



SilverCloud

MAKING SPACE FOR HEALTHY MINDS

Case Study

Berkshire Healthcare



NHS Foundation Trust

Overview

Berkshire Healthcare provides specialist mental health and community health services to a population of around 900,000 within Berkshire. The Improving Access to Psychological Therapies (IAPT) initiative aims to increase access to psychological therapies through the provision of evidence-based interventions delivered within a stepped-care model.

Challenges

“Talking Therapies” is Berkshire Healthcare’s IAPT service that offers help and support to people in Berkshire suffering with depression or anxiety based problems.

The team at Berkshire offers courses, workshops, phone support, face-to-face therapy and counselling. However, despite best efforts to provide appropriate levels of access to therapy, service provision can be hampered by the logistics of serving people in remote locations and shortages of qualified professional clinicians.



In 2013 Berkshire partnered with SilverCloud Health to deliver an online solution to address the following key challenges:

- Decrease waiting times
- Increase access and choice for patients
- Meet targets for clinical improvement and recovery

The Solution

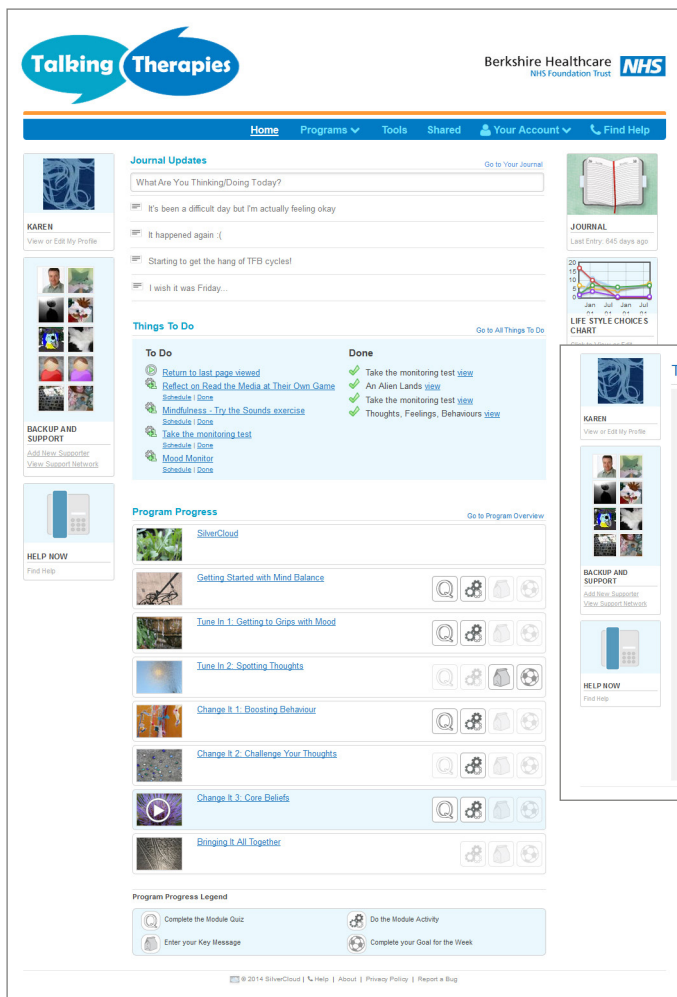
The Talking Therapies team worked closely with SilverCloud Health to develop an integrated online IAPT compliant solution, suitable for IAPT step 2-service provision.

A range of online programmes were developed that build upon SilverCloud Health’s depression, anxiety and stress programmes.

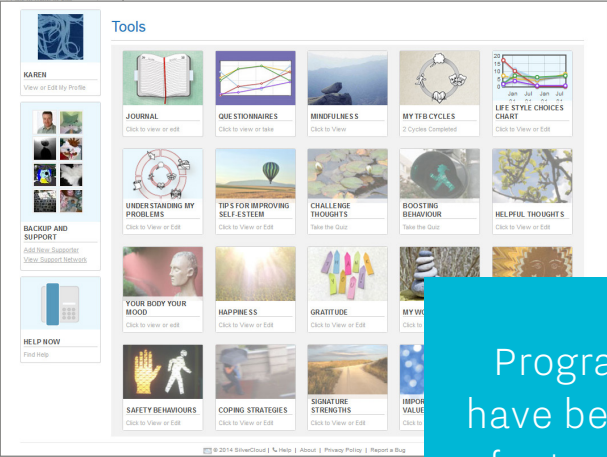
Patients work through programme modules themselves with support and guidance from a trained Psychological Wellbeing Practitioner (PWP).

“Programmes are easy to start-up and to embed in service pathways. Content is built on evidence-based therapies and has been adapted to integrate with the Psychological Well Being Practitioner training syllabus. To date, we have seen a high level of client satisfaction.”

Judith Chapman, Clinical Director of Talking Therapies (IAPT), Berkshire Healthcare



Programmes
have made
a significant
impact on
waiting times



Programmes
have been used
for treatment
intervention to
great effect

Key Features

- **Flexible**
Programmes can be tailored to meet the individual needs and the difficulties clients present with.
- **Accessible**
Programmes are available 24/7, providing access to therapy at a time that suits. Patients can access it on multiple devices (tablet, mobile, PC) and dip in and out of the programme, without taking absence from work.
- **High quality, engaging content**
Psycho-educational materials, interactive tools, quizzes, personal stories etc.
- **Reporting**
Collection of the IAPT minimum data set, to evidence clinical change and recovery.

Results

- **Extended reach**
More people have access to therapy, particularly in the remote communities of rural Berkshire, which have a lower treatment rate than urban areas. On average 246 new clients signed-up per month.
- **Shorter waiting times**
Average of 8.8 days for SilverCloud treatment.
- **Good recovery rates**
Berkshire Healthcare supported by SilverCloud recovery rate: 73%.
- **Increased choice**
Patients are choosing online as they can use it in the privacy of their own home, and refer to it during the day, or night, rather than fitting around the service opening hours.
- **Optimised resources and service efficiencies**
Hours of clinical time saved, (nearly 50 hours per month). Previously the service used telephone work and printed client workbooks that proved costly on time and already stretched human and capital resources.