

## Welcome to SilverCloud

### An online programme to help you manage your mental wellbeing

SilverCloud allows you to help yourself using online resources that use Cognitive Behavioural Therapy (CBT), which is an effective therapy for anxiety and depression. CBT can help you to think and do things differently. Making practical changes in these areas can improve your mood in the short and long term.

SilverCloud is easy to use. You don't need to be a computer expert to use it. You just need to be able to log on to a website, use a mouse and type a few sentences. You will need to be able to listen to sounds on your computer or other mobile device and print a few sheets out. You can use any computer; you don't need to use the same one every time. You will be asked to set up your own unique username and password so that you can use SilverCloud at home or anywhere else linked to the internet.

SilverCloud covers a variety of different topics from anxiety and depression to panic and phobias. It is an interactive programme and there are examples of people who have previously used the programme and overcome problems in their life.

The modules are packed with interactive tools and apps including videos, quizzes, journals and interactive charts.

### Getting started

- You will have been sent a login via the email you provided during your telephone appointment. Please check both your inbox and junk box for an email from SilverCloud.
- Follow the links to create a login and username and personalise your workspace if you want. Get to know the programme, starting with the Introduction to SilverCloud module.
- You can access the SilverCloud programme 24 hours a day via the web address: <https://thn.silvercloudhealth.com>
- Your allocated supporter will set your first review date and will contact you via the online messaging service on this date. It is important to remember your supporter will only read notes or messages left on the day of your review. If you need to contact the service directly, our number is 0191 282 6600.

### At a glance

#### What to expect:

- Online computer programme
- Programmes tailored to your individual needs
- Weekly online review appointments
- 6-8 modules
- Roughly one module completed per week

### Talking Helps Newcastle policies

#### Attendance

To get the most out of the programme, we recommend that you use SilverCloud regularly. In line with our attendance policy, if you do not engage with the programme or do not use the online reviews on two or more occasions, you will be discharged from the service. Let your supporter know in advance if you know you will not be able to use the programme, for example due to holidays or sickness.

## Risk

If your responses on the questionnaires indicate that you have difficulties with thoughts of harming yourself in any way, your supporter will be notified and may contact you by phone.

## Data storage

Your information is held on a secure server and more information on this is in the privacy policy on the programme. Your supporter will always be able to see your responses to the questionnaires that you complete at review. You can choose what other information you share with your supporter.

## Confidentiality

In line with NHS policy, everything you write on the programme remains confidential within the service, unless there is a risk to yourself or others.

## An overview of SilverCloud

- SilverCloud has a variety of programmes. The programme you will be assigned to will be linked to the issues that you identified in your telephone screening call.
- Each programme will have between 6-8 modules for you to complete. These can be completed anywhere you have access to a computer or mobile device. SilverCloud is most effective if done once per week on the same day, allowing a week between modules to complete the project work.
- It can help to choose a time when you are going to do the module and to stick to this time each week – put it in a diary or on a calendar as an appointment.
- Choose a time when you won't be interrupted so that you can complete the whole module. It will take about 40 minutes to complete each module.
- You will be contacted via one support message for each review session.
- Each module has a range of videos, informal quizzes, personal stories and information to improve your knowledge of the condition(s) you are experiencing. There is also a range of self-help material.
- In each module you have the choice to select how much information you share with your supporter simply by clicking the share button. Your information will not be shared with anyone else using SilverCloud.
- SilverCloud has been designed for you to access any of the modules as and when you like. This allows you to use it flexibly. However, we do recommend that you follow each module as outlined on your home page.

## Online support

The more time and effort you put into the programme, the greater the benefits you will see in your wellbeing.

You will receive weekly review appointments where your allocated practitioner will review your progress and contact you via the SilverCloud messaging service.

It's important to note that your supporter will only look at your account on your review date, any messages left after that will be picked up at the following review appointment.

Before each review appointment you will be prompted to complete a set of questionnaires. These include the PHQ-9, GAD-7, Phobia Scales and the Work and Social Adjustment Scale. These measures are used to monitor your progress while completing the programme.

## End of treatment

When you near the end of the programme it is important that you print or save any work you have completed. Once you have finished your final session you will have completed the programme and we will discharge you from the service. After completion you will have "read only" access to the SilverCloud programme for up to 12 months.

When you are discharged we will write to you and your GP to let you know.

## Keeping yourself safe and well

It is important that you feel able to self-monitor your health and wellbeing whilst completing SilverCloud. Sometimes when we feel sad or anxious we may have negative thoughts or feelings of hopelessness. It is important you take an active role in monitoring your own health needs.

Within the SilverCloud programme there is a help button. If you select this option you will find a list of all your local support agencies. This includes their contact details which you can access if you are struggling with your mental wellbeing.

You will also be asked about risk in the questionnaires. If we are concerned by your responses on these, we will get in touch with you via the telephone number that you provided for your initial screening. If you become concerned about your health and wellbeing it is important that you seek immediate support from your GP or emergency medical services.

Talking Helps Newcastle is not a crisis or urgent response service. If you require urgent support we advise you to contact your GP, or visit the local A&E department.

Here are some alternative sources of support:

- Newcastle Crisis Team: 0191 219 4647
- Samaritans: 116 123
- SANE Line: 0207 375 1002

**We advise you to contact your GP in the first instance, if this is possible.**

## Frequently asked questions

### 1. What will SilverCloud involve?

You will complete 8 weekly online sessions at any time that suits you. It is helpful if you choose a time when you won't be interrupted and stick to this regularly each week. You can work at your own pace.

### 2. Do I have to complete each session?

Each session helps you manage your mood in a different way but they all link together. This programme is most effective in assisting you to manage your problems when you complete all eight sessions.

### 3. What support will I get?

A Psychological Wellbeing Practitioner (supporter) will arrange regular review appointments completed via the messaging service on the SilverCloud programme, usually the same day each week. They will review your progress and monitor your usage of the programme. These review appointments will help you to use the programme, review current mood/anxiety levels and review progress. *Your allocated practitioner will only view any messages left on the date of your review if you need to contact the service directly please ring 0191 2826600.*

### 4. What should I do if I have a technical problem?

The Psychological Wellbeing Practitioner (supporter) is there to help if you have any problems in using the programme. You can contact them by telephone between the working hours Monday-Thursday 8am-8pm & Friday 8am-5pm. If you have technical problems using SilverCloud, you can contact the IT support using the “report a bug” link in the programme.

### 5. What should I do if I don't think SilverCloud is right for me?

SilverCloud is designed to help you manage your mood and anxiety levels, which can take time. It is recommended you attempt to complete two full sessions before deciding on whether this is the right option for you. Please contact your allocated Psychological Wellbeing Practitioner either via the messaging service (expect a reply on your review date) or contact the service on 0191 2826600 to discuss things further.

### 6. What about confidentiality?

All information gathered by Talking Helps Newcastle will be held confidentially. Within each session you will be asked to write down information that can only be seen by yourself. A summary of each session is sent to your assigned worker to help monitor your progress.

## What others say about SilverCloud

“It's nice to know someone is monitoring and taking an interest in your progress and that there is someone who will answer any questions you have”

SilverCloud user

“It was great to know that a therapist was reviewing my work and reading my journal entries and offering feedback. It meant I could get the support I needed each week without having to meet face-to-face with the therapist”

SilverCloud user

“I think the programme is set up wonderfully for people experiencing depression, to have help but be able to work through the programme and activities independently”

SilverCloud user

The fact that it was online meant I was able to access the programme from the comfort of my own home at a time when it suited me.

SilverCloud user