



**italk**

**Our Service  
2020-21**

**italk** is a partnership between **Solent  
Mind** and **Southern Health NHS  
Foundation Trust**



**Southern Health**  
NHS Foundation Trust

# We serve:

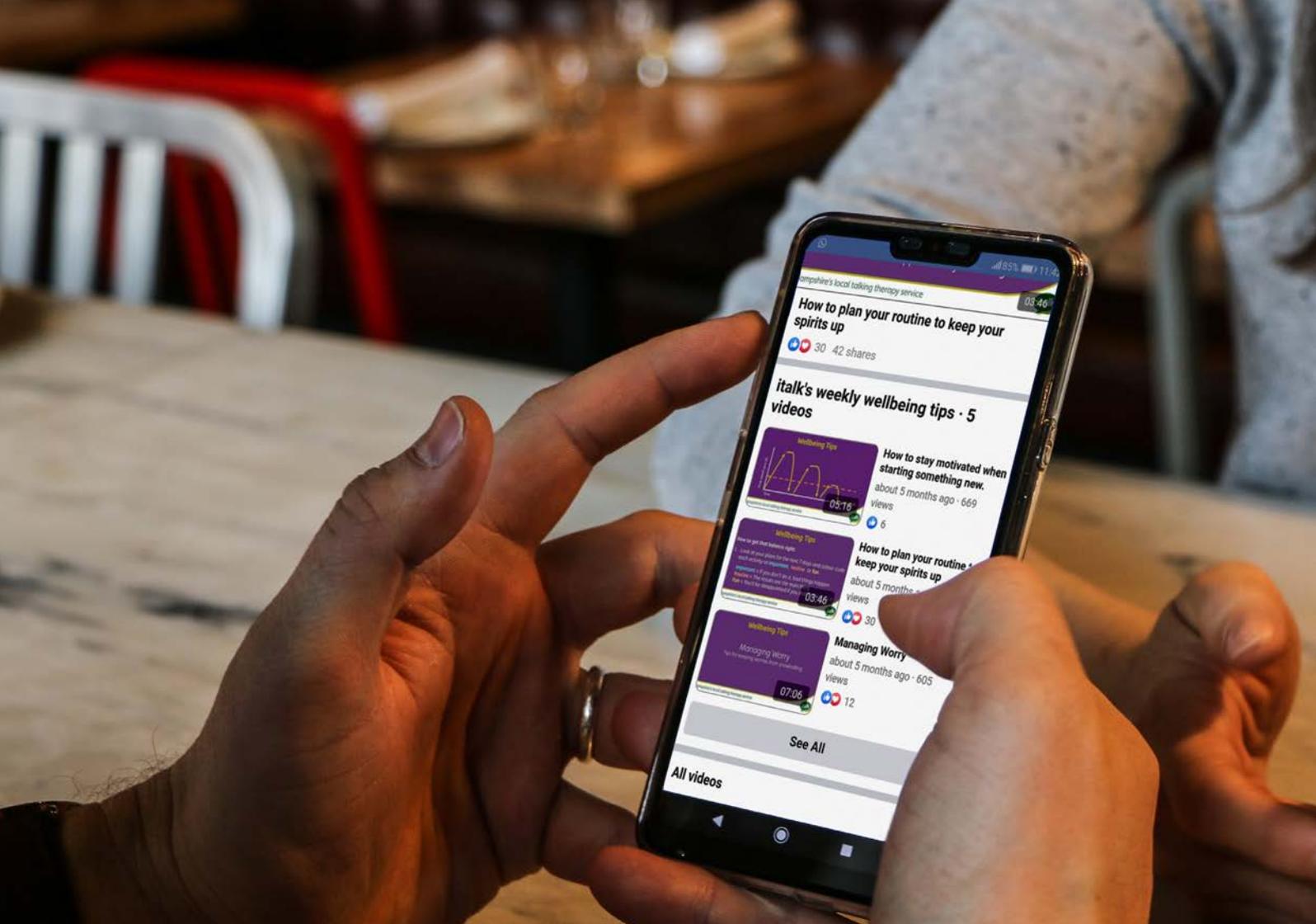


## About Us

We are commissioned by:

- North Hampshire CCG
- West Hampshire CCG
- South Eastern Hampshire CCG
- Fareham & Gosport CCG

To support people aged **16 and over**, who are registered with a **GP in the green areas of this map.**



camphire's local talking therapy service

### How to plan your routine to keep your spirits up

30 42 shares

### italk's weekly wellbeing tips - 5 videos

**Wellbeing Tips**

How to stay motivated when starting something new.

about 5 months ago · 669 views

6

**Wellbeing Tips**

How to plan your routine to keep your spirits up

about 5 months ago · 30 views

30

**Wellbeing Tips**

Managing Worry

about 5 months ago · 605 views

12

See All

All videos

# Community Wellbeing

Our wellbeing programme enable us to reach out into the communities we serve to equip people with healthy coping skills for the challenges of daily life.

## Prevention

Our workshops aim to support people at the point they find their everyday coping skills are being stretched.

By teaching evidence-based coping skills such as our relaxation techniques, we hope to enable people to look after their mental wellbeing through life's challenges.

We aim to reach into the community to show people we're here for them when they need us.

## Wellbeing Webinars

We're converting our wellbeing workshops into online webinars.

This digital approach enables us to deliver sessions remotely until we are able to continue our workshops in the community.

But it also means a convenient option for patients, who can watch from the comfort of home.

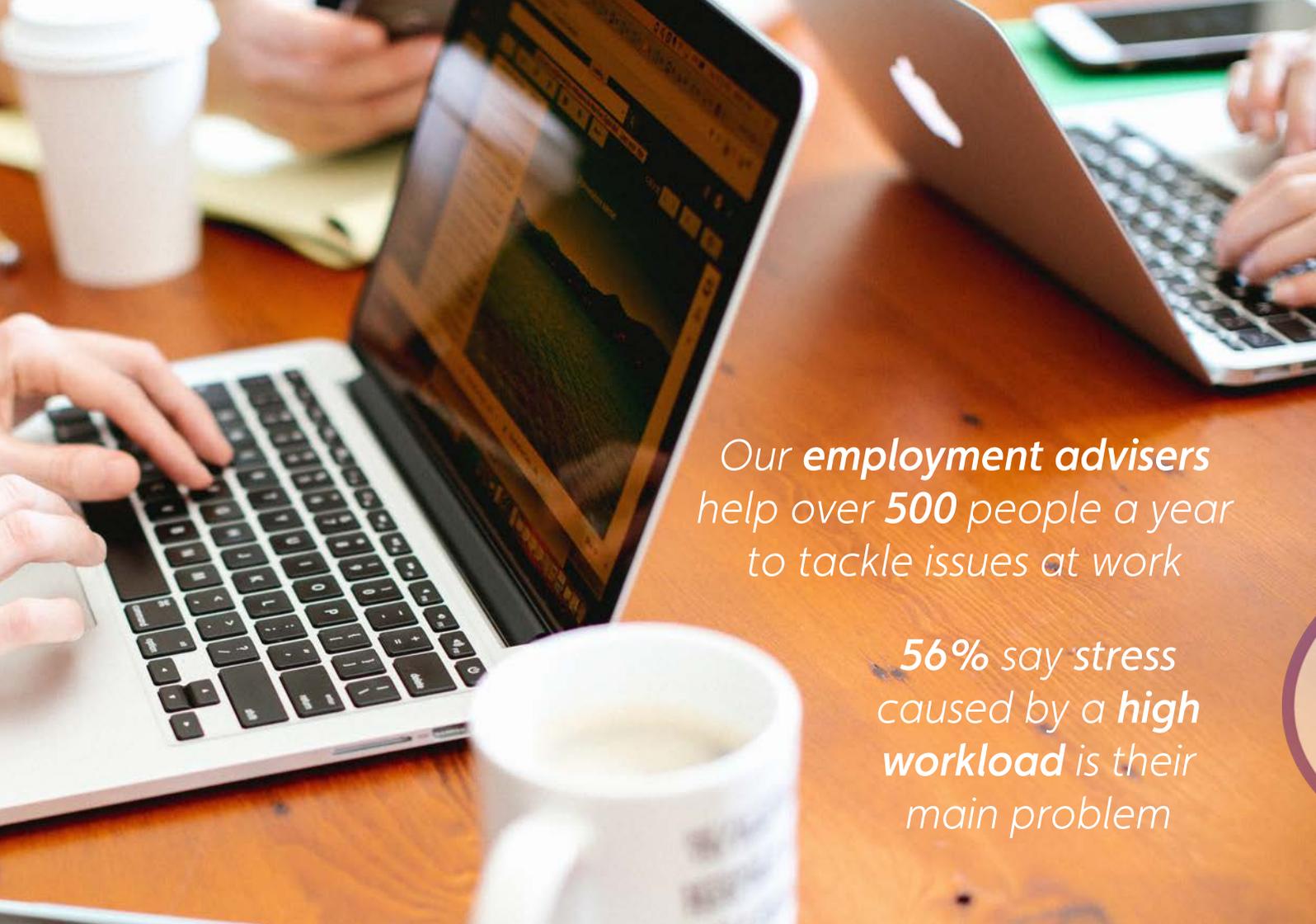
# Watch Online

Responding to the Covid-19 Pandemic, our new series of wellbeing videos teaches bitesized snippets of CBT to help people boost their resilience at this challenging time.

The videos teach:

- How to use your everyday activities to stay motivated
- How to make the most of your limited time
- How to manage worries

Visit [www.italk.org.uk](http://www.italk.org.uk) to watch the videos.

A close-up, slightly blurred photograph of a person's hands typing on a silver laptop keyboard. The laptop screen displays a website with a dark background and a landscape image. In the foreground, a white coffee cup is partially visible. In the background, another laptop and a smartphone are on a wooden table. The overall scene suggests a busy, professional environment like a cafe or office.

*Our **employment advisers** help over **500** people a year to tackle issues at work*

***56%** say stress caused by a **high workload** is their main problem*

# italk @ work

Our italk @ work programme empowers people to maintain their employment, boost their resilience and stay well at work.

## Supporting the Workforce

According to Acas, nearly a third of employees have no particular coping strategy for when they feel stressed or anxious about work.



*“Speaking to my employment advisor about my work issue when I felt really down and stressed was reassuring. She was very supportive and empathetic, and clarified the options I had”*

Our Employment Advisors work with patients to resolve workplace issues affecting, or affected by their wellbeing.

Working remotely during the Covid-19 pandemic, our Employment Advice Team support patients by phone.

Patients are supported to understand their rights and responsibilities at work, talk through problems with their employer, and negotiate any reasonable adjustments they may need to stay in their role.

# Wellbeing

Our workplace wellbeing sessions are temporarily postponed, but we are developing a digital offer until we are able to visit safely again.

The workplace wellbeing sessions aim to equip staff with the skills they need to look after their mental wellbeing both in the workplace and at home.

Our competitive prices make these sessions affordable for businesses of all sizes. Plus, we offer sessions free of charge to non-profit organisations.



SilverCloud

# Free online therapy

Here for you when you need it



# Guided Self-Help

Our guided self-help options are an empowering way to get back to feeling like yourself again, when you've been down or overwhelmed.

## Managing Moods

A six week webinar course offering the opportunity to learn alongside others.



## SilverCloud

An online programme with convenient 24-7 access. Patients are supported through messaging with one of our practitioners.



## Telephone Guided Self-Help

Work with printed materials, supported through regular phone calls with one of our practitioners.



**64%** Of patients using our guided self-help treatments in 2019-20 saw a reliable improvement in their symptoms.

# Support

The guided self-help approach means you can work on your recovery in your own time, at your own pace.

Both Managing Moods and SilverCloud are available without assessment, providing quick, easy access options for support.

Based on Cognitive Behavioural Therapy, each of our guided self-help options equips you with the skills to feel confident about facing the future.

A person is holding a tablet that displays a Zoom webinar. The screen has a green background with white and yellow text. At the top, it says 'Zoom' with a dropdown arrow and a 'Leave' button. The main title is 'Managing Moods Workshop' in large white letters. Below that, it says 'Session 6' and 'Maintaining Progress' in yellow. There is a small video thumbnail of a woman in the bottom right corner of the screen. At the bottom of the screen, there is a logo for 'Hampshire's local talking therapy service' with a hand icon and the text 'Palace Hand'. There are also 'Q&A' buttons and a 'More' button at the bottom. The person holding the tablet has red nail polish and is wearing a white long-sleeved shirt.

# Managing Moods Workshop

Session 6  
Maintaining Progress

Hampshire's local talking therapy service  
Palace Hand

*"It's really well done and delivered nicely. I prefer the webinar format, it can take a lot to go to the face to face groups, but with the webinar no-one knows you're there so there's less pressure"*

# Managing Moods Webinars

Our guided self-help course, Managing Moods has moved to an online webinar format, enabling patients to attend from the comfort of their own home. We look forward to being able to resume courses in the community, with webinars continuing as an accessible and convenient alternative.

## How it works

As we're unable to hold our courses face-to-face, we've designed our webinars to be as easy to access as possible.

It's as simple as watching a video online. Patients can join from their computer, laptop, smartphone or tablet, and don't need a webcam or microphone.

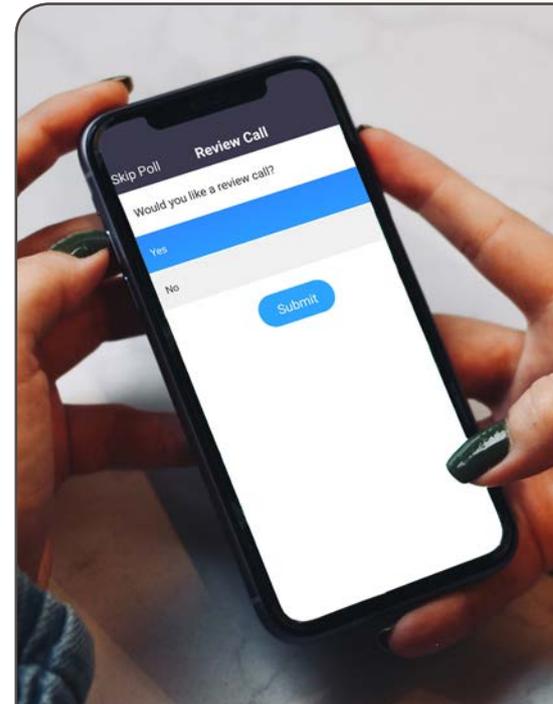
During each session, patients can type in their questions for our practitioners to answer.

And each session is accompanied by a package of resources to help patients put into practice what they've learned.

## Following up

Before leaving the course all patients are offered a review call (see right).

This is a follow up phone call with their practitioner two weeks after the course, to see if any further support could be beneficial.



## What is Knowing Me, Knowing You?

It is a seven week course that explores thoughts and feelings around anxiety, low mood and wellbeing in a safe environment, allowing space to have special time with your baby.

For you to get the best out of the group, we ask that you can commit to the full seven weeks.

If you feel this is for you, please complete the form and one of the facilitators will contact you to arrange a home visit.

## Making a difference

The feedback we receive from you truly shows how impactful a course like Knowing Me, Knowing You can be.

Here's how some mums felt before...

**"I felt like a failure."**

"I thought maybe if people found out how I was feeling they would say I was feeling they would be bad or unfit mum and my baby away."

## What happens in a session?

There are seven sessions which are split into two parts. The first part consists of discussion, peer support, and information which is led by the group and facilitated by the Health Visitor.

The second part of the session is a fun activity that will involve music, crafts and exercise for you and your baby.

### Can I bring my baby with me?

Yes - we welcome infants under the age of 12 months to the group.

## Timetable

Here is an example of the course content available to you:

**Week 1:** Welcome session and getting to know each other

**Week 2:** What makes me feel this way

**Week 3:** How relationships change

**Week 4:** Keeping myself well

**Week 5:** Me and my baby's wellness toolbox and mindfulness

**Week 6:** Setting my goals

**Week 7:** Evaluation and celebration lunch

## Referral form

Your name: \_\_\_\_\_

Date of referral: \_\_\_\_\_

Your baby's name: \_\_\_\_\_

Your baby's date of birth: \_\_\_\_\_

Your address \_\_\_\_\_

Your contact number: \_\_\_\_\_

Your Health Visitor: \_\_\_\_\_

Your GP surgery: \_\_\_\_\_

Referrer:

Name: \_\_\_\_\_

Designation:  GP  Self-referral  Health Visitor  Perinatal Mental Health Specialist

Other (please specify): \_\_\_\_\_

Contact number: \_\_\_\_\_

# italk health

Working together with services including community respiratory, musculoskeletal, perinatal and diabetes teams, we form part of a whole-person approach to patient care.

## **Respiratory & Diabetes Education**

Bitesize classes teaching effective, evidence-based strategies for coping with the emotional challenges of life with a respiratory condition or type 1 diabetes.

## **Knowing Me, Knowing You**

A 7-week education and peer support group for mothers experiencing postnatal depression or anxiety. Delivered in partnership with the health visiting teams and wellbeing workers.

## **Musculoskeletal Screening**

A partnership enabling musculoskeletal practitioners to identify and refer patients experiencing symptoms of common mental health problems.

## **New LTC Groups!**

We're proud to be launching a new range of educational and therapeutic groups focussed on looking after your emotional wellbeing whilst living with a long-term physical health condition. Look out for news in 2021.

# Support

Our physical and emotional wellbeing are intertwined, so for many patients a holistic approach is key.

Patients with a long-term condition can have their 1-1 treatment with one of our specialist LTC practitioners.

Our LTC practitioners have specialist training on:

- Diabetes
- Respiratory conditions
- Chronic fatigue
- Chronic pain
- Functional disorders
- Cancers
- Cardiac conditions
- Gastrointestinal disorders



# Talking Therapies

Our practitioners deliver a range of evidence-based treatments, tailored to the individual patient and their goals for recovery. These are currently held by video appointments.

## **Cognitive Behavioural Therapy (CBT)**

Delivered individually or in groups, CBT enables patients to identify the “vicious cycles” that keep them from feeling better. Patients learn practical skills to break free of these cycles and reduce their symptoms of depression or anxiety.

## **Interpersonal Therapy (IPT)**

An individual treatment looking at how a person’s relationship with others, or themselves, impacts their mental health. IPT enables people to improve these relationships, to reduce their symptoms of depression.

## **Cognitive Analytic Therapy (CAT)**

CAT enables patients to identify where patterns of behaviour developed to cope with difficult experiences may be affecting their life now. A trusting relationship with the practitioner helps people to explore ways of doing things differently.

# Therapy

We use a range of evidence-based talking therapies to treat common mental health problems, including:

- Depression, including recurrent depression
- Anxiety Disorders
- Panic Disorder
- Health anxiety
- Obsessive Compulsive Disorder (OCD)
- Post Traumatic Stress Disorder (PTSD)
- Phobias, such as Agoraphobia

*Video appointments  
enable patients to  
access treatment  
from the **comfort of home**  
with no need to travel*



## **Comprehend, Cope and Connect**

Developed in-house, this treatment enables patients to understand the root of their problems, and find healthier coping strategies through peer support.

## **Couples Therapy for Depression**

A treatment supporting couples affected by one partner's depression, to facilitate more open communication, and help both partners understand how to support each other.

## **Compassion Based Therapy**

A group treatment focussed on alleviating feelings of threat or shame, through building compassion for ourselves and others.

## **Transdiagnostic Group**

A group therapy for people with an anxiety disorder or depression, to learn more positive ways to respond to their emotions.

## **Mindfulness Based Cognitive Therapy (MBCT)**

A group therapy teaching mindfulness and meditation practices to empower people to maintain their recovery from depression, where they are currently well, but have experienced patterns of relapse and recovery before.

# Therapy

italk delivers Step 2 and 3 of the NHS Stepped Care Model.

**Step 1:** GP

**Step 2:** italk (Solent Mind)

**Step 3:** italk (Southern Health)

**Step 4:** Community Mental Health Teams

**Step 5:** Acute Mental Health Teams

We work closely with GPs, Community Mental Health Teams and Acute Mental Health Teams, to enable patients to access the most appropriate support.

An aerial photograph of a rural landscape in Hampshire, England. The foreground shows a mix of brown and green fields, with a line of trees in the middle ground. In the distance, rolling hills and a small village are visible under a bright blue sky with scattered white clouds. The text is overlaid on the upper half of the image.

**Celebrating 10 years**  
proudly supporting  
**Hampshire's**  
mental health

# italk at 10!

Since our first patient started treatment in October 2010, over 90,000 people in Hampshire have accessed our support.

We're proud to have served Hampshire for an amazing 10 years, and we're excited to be starting our second decade with the launch of new service offerings, and a celebration of the italk community.

*Watch out for news throughout the year on our Facebook page, italkHampshire and our website [www.italk.org.uk](http://www.italk.org.uk)*

1 in 15

people in Hampshire  
have accessed our support

98%

of our patients would  
recommend italk to friends  
& family if they needed our  
support

*"My wife says I am back to my normal self. I am sure without my therapist's support I would not be where I am today"*

*"It is no exaggeration that my therapist's support has enabled me to change my life in multiple positive ways"*

*"thank you for giving me the chance to get back on track for the family life I wanted. I cannot stress enough what a difference my therapist has made"*



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