating services that not only measure outcomes but also enable continuous improvement. By listening to the voices of young people and tailoring services to their needs, we ensure that they, too, can experience meaningful recovery and wellbeing.

In developing **Y.ROC**, we hope to empower young people to better understand their personal recovery journey, giving them the tools to build resilience and live the lives they aspire to lead.

