



Our Service
2021-22

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



We serve:



About Us

We are commissioned by Hampshire, Southampton and Isle of Wight CCG.

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

People can be referred by a healthcare professional, or **self-refer** by contacting us directly.



How to access

We know that taking that first step to get in touch with us and start your recovery journey can be daunting, so we've made it as simple as possible.

Getting in Touch

You can get in touch with us directly, no need to see your GP:

Online
Visit www.italk.org.uk and click "self referral". Available 24-7.

By phone
Call 023 8038 3920 and ask to self-refer. Available during office hours.

You can be referred:

Professional Referral
Healthcare professionals can refer using the form at italk.org.uk/professionals

Getting Started

Most people who contact us will chose from these options:

Jump straight in
If you'd like to get started straight away, you can book a class or course, or sign up for SilverCloud as part of your self-referral.

Arrange an assessment
If you'd prefer to speak to one of our practitioners first, you can book a telephone assessment when you self-refer.

Some are offered this option:

Screening call
Sometimes we'll contact you to find out a little bit more information so that we can suggest the best next step for you.

Step 1

e.g. GP Surgeries
Helping people to stay well
and get the right support when they need it

Step 2

e.g. italk (Solent Mind)
Helping people with mild to moderate symptoms of
common mental health conditions as their main problem

Step 3

e.g. italk (Southern Health NHS Trust)
Helping people with moderate to severe symptoms of
common mental health conditions like depression, anxiety,
PTSD, OCD and phobias as their main problem

Step 4

e.g. Community Mental Health Teams
Helping people at high risk of harm,
or with severe or complex conditions like
personality disorder or psychosis

Step 5 **e.g. inpatient & crisis teams**
Helping people that need
emergency treatment

How we help

Everyone’s experience of mental health is individual, so at italk we’re proud to offer a wide range of treatments and services, to offer the right support for each patient.

Treatments

Step 2 9

Step 3 11

Services

Employment Advice 15

What’s new in 2021-22

Online Options 17

Community Outreach 19

italk Health 21

Stepped Care

NHS mental health services are arranged into 5 ‘steps’ based on the level of support they arrived.

The diagram overleaf shows where italk fits into the wider picture of NHS mental health services.

italk supports patients at Step 2 and Step 3, which means we specialise in treating common mental health conditions, using evidence-based talking therapies.



Together



By Phone



Online



Step 2 Treatments

Our guided self-help options are an empowering way to get back to feeling like yourself again when you've been down or overwhelmed. They use Cognitive Behavioural Therapy (CBT) to equip you with skills to achieve your wellbeing goals.

Classes & Courses

Easy-access ways to discover CBT skills. Learn **together** either online or in person.

Our range includes:

- **Managing Moods:** Our 6-week course offering a full toolkit of CBT techniques
- **Breathing Space:** Our 1-hour class teaching handy relaxation skills
- **Building Resilience:** Our course for people living with a long-term physical health condition

SilverCloud

An **online** programme with convenient 24-7 access.

You'll be guided through messaging with one of our practitioners, and can explore a wide range of topics and CBT skills.

Choose topics including:

- **Perinatal wellbeing**, for new or expecting parents
- Managing depression, anxiety or stress
- Space from a long-term physical health condition

Telephone Guided Self-Help

Work with printed materials to achieve your wellbeing goal.

You'll be guided through brief **phone calls** with one of our practitioners, focussing on one or two CBT techniques in detail, to help you achieve your particular goal.

“Really useful tools to help me deal with my reactions to things. It is a comfort to know that I have these techniques in my toolbox when required”



Step 3 Treatments

Our therapists at Step 3 deliver a range of evidence-based treatments, tailored to the individual patient and their goals for recovery. The most suitable treatment is recommended following an assessment.

Cognitive Behavioural Therapy

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 to reduce symptoms of depression or anxiety.

Compassion Focused Therapy

A treatment focused on managing self-criticism and alleviating feelings of threat or shame, through building compassion for ourselves and others.

Comprehend, Cope & Connect

Developed in-house, this group treatment enables patients to understand the root of their problems, and find healthier coping strategies to manage painful emotional experiences.

“I have learnt life changing tools that I will have forever and have helped me cope in so many different ways already.”

New Treatments

In 2021 we extended our range of treatments with two new specialisms:

Counselling for Depression

A treatment supporting people to express unresolved feelings, explore and make sense of them and develop new ways of looking at things, to improve symptoms of depression.

EMDR

Using bilateral stimulation through eye movement to help people to resolve and recover from distressing experiences or events, and reduce symptoms such as flashbacks, fear or shame.



“My therapist was incredibly professional, kind and easy to talk to. She was able to understand how I was feeling and adapt each session based on this. Everything we did had a purpose and I could feel that at the end of each session and when doing the homework. I believe I have achieved the goals we set out and my life has become more positive and meaningful after my therapy”

Cognitive Analytic Therapy

CAT enables patients to identify how patterns of relationships developed from early experiences may be affecting their life now. A trusting relationship with the practitioner helps people to explore ways of doing things differently.

Interpersonal Therapy

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.

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

A treatment 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.

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.

How long will I wait?

As many Step 3 patients need 3 - 4 months of high-intensity treatment, even a waitlist of only one or two patients can quickly add up.

This makes managing our waitlist an ongoing challenge, but the current wait for these high-intensity treatments is now an average of 50 days.

We also provide unlimited access to SilverCloud for self-help resources until treatment starts.



“From the very first call I felt my confidence already grew and gave me the skills for a smooth return to work”

Employment Advice

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

Help to resolve issues

Our EA team support patients to find a way forward, through:

- Understanding their rights and responsibilities at work.
- Talking through problems with their employer.
- Negotiating any reasonable adjustments they may need to stay in their role.

Help to explore options

We aim to support people to stay in their current employment.

But for people who choose a change, the team can signpost to careers advice, and offer a range of useful resources.

Our Job Search Toolkit and Guide to Starting and Running your Own Business are both available on our website.

*Our **employment advisers** helped nearly **1,000** people last year to tackle issues at work*

Wellbeing at Work

According to HSE stress, depression and anxiety account for over half of all work-related ill health.

High workload, tight deadlines, too much responsibility and lack of managerial support are the main reasons people find their mental health affected by work.

So whilst patients engage in talking therapies to improve how they feel, our EA team help them to improve their work situation too.



“Online worked better as there was no added anxiety for getting to an appointment on time, being held in traffic, arriving flustered etc”

Online Options

Our online appointments and webinars proved so popular last year that we’re continuing to invest in ways for people to access our service from the comfort and privacy of home. As restrictions ease, we’re pleased to offer plenty of choices for whichever feels most comfortable for you.

Online Groups

Our online groups aim to feel just like our in-person groups, with opportunities to chat with other attendees and work on your recovery together.

We often hear people are nervous of joining a group, but those who give it a go find it so valuable to hear from others and know they’re not alone.

Our facilitators pride themselves on helping people feel at ease in our group treatments.

Webinars

Our webinars offer a more comfortable option for those who prefer not to be on camera.

They’re a little like watching live TV! Attendees are anonymous to each other, you simply watch and listen to our expert presenters.

A private Q&A feature means you can type in questions for 1-1 guidance from our practitioners during the session.

Video calls

Our face-to-face treatments at step 3 (see page 11) are also available by video call.

This allows you and your therapist to meet face-to-face remotely.

Patient Choice

Our wide range of options mean patients can choose a format that works best for them, whether that’s online, by phone, or face-to-face.



Community Outreach

Our wellbeing programme reaches out into the communities we serve to equip people with healthy coping skills for the challenges of daily life, and let them know we're here if they need us.

Prevention & Awareness

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 relaxation techniques, we empower people to look after their own wellbeing.

Our new Outreach Team show people we're here for them when they need us, and work to remove barriers to accessing our service.

Wellbeing Resources

To help people access support on their own terms, we've developed a series of wellbeing videos for people to use without needing to refer.

They teach bitesized snippets of CBT including:

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

Visit www.italk.org.uk to watch the videos.

Our Community

We know that at any given time, 1 in 6 adults in the UK could benefit from talking therapies.

But it's not always easy to access that support, so our new team of Outreach Coordinators are engaging with our local community to raise awareness of italk and understand how we can make it easier to access our service.

Fatigue Breathlessness **Joint Pain**
Chest Pain **Lingering Cough** Loss of
Smell **Brain Fog** Trouble Sleeping
Heart Palpitations Dizziness **Pins**
and Needles Tinnitus **Ear Ache**
Sickness **Diarrhoea** Stomach Ache
Lost Appetite High Temperature
Headaches Sore Throat **Skin**
Rashes Change in Taste **Depression**
Anxiety **Frustration** Not Feeling
Like Myself **Scared** Worried
About My Future **Feeling Alone**

Coping with Long Covid

A 1-hour class supporting people with the emotional impact of living with physical symptoms of Long Covid. Available to book directly, no need for assessment.

NEW! italk health

Research shows that 1 in every 3 people with a long-term physical health condition could benefit from talking therapies. So in 2021 we launched our brand new **italk health** pathway, with tailored treatments supporting people with long-term conditions.

Tailored Treatments

italk Health is our new treatment pathway for patients living with one or more **long-term physical health conditions**, such as:

- T1 & T2 Diabetes
- Respiratory conditions
- Musculoskeletal conditions
- Chronic pain
- Chronic fatigue
- Heart Conditions
- Gastro-Intestinal disorders
- Medically Unexplained Symptoms

Our wide range of treatments includes:

Building Resilience

Our 6-week course teaches CBT-based coping skills for living with any long-term physical health condition.

LTC Wellbeing Classes

A range of single-session classes offer wellbeing tips around specific physical health conditions, such as diabetes.

SilverCloud

Modules tailored to diabetes, chronic pain, lung and heart conditions.

Living Well

Our Step 3 therapeutic group for patients to explore the links between their physical health and emotional wellbeing.

1-1 Treatments

Our trained practitioners will create a bespoke treatment plan taking into account the relationship between your physical health and psychological wellbeing.

Self-Care for Carers

A 1 hour class developed in consultation with local carers groups. It teaches ways to look after yourself when you support someone as an unpaid carer.



How to access the italk health pathway

Our new italk Health pathway is available to any patient living with a long-term physical health condition who would like their treatment to include exploring the links between their physical and emotional wellbeing. Patients access in the same way as on page 5, but with a few extra options!

Self Referral

Patients can self-refer on our website at www.italk.org.uk or by calling 023 8038 3920.

During your self-referral you can choose between standard options, and options tailored to your physical health condition.

Professional Referral

Healthcare professionals can refer using the form at italk.org.uk/professionals

As part of the referral, you can indicate which option you believe would be most suitable for your patient.

Professional Consultation

For patients in more complex circumstances, we can work more closely with their physical healthcare team.

As part of their referral, professionals can request a consultation with one of our Clinical Psychologists to discuss how we can work together to support the patient.

“I wish I'd have had this service many years ago. This service has definitely helped me with my depression and anxiety regarding my health issues.”

"It really helped me to understand the way I think and manage those thoughts"

"My therapist helped me understand and accept my past, and handle overwhelming problems in a more positive way"

"I'm now in a position where I'm prepared for whatever the future holds for me"



023 8038 3920



info@italk.org.uk



www.italk.org.uk