

ieso

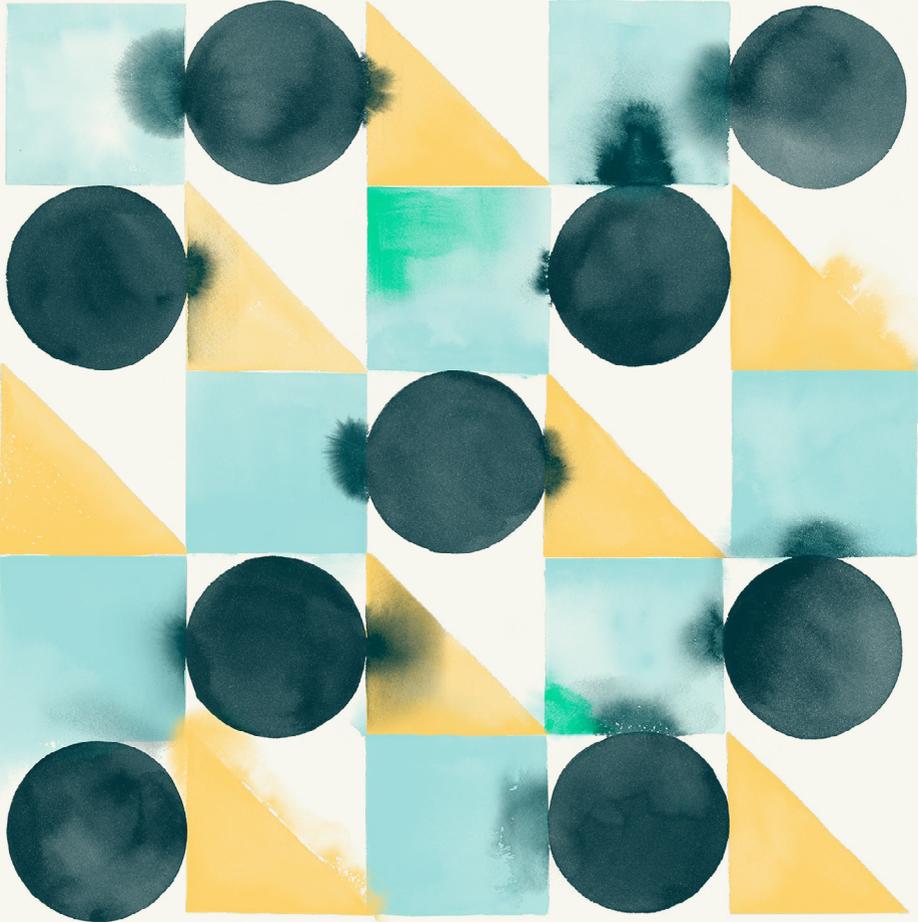
Everything you need to know about *online therapy* with ieso

Online therapy starter pack



Service provided by
ieso





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Hello and welcome to online therapy at ieso

We are looking forward to supporting you and our goal is to help you feel much better, as quickly as possible.

Choosing to start a course of treatment is a very positive step forward and in this guide we'll share information about getting set up, what to expect and how to get the most out of therapy. You don't need to read all of this guide, but it's all here if you need it.

Don't forget that we are available by phone and email if you need any other help:

0800 074 5560

(9am-5.30pm weekdays)

info@iesohealth.com

(we're usually pretty speedy but allow 48 hours for a response)

First, here's what others have *said* about their treatment



“I feel so grateful that I heard about this service. It was so easy to access and fit around my commitments.”

“Online CBT worked so well for me and I really feel like a different person since completing the treatment.”

“I was unsure of what to expect at first but I felt really supported and it is a great, flexible way to get help with mental health”

“Completing this course of treatment was the best decision I have ever made. I have my life back on track. Thank you!”

Important things to know – the *big* small print



QUESTIONNAIRES

We'll need you to submit your pre-treatment questionnaires before we can allocate you a therapist and start your treatment.

We need you to complete your pre-session questionnaires before every session with us.

CANCELLING OR NOT ATTENDING SESSIONS

If you don't attend a session or cancel a session with less than 48 hours notice more than once while you are in therapy with us, we may pause your treatment and discharge you from therapy - but you should be able to restart at a later date if you want to, when you are able to commit to weekly sessions.

1. *What is CBT?*

Cognitive Behavioural Therapy (CBT) is a short term, goal-focused, action-based, talking therapy which teaches you the tools and techniques to help you achieve your goals. As CBT is all about learning – learning about your difficulties and how to manage them – you will learn skills yourself to help you become your own therapist.

MEET A RECENT PATIENT, IPSHITA

Ipshita is a clerk for a law firm and experiences lots of negative thoughts such as “I am not good enough to do my job” and feels very low. Because of these thoughts, Ipshita avoids the company meetings and whilst initially she is relieved to miss the meetings she ends up feeling out of the loop of what is happening at work. She starts to think even more negatively, “I am useless”, and feels worse.

During CBT, Ipshita and her therapist understand that she might be stuck in a vicious cycle and they consider whether her thinking may be unduly negative. They set up an ‘experiment’ for Ipshita to go a meeting and to see what she might learn from the experience. She also starts logging examples of what she can do well in her job.

MEET ANOTHER PATIENT, JACK

Jack works on a construction site and a few months ago had a 'lucky escape' where some bricks narrowly missed landing on him. At the time he experienced a natural 'flight – fight' response where his heart started racing, his breathing increased and he felt sweaty and sick. Since then Jack has started to worry about what might happen next. He has been experiencing the same physical symptoms but this time they come out of the blue and he worries that he is having a heart attack. Jack has just about carried on working but he has stopped playing football and is monitoring his heart rate because he is worried about his health now. Jack starts to feel sluggish and then worries even more.

During CBT, Jack and his therapist consider what factors may be keeping Jack feeling anxious. They learn about the physical symptoms of anxiety and Jack finds it very helpful to learn that what he is experiencing now are panic attacks. Jack tests out, in between sessions, that he can play football and whilst his heart rate might race because he is exercising, this isn't causing him any harm.

CBT can help you to understand your own vicious cycle and teaches you how to break the cycle by learning to change your thoughts and behaviour.

HOW DOES ONLINE TYPED THERAPY WORK?

Online CBT is exactly the same as face-to-face in almost every way - you will work 1:1 with your therapist but the conversation is typed instead of spoken. Research has shown that people are just as likely to recover this way, and many people have said they found it less daunting and easier to be open.

Unlike face-to-face and telephone conversations, you have time to reflect on the question and think about an answer in your own time. The act of typing an answer means that the process becomes more structured, giving you time to develop your thoughts before sending.

Because therapy is text-based you can keep a copy of each conversation. You can access these transcripts at any time, allowing you to revisit and reflect on some of the important conversations you had.

AN EXAMPLE OF A TYPED THERAPY CONVERSATION

Hello Ipshita, welcome to your 3rd therapy session

Hi

Are you okay Ipshita? You don't sound like your usual self and I have noticed that your questionnaire scores have increased since last week - it looks like you have had more symptoms of depression this week?

Yes, I feel awful. I've been told that I am rubbish at work now, so I am wondering what is the point of carrying on with therapy when what I have been thinking is true.

I am really sorry to hear that you are feeling so awful and that it sounds like you have had a different experience at work. Can I suggest that we add this to our agenda for today?

Yes, can we talk about it first please though, because I don't think I can focus on anything else.

Yes of course, thank you for this suggestion. First of all, can I ask you to describe the situation at work to me

I had my appraisal at work yesterday

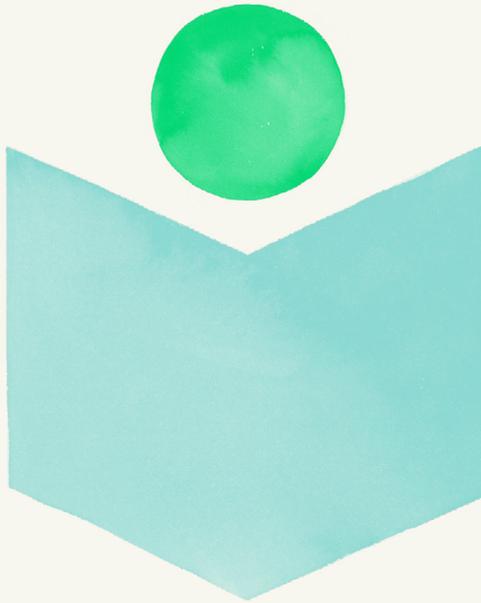
Ahh okay – and did they say you are “rubbish”?

Well not exactly ...

Okay, shall we look at the situation in some detail... slowing right down what happened by separating out the facts of the situation, what you were thinking, how you were feeling emotionally and physically and what you did – like we have done with other examples?

Yes that might be useful, thanks





WHAT TO EXPECT FROM CBT WITH IESO

Cognitive behavioural therapy is slightly different from some other talking therapies you might have seen or experienced. It's very practical, focused on your life right now and does require you to try out some new ways of thinking and acting between sessions. We often do this by going through techniques using worksheets

- ✓ Based on the 'here and now'
- ✓ No right or wrong answers
- ✓ Thinking and tasks to do between sessions
- ✓ Questionnaires to fill in before each session

2. Getting *started*

If you need help with accessing the therapy platform for the first time and finding your way around, in this section we'll cover:

- How to activate your account, if your account was set up for you
- Finding what you need on the ieso therapy website

HOW TO ACTIVATE YOUR ACCOUNT

If you signed up for therapy directly on the ieso website then your account is already activated and you can skip this step.

If your ieso account was created for you, you will need to activate it. Here's how.

Confirm your identity

In the email we sent you, click the link to confirm your identity. If you can't find this email, see the help section at the end of this chapter.

Enter the security code sent to your phone

In the new email, click the link to complete the next security step.

If your account was created without a mobile phone number, then this page will ask you to call the office to continue.

If there is a valid mobile phone number on your account then this page will ask you for a 6-digit security code. To receive this 6-digit security code via a text (SMS) message sent to your phone, click "Send Code". Type this 6-digit code into the box on the web page to continue the activation process. This step is in place to confirm your identity by having access to your mobile phone number.

Set your password

Once you've entered the code, you'll be asked to set your password and security details. Fill in the form as instructed and click submit. You have now successfully activated your account.

HELP WITH ACTIVATING YOUR ACCOUNT

If you've followed the instructions above but still can't activate your account, there could be a few reasons why:

- Try checking your junk mail if you can't find emails from us
- Make sure you are looking for missing emails in the email account that matches the email address you provided
- If the activation code is creating an error message then please try starting the activation process again from the link in the original email from us
- Our activation links expire after two weeks, therefore if you are unable to activate in the next two weeks or if two weeks had already passed before you tried to activate, contact us and we'll provide a new activation link.

When to get in touch with us

- If you don't have a mobile phone number or can't provide this information to us
- If two weeks have passed since you received your email.

How to contact us

Phone:

0800 074 5560

(9am - 5.30pm on week days)

Or email:

support@iesohealth.com

FINDING WHAT YOU NEED ON THE PLATFORM

When you first log into the ieso therapy website there are helpful guides which you may wish to read before you start your therapy sessions including “Online therapy guidelines” and “Visual guide about how to use the site”.

*Important: you are using a tablet or mobile

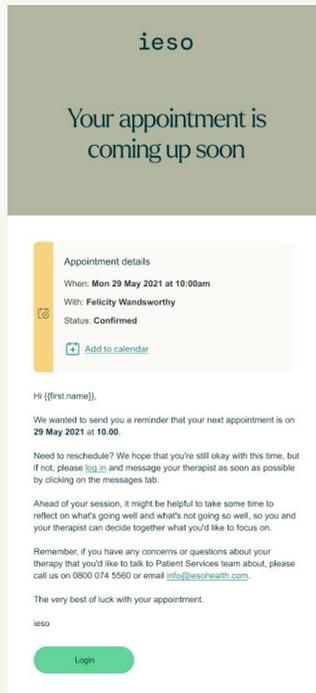
If you are accessing our website on a tablet or mobile you will need to click the menu option on the left hand side to see features like guides, appointments and questionnaires.

How you will receive messages from your therapist

As we are an online therapy service, the correspondence you have with your therapist will be via written messages on our therapy website. They will send you a message through the ieso therapy website to set up the first appointment rather than calling you. When your therapist messages you or sets up an appointment you will receive a notification email. Using the email, log on to the ieso therapy website to view the message or appointment. If you are not receiving notifications, check your spam folder.



Here's an example of a notification email:



Your information and who we share it with

When you register with us we will ask you name, address, the name of your GP and various other bits of information. Your treatment is confidential within our service, however, if we have any concerns about your safety, the safety of anyone else or we hear of any illegal activity, we do have a duty of care to share this information with the relevant professionals.

If you give us permission, we will share assessment and discharge letters with your GP. Within mental health, it is good practise to keep your GP up to date with treatment you are receiving.

3. Completing your *questionnaires*

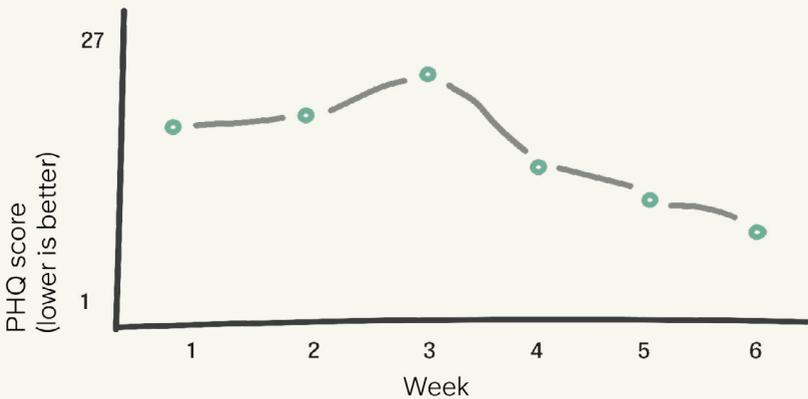
Before we can offer you therapy and schedule your first appointment, we need you to complete four questionnaires. You'll also complete questionnaires just before each therapy session.

- Why we use questionnaires
- How to find and complete the questionnaires
- A guide to each questionnaire

WHY WE USE QUESTIONNAIRES AT ieso

As CBT is a short term and goal-based therapy, therapists seek to measure their patient's progress to see if certain symptoms are getting better. If symptoms are "stuck" or are getting worse this can inform treatment. Here is an example of a patient's progress graph over time, based on their questionnaire responses.

Depression score progress chart for patient, Ipshita



We offer online CBT part of the Improving Accessing to Psychological Therapies (IAPT) programme and completing questionnaires is an essential part of this programme to evaluate that it is being effective, so this is another reason why you need to complete them.

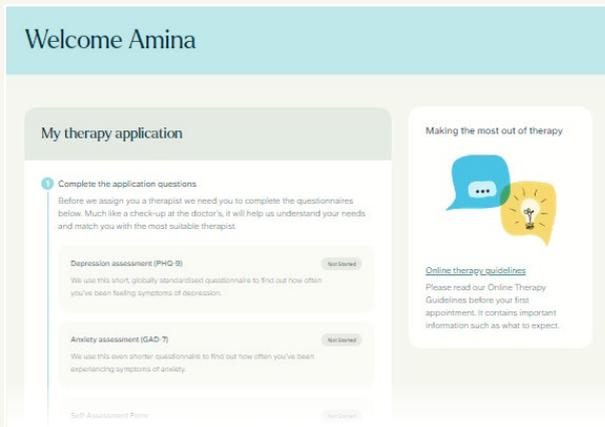
When you apply for therapy you'll complete three questionnaires: the PHQ-9, the GAD-7 and the SAQ

Just before each therapy session you'll complete the PHQ-9, GAD-7, WSAS and phobia questionnaires and an Employment and Medication questionnaire.

If you are experiencing a specific anxiety disorder (for example, social anxiety) we will ask you to complete a questionnaire specific to that disorder.

HOW TO FIND AND COMPLETE THE QUESTIONNAIRES

All questionnaires to be completed will be flagged on the home screen of the ieso therapy website.



You must complete the first questionnaires before we can allocate you a therapist

We know that when you just want some help, completing questionnaires can be frustrating. But we can't safely allocate you a therapist and schedule your first session until they are all complete. If you are having problems completing them, don't hesitate to get in touch on 0800 074 5560.

THE PHQ-9 QUESTIONNAIRE

This is the “Patient Health Questionnaire – 9” and relates to depression.

What it measures

It is a validated questionnaire that asks you how often you have been bothered by 9 specific symptoms of depression.

The results of your questionnaire

0 – 4: indicates ‘typical’ levels of mood

5 – 9: may indicate mild symptoms of depression

10 – 14: may indicate moderate symptoms of depression

15 – 19: may indicate moderately severe symptoms of depression

20 – 27: may indicate severe symptoms of depression

Your therapist will discuss your individual scores with you.

THE GAD-7 QUESTIONNAIRE

This is the Generalised Anxiety Disorder Assessment.

What it measures

This questionnaire asks you how often you have been bothered by 7 specific symptoms of Generalised Anxiety Disorder. This can give a general indication of the anxiety that you may be experiencing and if you are experiencing a specific anxiety disorder you will be asked to complete a more specific questionnaire for that disorder.

The results of your questionnaire

0 – 4: no anxiety

5 – 9: may indicate mild symptoms of anxiety

10 – 14: may indicate moderate symptoms of anxiety

15 – 21: may indicate severe symptoms of anxiety

Your therapist will discuss your individual scores with you.

THE SELF ASSESSMENT QUESTIONNAIRE

This is a longer questionnaire where you are encouraged to write notes to help us plan your treatment and match you with the right therapist.

What it measures

This questionnaire asks you about the difficulties that you are experiencing, how long they have been a problem for and if you have had any previous help.

How to complete it

Try to find some time and space to be able to reflect on your difficulties in order to complete this questionnaire as it may help you to start your CBT journey which is all about understanding and changing your difficulties.

The results of your questionnaire

The questionnaire ensures you receive the right support and can help your therapist start to consider which type of common mental health disorder you may be experiencing and to start to tailor your treatment.

OTHER QUESTIONNAIRES YOU'LL COMPLETE

Here is a brief description of the other questionnaires you'll need to complete.

WSAS (Work and Social Adjustment Scale)

This asks you to rate the impact that your difficulties are having on different areas of your life, for example, social activities.

IAPT Phobia scales

Asks you how much you avoid situations, for example, due to

a fear of having a panic attack. These scales help to highlight any specific anxiety disorder that you may be experiencing.

Alcohol questionnaire

Asks about how often you consume a drink containing alcohol and how many units you drink

Risk assessment

Asks if you are at risk of harm from yourself or to or from others.

Employment

Asks about your employment status

Medication

Asks if you are on any medication for your difficulties

QUESTIONNAIRES FOR SPECIFIC DISORDERS

Here is a brief description of questionnaires we might ask you to complete, specific to a disorder you might have.

SPIN (Social Phobia Inventory) - asks about symptoms of social anxiety

OCI (Obsessive Compulsive Inventory) - asks about how distressed you are by and / or how frequently you experience symptoms of obsessive – compulsive disorder

HAIN (Health Anxiety Inventory) - asks about symptoms of health anxiety

PDSS (Panic Disorder Severity Scale) – asks about symptoms of panic disorder

PCL- 5 - asks about symptoms of post-traumatic stress disorder

4. Your first *session*

Once you have completed your questionnaires and we've checked that we are the right service for you, you will be allocated a therapist who will send you a message via the ieso therapy website to introduce themselves and schedule a first appointment. In this section, we'll cover:

- Scheduling your first appointment
- What to expect at your first session
- What to do if you want to change your therapist

GETTING YOUR FIRST SESSION BOOKED IN

Your therapist will send you a message via the ieso therapy website with a suggested date and time for a first session.

If this session date and time works for you click “accept” when you receive the official invitation as soon as possible. Where possible, first appointment may be offered at short notice to enable you to get started very quickly. Going forward, please accept each appointment more than 48 hours before it is due to start, otherwise it will be cancelled.

If you are unable to make this session click “reject” and message your therapist.

If you haven’t received an initial therapy appointment within 5 working days of completing your questionnaires please check your spam folder and try logging into the ieso therapy website to see if there is a message waiting for you. Call us on 0800 074 5560 if you can’t find any emails or messages from your therapist at all.

WHAT TO EXPECT AT YOUR FIRST SESSION

When the time comes for your first appointment, log on to the ieso therapy website and the appointment will be on your home page. Please click “join” to open a text box where you can start typing. You are welcome to start the conversation or your therapist will message you to say hello and introduce themselves.

You’ll receive a quick introduction

Your therapist might give you some more information about ieso and give an overview of how the session will go. They may spend time getting to know you and the situation you’re in.

And you can expect to be asked more questions

CBT is a very active process, and it’s also highly collaborative, with you and the therapist working as a team. However, initially they might be asking you lots of questions to help them understand what you are experiencing. They might ask:

“What is the problem that brought you to CBT?”

“How often do you experience it?”

“Where and when do you experience it?”

“How long has it been a problem for?”

You may be asked to briefly share your past experiences including your childhood, but the main focus of your CBT sessions will be on the ‘here and now’.

Discussing an example of your problem

CBT uses lots of real examples, so the therapist may dedicate some time to talking through a recent instance which illustrates the main difficulty you want to address. Thinking of an example in advance could help you get the most out of the session.

Checking how it’s going so far

Towards the end of the appointment the therapist will explain what CBT is and how it works, then ask for feedback on what you think of CBT and how you’ve found working online. If you are finding the style of CBT difficult or you are finding communicating via text especially hard then please let your therapist know and you can both then consider the most suitable option for you.

WHAT TO DO IF YOU WANT TO CHANGE YOUR THERAPIST

You will be allocated a qualified clinician within two weeks, who is trained and duty bound to act professionally and in service of your best clinical interests. If you would prefer to be allocated to a different clinician please contact us via email: info@iesohealth.com

5. What happens *between* sessions?

What you do between one session and the next is a really important part of CBT and will help you progress and feel better more quickly. In this chapter, we'll cover:

- Goal setting
- In between tasks
- Completing your pre-session questionnaires
- Exchanging messages with your therapist outside of sessions
- Your pre-session checklist

GOAL SETTING

Setting goals is part of the process of CBT, helping you make tangible steps forward in your life and see how much progress you are making. Your therapist will help you decide on the most helpful goals for you at the start.

You'll add your goals to your ieso therapy website account and you can rate your goals and add a comment to provide an update on your progress, week-by-week.

IN BETWEEN TASKS

Completing tasks in between your therapy sessions is a crucial aspect of CBT and is one of the ways that you'll work towards achieving your goals. Like any skill that you might learn, you need to practise the skill and you need to practise it in the real world.

Often these tasks will be summarised on a worksheet. Please send this back to your therapist via messages by writing it out, taking a picture or sending the document via messages.

COMPLETING YOUR PRE-SESSION QUESTIONNAIRES

Before each therapy session, you will be asked to complete questionnaires set by your therapist. These questionnaires will help your therapist gain an insight about you and your current state of mind. They will help you to monitor your progress and flag up any problems that there may be.

Fill in your questionnaires the day before or the day of your next appointment, even if they were sent soon after your last session. If you can't find the email, you can access them via the main page of your ieso therapy website account, once you are logged in. To complete the questionnaires, click the 'Fill in' button on the questionnaires listed. Answer the questions and click 'Submit'.

We understand that filling in questionnaires before every session can be time-consuming and feel tedious but the questionnaires can be a helpful way to prepare for the next session, enabling you to get the most out of your time with your therapist.

MESSAGING YOUR THERAPIST OUTSIDE SESSIONS

You can communicate with your therapist in between sessions on the ieso therapy website and your therapist will respond to you within 48 hours. Please do use this feature as your therapist's role is to support you between sessions and it can help you recover more quickly.

Here are some examples of when the messages between you and your therapist might be helpful:

- After a session to communicate/confirm any 'out of sessions' tasks or give feedback about your learning
- In between sessions to inform your therapist of any 'out of sessions' tasks/worksheets how your homework is going
- Shortly before the session to add items you want to discuss or send them any worksheets

Remember, you can access the transcripts of all your completed sessions from your account on the ieso therapy website if you want to revisit the conversation you had or any of the explanations your therapist gave you.

STICKING TO THERAPY - AND WHAT IF YOU CAN'T MAKE AN APPOINTMENT?

Just like many kinds of therapy, for example, physiotherapy, attending sessions regularly is essential to ensure that CBT is effective. Generally speaking, we ask you to commit to weekly sessions. We know that life can get in the way of an appointment sometimes. If you have to prioritise another commitment we ask you to give us at least 48 hours notice before the appointment. If you have an emergency near the appointment time, please message your therapist as soon as possible.

If you do not attend an appointment or you cancel an appointment with less than 48 hours notice without good reason more than once, we may pause your therapy sessions and discharge you for the time being. This is because we know that CBT is only effective if sessions are completed regularly. Provided you are still a patient at a GP surgery we have a contract with, you will be able to re-start therapy at a later date, if you want to.

YOUR PRE-SESSION CHECK LIST

Here's a reminder of what you'll need to do to help get the most out of each session.

- ✓ Complete your questionnaires
- ✓ Send your homework to your therapist and think about what you learnt from this task
- ✓ Note down progress you have made on your goals
- ✓ Review how your week has been and think about what would be the most useful topic to discuss in your next session
- ✓ Send an update on learnings, progress towards goals and your thoughts on the most useful topic to cover next time in a message to your therapist on the ieso therapy website

If you and your therapist agree it would be useful, you can capture some of this information using a between-session update form.

6. Finishing treatment and *moving on*

HOW LONG CAN YOU EXPECT TO SPEND IN TREATMENT WITH IESO?

CBT is a short-term therapy with the aim of helping you become your own therapist. This means that during this episode of treatment you will learn skills that may help you with future difficulties.

ieso doesn't provide a pre-set number of sessions. Instead we offer you the right number of sessions needed for your treatment. It's typical to address mental health issues like anxiety and depression for two to three months.

HOW DOES IESO PREPARE YOU FOR COMPLETING TREATMENT?

Your therapist will help you prepare for the ending of therapy so that you feel confident to continue developing your CBT skills independently.

Towards the end of therapy you may be asked to lead the sessions more to help build even more confidence. Ending therapy can be difficult for various reasons and therefore we might suggest spacing out your appointments or having shorter sessions to help you prepare for the ending of treatment.

During your final session you will complete a relapse prevention plan (or Therapy Blueprint) which helps you to summarise everything you have learnt during treatment and plan how you'll cope with any setbacks after therapy has ended.

AFTER YOUR TREATMENT IS COMPLETE

After your therapy sessions have ended and you have been discharged you won't be able to message your therapist any longer, however, you will be able to log into the IESO therapy website for as long as you would like.

This allows you to access all of your therapy appointments, messages and goals and this serves as a reminder of the skills you have learnt. If you find yourself facing similar difficulties you can go back and use this information. However, you are welcome to return to therapy if you are still struggling.

We hope you
have a positive
experience of CBT
and build skills that
will help you
enjoy *life* again.

ieso

You can find more information on our website, including a blog which provides more explanation on many aspects of CBT and managing your mental health

www.iesohealth.com

support@iesohealth.com

0800 074 5560