

An Introduction to

# Cognitive Behavioural Therapy (CBT) approaches



Making People Better

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# Welcome

**This booklet aims to explain the different ways you can access First Step CBT approaches, and how to decide which one is for you.**

CBT is a present-focused, solution based intervention to help manage symptoms of common mental health problems. CBT is about making changes to the way you respond to the things in your environment that might make you feel low or anxious.

It's about taking a difficult situation, and focusing on what you can control. With this intervention, you will be building up a "toolbox" of coping skills and resources that you can use to feel in control of the way you feel. It's quite an interactive approach, and you will be expected to commit to regularly attending sessions, and completing between-session work. Think of it like physiotherapy, but for your brain!

Unlike more explorative approaches, your CBT sessions will be focused on the present and moving forward with new techniques in place, as opposed to processing events from the past.

A first step CBT approach is a short-term intervention, which typically consists of around 5-6 sessions. It's important you feel that you are in a position to commit to therapy for this time, and feel ready to prioritise your mental health. This is something you will need to practice and focus on every day. It's a short-term commitment that will hopefully have long-term benefits.

**This booklet explains some of the different ways you can access this support.**

# CBT Webinar

**If you are someone who is happy to engage with a more relaxed, learning-focused approach and feel able to motivate yourself, our webinar courses are a great option.**

The webinars take place on a weekly basis for 5 weeks, via Microsoft Teams. They typically last for around 2 hours (meaning you technically get the highest amount of contact time of all our modalities), and we have morning, afternoon and evening sessions available.

The sessions are delivered by our team of Psychological Wellbeing Practitioners (PWPs) who are specially trained in offering and delivering CBT interventions.



**There isn't currently a waiting list for this type of intervention!**

So depending on your availability, you can get booked in straight away.



# How it works

01

Prior to your session each week, you will be asked to complete a set of clinical questionnaires, which our team will use to keep track of your progress.

02

Each week you will attend your webinar session via a link that will be sent to you beforehand (There is no need to download anything!).

03

The session is delivered by two of our PWP's who will present and explain different CBT techniques to help manage your symptoms.

04

Throughout the session, you can engage with the online, anonymous polls and slides that will be shared with the group.

05

You will also be encouraged to use the Q&A function to share your thoughts and questions directly with us during the session. Again, no one else can see what you share, other than the PWP's.

06

At the end of the session, you will then be set between-session tasks to complete each week, to help keep on top of all the new techniques you learn.



At the end of the webinar programme, anyone who may need a little more help, or if this approach proves not as effective for you, will be offered the chance to have a review call with a member of our PWP team. During this appointment, there will be an opportunity to explore different options if needed.



### ✓ This is a good choice for you if:

- You want to get booked in for therapy straight away.
- You would like a relaxed, less formal approach to therapy.
- You would like to access support anonymously.
- You like learning new things.
- You like the idea of accessing therapy from the comfort of your own home.
- You've engaged with CBT before, and just need a refresher to get you back on track.

### ✗ This might not be for you if:

- You don't have an email address or access to the internet.
- You don't have a private or personal laptop/computer or phone to use.
- You don't have a safe, confidential space to access therapy.
- You can't commit to the same time/day each week.
- You may require an interpreter or specific adaptations to treatment.

### Things you will need:

- ✉ An email address
- 🌐 Access to the internet
- 🏠 A safe, confidential space to be able to attend (i.e. a quiet space at home)
- 📱 A mobile phone, laptop, or device that can access the internet

# Webinar FAQ's

Q

**Is this as effective as 1:1, or face-to-face therapy?**

A

Absolutely – we have great recovery rates for our webinar programs. Like all CBT interventions, as long as you attend regularly, and really commit to practicing the techniques, you can see some really positive changes. The majority of people who access our webinars do reach recovery. If for whatever reason you or your practitioner do not feel this approach is right for you, that will be discussed at assessment. The webinar is super effective, and a great way to access support – without the waiting list!

Q

**I am not very tech-savvy/confident with computers. Will this matter?**

A

This depends – our team will always be happy to try and help the best they can. It's fairly simple to join, as all you need to do is click on a link and it will take you to the webinar each week. If you experience any technical difficulties whilst on the program, you can feed this back to our designated webinar team and access recordings if you do end up missing a session. However, if you really aren't sure about how confident you feel, it might be worth chatting with our team about trying a different approach.

Q

I am on holiday during the programme – will this be a problem?

A

We would suggest that at the time you are getting booked on to the webinar, you let the practitioner know so that we can see if there are any alternative dates you can do. If this can't be avoided, then get in touch with our webinar team as soon as possible so we can come up with a plan. All sessions are recorded, so in some cases you would be able to catch up.

Q

What if I change my mind about the webinar once I've started?

A

Once you've given it a go, if it's not for you, that's absolutely fine. All you will need to do is get in touch with our webinar team as soon as possible, and we can discuss arranging a review call. We can then chat about what you find helpful, or not, and then try to come up with a new plan – this could be a new way to access therapy through us, or even an alternative service if you decide you need something different all together. Either way, the most important thing to us is that you are getting the support you need and we will do everything we can to help you access that.

# Silvercloud (C-CBT)

**If you are someone who is really motivated to engage with CBT, but either can't commit to the same appointment time each week, or just would prefer a bit of flexibility, then our computerised CBT programme could be a great fit for you!**

This is a really popular option for anyone managing long working hours, childcare, shift-work, juggling a lot of things at once, or would like to be able to get their CBT work done in their own time.

Through our online C-CBT programme, you will work with a practitioner for around 5-6 weeks, but will be able to access therapeutic support and between-session work through the online platform, Silvercloud.

After an initial introduction call, the practitioner will review your progress once a week, online, and there is no need to schedule appointments – it really is an “on-the-go”, super-flexible type of therapy! And even better – most people who access Silvercloud feel much better by the end of their sessions.



Again, there are currently no waiting times for accessing Silvercloud.

Therefore, you can be booked in for your first contact very soon after your initial assessment, depending on availability.





### This is a good choice for you if:





- You would like to start therapy as soon as possible.
- You would struggle to commit to the same appointment time each week, and need a bit more flexibility
- You would struggle to find a quiet, confidential space for therapy each week.
- You might benefit from regular reminders to complete session work.
- You struggle with childcare or finding time outside of working hours.
- You quite like the idea of being able to go back and re-cap therapy work/sessions whenever you'd like.
- You like the idea of accessing therapy from the comfort of your own home.
- You've engaged with CBT before, and just need a refresher to get you back on track.



### This might not be for you if:

- You don't have an email address or access to the internet.
- You don't have a private or personal laptop/computer or phone to use.
- You may require an interpreter or specific adaptations to treatment.

### Things you will need:

-  An email address
-  Access to the internet
-  A mobile phone, laptop, or device that can access the internet
-  Around 20 mins, every other day to complete the work

# Silvercloud FAQ's

Q

**Is this actually therapy, or will I be talking to a robot?**

A

Absolutely – we have great recovery rates for our webinar programs. Like all CBT interventions, as long as you attend regularly, and really commit to practicing the techniques, you can see some really positive changes. The majority of people who access our webinars do reach recovery. If for whatever reason you or your practitioner do not feel this approach is right for you, that will be discussed at assessment. The webinar is super effective, and a great way to access support – without the waiting list!

Q

**If I change my mind, or have any issues at all, am I still able to speak with the PWP directly?**

A

Absolutely! If you need to speak with a practitioner before your set review date, we are only ever a phone call or an email away. We would suggest that if you need to talk to your therapist about something that can't wait until the online review (i.e. concerns about the programme, needing to re-arrange, or any other urgent issues) you simply need to get in touch with us on our main number, and your therapist will contact you via telephone or email as soon as they can.

Q

**What if I don't do the work, or forget, before the review dates?**

A

So as with all of our interventions, you will still be expected to engage throughout the week and attendance to planned appointments/reviews are essential to progress. If you stop engaging, we may look at ending your treatment early, and discharging you from service. If it gets to the review day and you've not logged in, we'll just send a reminder to log in and try again for the following week. If this happens a second time, with Silvercloud we would end your reviews, discharge you from the service and then you would continue to have access to Silvercloud on a "self-help" basis only. The great thing about Silvercloud is that you can actually set yourself reminders on the app, so you can keep reminding yourself to log in! This is something we can't do with our other interventions.

Q

**Is this as effective as other types of therapy?**

A

Yes – definitely! The support you will receive is the same as what you would receive through any other modality - it's just online! We find this is a really effective way to access treatment if it suits you, and many people reach recovery using the Silvercloud platform. CBT is the same no matter which way you access it, it's just delivered in a different way. What is really good about Silvercloud is that you can keep going back over all the materials and resources as often as you need it, so the positive impact can be long-lasting.

# One to One

**We also offer CBT on a “one-to-one” basis which normally takes place via telephone, video or even face-to-face. This is a little more structured and requires regular attendance to set appointments every week.**

This is a good option if you are able to commit to regular therapy sessions at the same time each week, and if you feel you need to talk to someone directly to help work through the interventions and techniques.

You will typically work with a practitioner for around 5-6 weeks, and your appointments will last around 30 minutes. You will be set “between-session” work to complete each week, which will be your opportunity to practice the techniques in real-time. Each week, your progress will be reviewed with your practitioner, and each week will be a chance to build on the work you do!



In terms of waiting times, please be aware that you would typically be waiting longer for this type of support.

We do offer appointments in the morning, afternoon and evening for 1:1 sessions, but having limited availability for appointments may also increase waiting times.









### ✓ This is a good choice for you if:

- You have free time each week to attend regular sessions at the same time and day.
- You may benefit from giving yourself a set deadline each week, to have completed work by, to keep you motivated.
- You have tried both Silvercloud and/or the Webinar before, and would like to try a different approach.
- You might benefit from specific adaptations or considerations in order to be able to fully access or understand information.
- You don't have access to the internet.
- You would like an interpreter for appointments.

### ✗ This might not be for you if:

- You don't have a quiet, confidential space to attend sessions each week.
- You may struggle to keep to the same time and day for weekly appointments.
- You require flexibility for appointments i.e. for other commitments, work shifts or changing routines.

### Things you will need:

-  A confidential space in which to engage with sessions.
-  Good phone signal or access to the internet.
-  Means and ability to travel (if for face-to-face appointment).
-  Ability to commit to regular sessions at the same time each week.

# One to One FAQ's

Q

**Can I have face-to-face sessions?**

A

Yes, you can – however there are a few things to be aware of. Due to limited availability, we would suggest only going for this option if you really can't access sessions via telephone or video (Microsoft Teams). A lot of the venues we use are only open between certain hours, which means that we can't offer early morning or evening appointments, and we have less flexibility around days or changing appointment times. Of course, if you do access face-to-face, we will do our best to accommodate your availability. Our venues are spread across the county so we can try and find the best option for you, although please note that we cannot support with travel arrangements. Furthermore, our service policies mean that children cannot accompany you to the sessions, so if you struggle to find childcare, it may be worth having a chat with us beforehand to see what we can do. Waiting lists for face-to-face are also typically longer, so there may be longer waiting times between assessment and starting treatment sessions. Although we can give you access to self-help resources and signposting whilst you wait.

We do find that many people opt for Video sessions in place of face-to-face. This way you can see the practitioner face-to-face, can stay in the comfort of your own home, and can have more flexibility around appointments.

Q

**Where can I be/what should I be doing at the time of the remote appointments?**

A

We find the best place to be for your remote appointment is at home, or in a quiet, confidential space, on your own and where you won't be disturbed/distracted. It's important you feel comfortable (perhaps with a cup of tea, and a pen and paper to hand), and you should be fully engaged for the appointment. That means making sure you are not multi-tasking, or doing other things at the time of the appointment (i.e. making dinner, doing the ironing, going for a run, or getting your weekly food shop in!).

Also, we cannot carry out appointments whilst you are driving (even if you are on hands-free). This is just part of our health and safety policy. If you answer the phone whilst driving, we may have to end the call and re-arrange the appointment.

Q

What if I struggle to attend sessions regularly?

A

In order to get the most from your sessions, we do ask that you attend all planned appointments on a weekly, or fortnightly basis. However, if you think you will struggle to attend this often, it may be worth considering an alternative, more flexible intervention like Silvercloud instead. The reason we don't like to have too long of a gap between sessions is because we find it can limit the effectiveness of therapy, make it harder to stay on top of new information, and can reduce motivation to keep practicing what you've learned. If you have any concerns about this, it may be worth speaking with your practitioner at assessment, or at your first session.



## Contact us

If you would like to speak to us, or if you have any questions you can call us on:

Basildon & Brentwood: 01268 977 171

Bristol, North Somerset & South Gloucestershire: 0333 200 1893

Calderdale: 0333 0153 494

Kent & Medway: 0333 091 0414

Leicester, Leicestershire & Rutland: 0330 094 5595

Newcastle: 0330 0534 230

West Essex: 0333 015 2966

Please note, our phone lines are open Monday through Thursday from 9am to 7:45pm, and Friday from 9am until 4:30pm.