



**inclusion**thurrock

Fulfilling Potential. Forging Success.

# Overview of Service Provision October 2020

# Services Delivered in Thurrock

- Increasing Access to Psychological Therapies (IAPT) – Steps 2 & 3
- Recovery College – informal education to assist wellbeing and recovery
- Individual Placement & Support (IPS) employment aid for SCMH patients
- Early Intervention Psychosis (EiP) caring for individuals and their families experiencing their first episodes of psychosis
- At Risk Mental States (ARMS) treating those deemed to be **at-risk** of developing psychosis – will launch in the near future
- IAPT Step 4 for patients with complex needs – about to launch
- Visions Substance Misuse Service

Effective partnership working is central to everything we do

# IAPT Service COVID-19 Response

- Rapid transition from F2F delivery to telephone and video consultation resulted in minimal service delivery interruption
- Referrals dropped significantly country-wide but are building slowly
- Surge planning – Following guidance to expect 20% increase
- Significant therapist support given to optimise remote delivery outputs
- Recovery & Attendance Rates have increased - 59.5% and 80.4% YTD
- Waiting lists reduced – now 0.67 patients waiting for every one in treatment - 629 in treatment 424 waiting
- Delivering on-line groups and digitally cCBT via SilverCloud

# IAPT COVID-19 Response cont.

- Keyworkers are being fast-tracked to treatment
- All treatments including those for Trauma are being delivered
- The plan is to continue remote working, with regular reviews to determine how and when F2F work might be feasible
- Only a small number of patients have not been able to engage with remote working - 60 so far
- Access to treatment normally occurs within 14 days of receipt of referral
- Waits for second appointments currently average 37 days
- Snr Clinicians attend SC MDT meetings to facilitate collaborative working

# IAPT Service - Performance Overview

Thurrock IAPT Performance		Year 1	Year 2	Year 3	Year 4
Access	Referrals	3,527	4224	4548	5352
	Entering Therapy	2,927	3450	3534	4234
	Entering Therapy Target	3,096	3225	3618	4347
	Performance	-169	225	-84	-113
Waiting Performance	Waiting <6 weeks	1,600	1818	2043	2249
	% Waiting <6 Weeks (75% Tgt)	99%	99%	100%	100%
	Waiting <18 weeks	1,614	1828	2048	2250
	% Waiting <18 Weeks (95% Tgt)	100%	100%	100%	100%
Outcomes	Completing Therapy	1,622	1,833	2049	2,250
	Moving to Recovery	691	885	1059	1,086
	Recovery Rate (50% Tgt)	45%	52%	55%	53%
	Reliable Improvement	1,073	1,255	1420	1,534
	Reliable Improvement Rate	66%	68%	69%	68%

On target to meet Year 4 Access Target until COVID impacted in weeks 51 and 52.

# IAPT Disorders & Interventions

Staff	Disorder	Intervention
<b>Step 3: High intensity service</b>	Depression –moderate and severe	CBT, IPT
	Depression – mild to moderate	CBT, IPT, Counselling, Couples Therapy
	Panic disorder <sup>1</sup>	CBT
	GAD <sup>1</sup>	CBT
	Social Phobia <sup>1</sup>	CBT
	PTSD <sup>1</sup>	CBT, EMDR
	OCD <sup>1</sup>	CBT
<b>Step 2: Low intensity service</b>	Depression - mild to moderate	CCBT, Guided Self-Help, Behavioural Activation, Problem Solving, Structured Exercise
	Panic disorder - mild to moderate	CCBT, Guided Self-Help, Pure Self-Help <sup>2</sup> , Psychoeducational Groups
	GAD - mild to moderate	CCBT, Guided Self-Help, Pure Self-Help <sup>2</sup> , Psychoeducational Groups
	PTSD	n/a
	Social Phobia	n/a
	OCD - mild to moderate	Guided Self-Help
<b>Step 1: Primary Care/IAPT service</b>	Recognition of problem	Assessment/Watchful Waiting

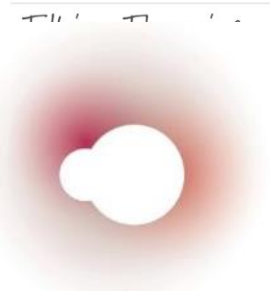
<sup>1</sup> For these disorders high intensity interventions are effective across the full range of severity.

<sup>2</sup> Pure self-help is likely to be of benefit only in milder cases and in most instances guided self-help is to be preferred.

# IAPT Step 2 Interventions Delivered

- Behavioural activation
- Cognitive restructuring
- Medication support
- Exposure therapy
- Problem solving
- Managing panic
- Sleep hygiene
- cCBT Silvercloud

# IAPT Step 2 SilverCloud cCBT Packages

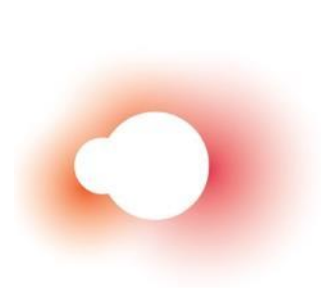


## Mental Health

- Space from Anxiety
- Space from GAD
- Space from OCD
- Space from Panic
- Space from Social Anxiety
- Space from Health Anxiety
- Space from Phobia



Space from  
Depression



Space from  
Stress

### Additional focused modules:

- My Self Esteem and I
- Sleep Difficulties
- Relaxation
- Employment Support
- Anger Management
- Behavioural Experiments
- Communications and Relationships
- Grief and Loss



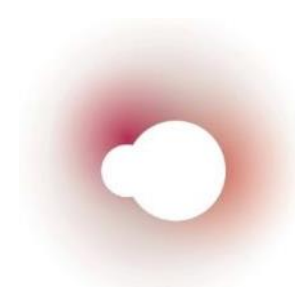
## Eating Issues

Space for  
Positive Body  
Image



## LTCs

- Space from  
Chronic Pain
- Space from  
Diabetes
- Space from CHD
- Space from COPD



## Well-Being

- Space for Sleep
- Space for Resilience
- Space for Mindfulness
- Space from Money Worries





# IAPT Step 2 SilverCloud cCBT Packages cont.



# IAPT Step 3 Interventions Delivered

- CBT
- EMDR
- Counselling for Depression
- Brief Dynamic Interpersonal Therapy
- Interpersonal Psychotherapy
- Couple Therapy for Depression
- Psychosexual Therapy

# Recovery College

- Informal educational support to assist wellbeing and recovery
- Service delivery moved to telephone and on line
- Newsletter to maintain contact with students not on courses
- Courses currently being delivered include:-
  - \* Creating Mindfulness Course
  - \* Anxiety & Me: My Plan to Thrive Course
  - \* Food and Mood
  - \* Visualisation for Relaxation
  - \* Ways to Well-being: Be Active
- Co-production a key element of all service delivery
- Peer Trainers share their lived experience to encourage others
- Significant demand – 270 students on waiting list for courses

# Individual Placement Support (IPS)

- Assistance to obtain and retain employment for secondary care patients
- Currently supporting 44 Patients
- We work collaboratively with Care Co-ordinators to identify patients
- Have capacity to support additional 46 Patients
- In Quarter Two, 9 service users were supported into employment. Two obtained employment this week
- More were supported to retain jobs
- During lockdown some staff delivered food parcels to vulnerable service users too scared to leave their homes

# Early intervention Psychosis (EiP)

- High Intensity Therapists delivering CBT for Psychosis
- Family Wellbeing Practitioner providing Brief Family Therapy interventions
- Therapists embedded within the Early Intervention Psychosis Team
- Co-facilitate the STEPs course for patients with Emotionally Unstable Personality Disorder
- Attends SCMH MDT meetings

# Current Challenges & Responses

- **Supporting a high number of trainee therapists**

Close Clinical & Case Management Supervision, Liaison with HEIs and Buddy System

- **Maintaining Moral & Fighting Fatigue**

Close Clinical, Management & Peer Supervision, Weekly Team and Modality Specific Meetings, Talking openly about issues, introducing some humour into activities to try and re-establish the connectedness staff had when working in the hub together

- **Coping with the surge, when it materialises**

Securing additional therapists/trainee posts to ensure waiting lists do not rise

- **Increase in severity/complexity of patients accessing the service**

Close Clinical, Management & Peer Supervision to support therapists. Developing strategies to reach out to encourage earlier access i.e. PCNs to SMS text message patients encouraging any who are stressed re COVID-19 to contact us and a similar message being sent to parents via school newsletters

# Contact Details

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