

NHS Wales Digital Mental Health Support

> Guidance for Referrers: Adult and Student Programmes





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*Student versions available - clinical content is the same as the main programme but videos and case studies are presented by a younger cohort and examples/activities are based on student situations.

†Available in Welsh

> Frequently Asked Questions

What are SilverCloud® Programmes?

SilverCloud® is an online platform offering a range of guided self-help programmes and modules based on Cognitive Behavioural Therapy (CBT) techniques, empowering clients to develop skills to manage their psychological wellbeing with more confidence, any time, any place, anywhere. Clients work through a programme at their own pace and have an online 'SilverCloud® Supporter' to guide them through it. The Supporter reviews their progress every fortnight and provides guidance and feedback via online messages.

How does it work?

The referrer can choose one programme and up to 2 modules for clients to complete. The average timeframe for completion is 12 weeks but clients can take more time if needed. Clients can dip in and out as much or as little as they like; programmes are very easy to use, and interactive tools make it interesting and motivational. Once a programme is complete, an unsupported service is available to the client for another 9 months.

Who is it for?

SilverCloud® guided self-help programmes are for people aged 16+ who are experiencing mild-to-moderate symptoms or mental health concerns. For example, this may include someone who is feeling down, depressed or hopeless, or worrying about lots of different things for several days over the past two weeks. This is not a crisis service. SilverCloud® is unsuitable for those who have active plans or preparations to harm themselves or end their lives.

SilverCloud® programmes are unlikely to be suitable as a stand-alone intervention for people already receiving secondary or tertiary mental health care.

What will the client need to do?

Clients will be expected to work through their programme over a period of 12 weeks. For best results, we recommend they spend 15-20 minutes, 3-4 times per week engaging with the programme. Every fortnight on a scheduled date they will be required to complete a series of online questionnaires to help us monitor their progress.

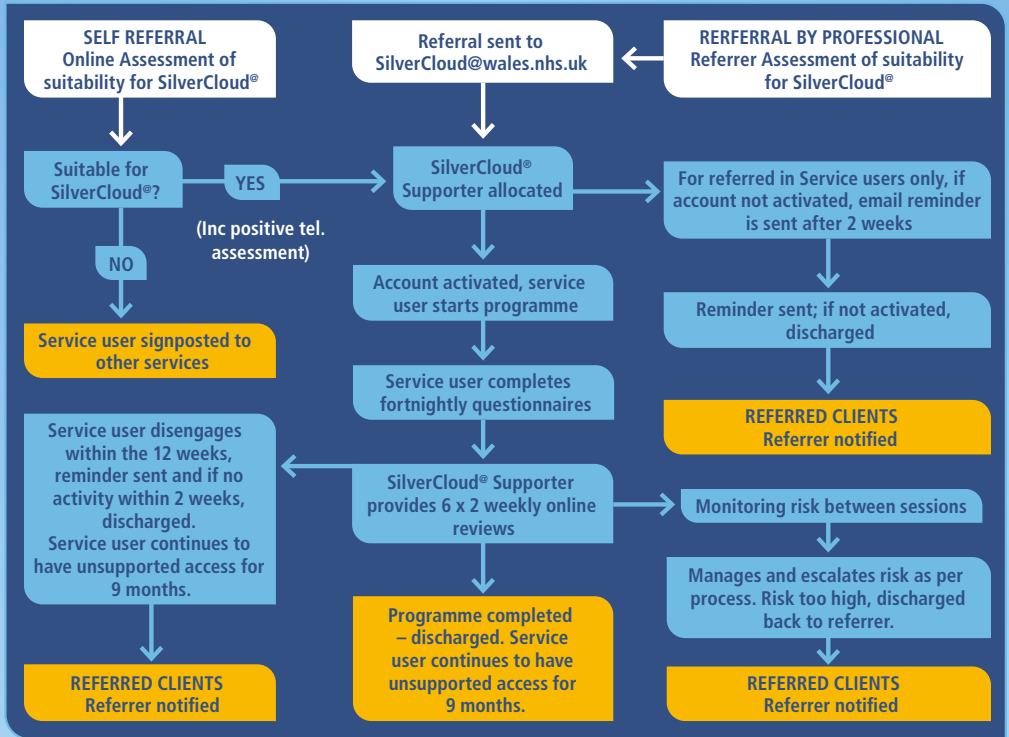


> Referral Process

Referral*	<p>Complete the online referral form. If you have not referred into this service before email Silver.Cloud@wales.nhs.uk for a link</p> <p>Reminder: Double check the email address – if it's not correct, the client cannot be registered. SilverCloud® sends an activation email - remind clients to check their junk/trash mailbox if they haven't received it.</p>
User registration*	<p>The client will receive an email with a link to activate their online account. When setting up their account they will need to read and agree to the Client Contract – this explains that SilverCloud® is not an emergency service and confirms that if in crisis, they will need to seek help from family, friends, GP/healthcare professional or other contacts listed on the Find Help page of their SilverCloud® account. Client completes the questionnaires based on PHQ-9, GAD7 and Risk and starts their programme. Clients on Space from Alcohol and Space from Drug Use will also be asked to complete the Leeds Dependence Questionnaire.</p>
Non-Activation*	<p>A reminder is sent If a client does not activate their account within 2 weeks and if still not active after 5 weeks they will be discharged from the service.</p>

Bi-weekly Reviews	Every 2 weeks the client completes the questionnaires again and the SilverCloud® Supporter provides a review - this continues for up to 12 weeks (6 reviews in total). The SilverCloud® Supporter also offers advice and encouragement throughout the course and will also provide administrative and technical support. Should the client require clinical advice, they will be advised to contact their GP or referring clinician.
Risk*	<p>Following a review, if a client indicates:</p> <ul style="list-style-type: none"> A. They have plans to end their life B. They indicate criminal intent C. There is deterioration in scores over 3 reviews, or anything else concerning is raised <p>The SilverCloud Supporter will notify the referring healthcare professional and/or GP, in line with PTHB's Online CBT Risk Alert Policy, deterioration and criminal intent protocols.</p>
Course Completed or Client Disengaged	SilverCloud® Supporter will send a progress report to the referring professional and /or GP – including results from each questionnaire (PHQ9 and GAD7) completed.

*GP/Referring healthcare professional will be informed where agreed at these stages



> SilverCloud® Adult Programmes

Mental Health Programmes

> Space from Anxiety

Student version available

- Improve understanding of anxiety
- Introduces the TFB Cycle and learn about the role of thoughts, feelings and behaviours in anxiety
- Learn about emotions and their role in the TFB Cycle
- Recognise emotions that are difficult to cope with and physical body reactions
- Explore the impact of lifestyle choices on anxiety and general wellbeing
- Learn about the role of avoidance in maintaining fears and anxiety
- Recognise safety behaviours
- Face fears using graded exposure
- Recognise negative automatic thoughts, hot thoughts, thinking traps and understand how to challenge and overcome these
- Recognise situations where it is necessary to use thoughts to cope
- Planning for staying well and set goals for the future

➤ Space from Depression & Anxiety

Available in Welsh

(please note - a specific anxiety disorder can be selected for this programme)

- Improve understanding of depression and anxiety and introduce the Thoughts Feelings and Behaviours (TFB) Cycle
- Learn about the role of thoughts, feelings and behaviours in depression and anxiety and how emotions play a role in the TFB Cycle.
- Recognise difficult emotions and physical body reactions
- Explore the impact of lifestyle choices on depression, anxiety and general wellbeing
- Learn about the link between mood and behaviours
- Learn tips on how to get motivated during periods of low mood
- Recognise the importance of pleasurable activities and achievements in boosting mood
- Identify activities to target distressing physical sensations associated with depression
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps and understand how to challenge and overcome these
- Recognise situations where it is necessary to use thoughts to cope
- Improve knowledge of practical and hypothetical worries and their role in anxiety
- Use the Worry Tree and identify other strategies to manage worries
- Improve understanding of core beliefs and where they come from
- Learn how to challenge core beliefs by finding evidence and use balanced alternatives
- Planning for staying well

➤ Space from Depression

Student version available

Available in Welsh

- Improve understanding of depression
- Introduce the Thoughts, Feelings, Behaviour (TFB) Cycle and its role in depression
- Learn to connect with the present moment
- Recognise physical body reactions and difficult emotions and explore their role in the TFB Cycle
- Recognise negative automatic thoughts, hot thoughts, and thinking/behavioural traps and understand how to challenge and overcome these.
- Explore the impact of lifestyle choices on depression and well-being
- Learn about the link between mood and behaviours
- Learn tips on how to get motivated during periods of low mood
- Recognise the importance of pleasurable activities and achievements in boosting mood
- Identify activities to target distressing physical sensations associated with depression
- Recognise situations where it is necessary to use thoughts to cope
- Recognise the importance of social support in staying well
- Identify warning signs
- Planning for staying well and set goals for the future

➤ Space from Social Anxiety

- Improve knowledge of anxiety in general and understanding of social anxiety
- Learn about thoughts, feelings, behaviours and emotions in anxiety and their role in the TFB Cycle
- Recognise physical body reactions and difficult emotions
- Explore the impact of lifestyle choices on anxiety and well-being
- Learn about the role of avoidance in maintaining fears and anxiety
- Recognise safety behaviours
- Face fears using graded exposure
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Recognise situations where it is necessary to use thoughts to cope
- Planning for staying well

➤ Space from Generalised Anxiety Disorder (GAD)

- Improve knowledge of anxiety in general
- Learn about emotions, thoughts, feelings and behaviours in anxiety and their role in the TFB Cycle
- Connect with the present moment
- Recognise emotions that are difficult to cope with and physical body reactions
- Explore the impact of lifestyle choices on anxiety and wellbeing
- Improve knowledge of worry and its role in anxiety

- Recognise practical or hypothetical worries
- Use the Worry Tree and other strategies to manage worries
- Recognise negative automatic thoughts, hot thoughts, and thinking/behavioural traps and understand how to challenge and overcome these
- Recognise situations where it is necessary to use thoughts to cope
- Recognise the importance of social support in staying well
- Planning for staying well

➤ Space from Health Anxiety

- Improve knowledge of anxiety in general and understanding of health anxiety
- Learn about emotions, thoughts, feelings and behaviours in anxiety and their role in the TFB Cycle
- Connect with the present moment
- Recognise physical body reactions and difficult emotions
- Explore the impact of lifestyle choices on anxiety and wellbeing
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Learn how to recognise and change unhelpful behaviours
- Learn about the role of avoidance in maintaining fears and anxiety
- Recognise safety behaviours
- Face fears using graded exposure
- Recognise situations where it is necessary to use thoughts to cope

- Recognise the importance of social support in staying well
- Identify warning signs
- Planning for staying well, set goals for the future

➤ **Space from Obsessive Compulsive Disorder (OCD)**

- Improve knowledge of anxiety in general and understanding of OCD
- Learn about emotions, thoughts, feelings and behaviours in anxiety and their role in the TFB Cycle
- Connect with the present moment
- Recognise difficult emotions and physical body reactions
- Explore the impact of lifestyle choices on anxiety and wellbeing
- Learn about the role of compulsions in maintaining fears and anxiety in OCD
- Recognise compulsions
- Plan and record graded exposure activities
- Face fears using Exposure Response Prevention (ERP) strategy
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Recognise situations where it is necessary to use thoughts to cope
- Recognise the importance of social support in staying well
- Identify warning signs

➤ Space from Panic

- Improve knowledge of anxiety in general and understanding of panic
- Learn about emotions, thoughts, feelings and behaviours in anxiety and their role in the TFB Cycle
- Connect with the present moment - relaxation and grounding methods
- Recognise difficult emotions and physical body reactions
- Explore the impact of lifestyle choices on anxiety and wellbeing
- Learn about the role of avoidance in maintaining fears and anxiety
- Recognise safety behaviours
- Face fears using graded exposure
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Recognise situations where it is necessary to use thoughts to cope
- Recognise the importance of social support in staying well
- Identify triggers and warning signs

➤ Space from Phobia

- Improve knowledge of anxiety in general and understanding of phobia
- Learn about emotions, thoughts, feelings and behaviours in anxiety and their role in the TFB Cycle.
- Recognise difficult emotions and physical body reactions
- Explore the impact of lifestyle choices on anxiety and wellbeing

- Learn about the role of avoidance/withdrawal in maintaining fears and anxiety
- Recognise safety behaviours
- Face fears using graded exposure
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Recognise situations where it is necessary to challenge negative automatic thoughts to cope better
- Planning for staying well

➤ Space in Chronic Pain from Depression & Anxiety

- Improve understanding of depression, anxiety and how they link to chronic pain (CP).
- Introduce the Thoughts, Feelings, Behaviour (TFB) Cycle in depression and anxiety and its role in the experience of pain
- Link mood and overall wellbeing when living with CP
- Learn relaxation exercises
- Recognise challenging emotions and physical body reactions
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Explore the impact of lifestyle choices on depression, anxiety and general wellbeing
- Encourages physical activity in a paced and flexible manner
- Learn about the link between mood and behaviours
- Learn tips on how to get motivated during periods of low mood
- Recognise the importance of pleasurable activities and

achievements in boosting mood

- Identify activities to target distressing physical sensations associated with depression
- Recognise situations where it is necessary to use thoughts to cope
- Improve knowledge of worry and its role in anxiety
- Recognise practical or hypothetical worries
- Identify strategies to manage worry including the Worry Tree
- Learning about the role of unhelpful behaviours in Health Anxiety and the link between CP and health anxiety
- Planning for staying well and set SMART goals for the future

➤ Space in Diabetes from Depression & Anxiety

- Improve understanding of depression, anxiety and how they link to managing diabetes.
- Introduce the Thoughts, Feelings, Behaviour (TFB) Cycle in depression and anxiety while managing diabetes
- Understand the link between mood and overall wellbeing when living diabetes
- Introduce relaxation exercises
- Explore the impact of lifestyle choices on depression, anxiety and general wellbeing
- Encourage engaging in physical activity in a paced and flexible manner
- Learn about the link between mood and behaviours
- Recognise challenging emotions and physical body reactions
- Recognise negative automatic thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these

- Learn tips on how to get motivated during periods of low mood
- Recognise the importance of pleasurable activities and achievements in boosting mood
- Identify activities to target distressing physical sensations associated with depression

➤ **Space in Coronary Heart Disease (CHD) from Depression & Anxiety**

- Improve understanding of CHD and co-morbid depression and anxiety
- Link physical and psychological health and wellbeing
- Learn about the role of thoughts, feelings and behaviours (TFB) in CHD and depression and anxiety through the TFB Cycle
- Recognise the importance of relaxation
- Explore the impact of lifestyle choices on depression, anxiety, CHD and well-being
- Learn about the link between mood and behaviours
- Recognise challenging emotions and physical body reactions
- Recognise negative automatic thoughts, hot thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Learn tips on how to get motivated during periods of low mood
- Recognise the importance of pleasurable activities and achievements in boosting mood
- Learning about maintaining and pacing activity levels
- Identify activities to target distressing physical sensations associated with depression
- Recognise situations where it is necessary to use thoughts to cope

- Learn about the role of avoidance in maintaining fears and anxiety
- Recognise safety behaviours
- Develop a hierarchy of fears
- Face fears using graded exposure
- The role of worry in maintaining anxiety
- Practical Vs. Hypothetical Worries
- Identify strategies to manage worry including the Worry Tree

➤ Space in Lung Conditions from Depression & Anxiety

- Improve understanding of depression and anxiety in relation to lung conditions
- Facilitate understanding of link between mood, behaviours and overall wellbeing when living with lung conditions
- Learn about the role of thoughts, feelings and behaviours (TFB) in depression and anxiety and their role in the experience of pain
- Learn about emotions and their role in the TFB Cycle
- Recognise challenging emotions and physical body reactions
- Explore the impact of lifestyle choices on depression, anxiety and general wellbeing
- Encourage engaging in physical activity in a paced and flexible manner
- Introduce relaxation exercises
- Recognise negative automatic thoughts, thinking/behavioural traps, unhelpful behaviours and understand how to challenge and overcome these
- Learn tips on how to get motivated during periods of low mood

- Recognise the importance of pleasurable activities and achievements in boosting mood
- Identify activities to target distressing physical sensations associated with depression

Wellbeing Programmes

➤ Space from COVID-19

- Normalise and validate common emotions and reactions in a time of crisis
- Provides a simple mental framework for dealing with challenging situations
- Support to tolerate and regulate distress, emotional responses, and worry
- Empowers clients to focus on what is within their control
- Provides helpful strategies for maintaining wellbeing in times of distress
- Learn about the importance of maintaining social connections while needing to maintain physical distance
- Promotes the maintenance of normality self-care for optimal physical and mental health
- Learn to prioritise what is most important, in order to reduce overwhelm
- Encourages the client to actively engage in methods for increasing their sense of hope, resilience and balanced optimism
- Provides education regarding common causes of and behaviours that maintain sleep disturbance and facilitate users to gain insight into their sleep patterns

- Learn to reflect on the impact of sleep hygiene techniques on quality of sleep
- Understand relaxation and its benefits
- Support to practice of relaxation techniques to develop relaxation skills and to reflect on the impact on their wellbeing
- Learn about mindfulness, its core concepts and the benefits of practicing it
- Learn how to integrate mindfulness into everyday lives to reduce symptoms of mental and physical distress
- Normalise the grief process and how to actively express grief
- Learn about common emotional responses to grief and how to identifying your own unique responses
- Promotes restorative practices that help the client to rebuild their lives

➤ Space from Stress

Student version available

- Learn about how stress impacts emotions, physical symptoms, behaviour and thinking patterns
- Help to gain insight into personal causes of stress
- Identify and cultivate personal resources to manage stress
- Understand common coping styles and recognise unhelpful coping styles
- Recognise time spent in each life area and the levels of stress and satisfaction gained from each
- Provides education and encourage the use of stress and wellbeing techniques to reduce and manage stress
- Use SMART goals and enhance problem solving skills

- Learn techniques to manage your time more effectively including coping with procrastination
- Understand the impact of distorted thoughts on mood
- Learn to recognise and challenge unhelpful thinking styles
- Provides education and empower development regarding the benefits of balanced optimism
- Understand the impact of lifestyle factors such as exercise, diet, sleep and relationships on mood and facilitate changes in lifestyle
- Recognise the importance of social relationships to enhance wellbeing
- Learn about assertive, aggressive and passive communication styles
- Identify your own communication style and the impact relationships can have in causing and relieving stress
- Learn tools to improve communication in relationships through active listening, gratitude and forgiveness
- Help to identify early warning signs and utilise support
- Supports to set goals for the future

➤ Space for Resilience

Student version available

- Introduce the concept of resilience and how it is linked to well-being
- Support to assess which aspects of resilience need to be focussed on
- Understand the importance of setting goals
- Learn about mindfulness and why it is important for resilience

- Support to identify values and passions
- Learn about the importance of having a sense of purpose in life
- Find a balance between key life areas (e.g. self, relationships, work) and help with setting priorities and guiding values for your life roles
- Boost positive self-esteem and self-efficacy
- Identify personal strengths and how to use these strengths
- Become more aware of critical self and promote the development of compassionate self
- Reflect on ones' own current social network (personal relationships and communities) and understand the importance of human connections
- Enhance the ability to engage in relationships and develop communities
- Understand the role of a healthy body in overall wellbeing and resilience
- Become aware of your current lifestyle and its impact on your wellbeing
- How to look after the body through a healthy lifestyle (nutrition, sleep and exercise)
- Implement these lifestyle changes via motivational techniques
- Understand the impact of thoughts on wellbeing
- Identify and challenge maladaptive thoughts and replacing them by more positive ones
- Gain a brighter outlook by enhancing your attention for and the discovery of positive aspects in your life
- See the value in problems
- Learn about the difference between emotion-focused coping and problem solving

- Learn about effective and helpful active coping strategies
- Implementing problem solving strategies
- Reflect on progress and make plans for the future

➤ Space for Sleep

- Improve understanding of sleep, insomnia and other sleep difficulties
- Learn about the role of thoughts, feelings and behaviours in sleep difficulties in the TFB Cycle
- Gather information about current sleep efficiency to create a baseline for the tools and Supporter to tailor the programme to their own needs
- Learn a tool to improve sleep and reduce muscle tension via techniques such as Progressive Muscle Relaxation (PMR)
- Improve understanding of helpful and unhelpful sleep habits and the importance of a good sleep routine
- Build a time for bed routine and learn a relaxation method to use in the time for bed routine
- Identifying sleep associations
- Learning and improving bed and sleep association
- How to relax for sleep
- Learn about recognising negative thoughts and how to challenge these
- Learn how to overcome worries using planning and preparation time at the end of each day and using problem solving for practical worries.
- Use strategies to counteract thoughts that affect sleeping
- Use worry time to manage worries more effectively
- Recognise the importance of maintaining a healthy sleep cycle

- Learn the difference between a bad night and the pattern of a poor sleep cycle building
- Use strategies to keep skills learnt fresh
- Gain tips on maintaining good sleep

➤ Space from Alcohol

- Raise awareness of potentially problematic alcohol use
- Learn about safe/unsafe levels of alcohol consumption
- Increase awareness of own relationship with alcohol to decide whether any changes are needed
- Feel empowered to make decisions regarding alcohol consumption
- Learn how to identify your risk and about harm reduction strategies
- Increase awareness of harm and negative impacts associated with alcohol use
- Increase awareness of triggers and of high risk situations and develop a plan for alternative responses
- Increase sense of ownership over decisions and responsibility to facilitate and support and move into action
- Learn to identify triggers and coping resources
- Increase awareness of process of change, differences between lapses and relapses
- Understand your motivation for making changes
- Supporting with creating a plan of action to achieve self-identified goals for change
- Increase awareness of your network of supports
- Learn about using SMART goals as a tool to focus your effort in making any changes you may want to make

➤ Space from Money Worries

- Improve understanding of relationship between finances and mental health
- Introduce the Thoughts, Feelings and Behaviour (TFB) Cycle in relation to managing finances
- Normalise problems thereby reducing shame and self-criticism
- Start to monitor link between mood and money for themselves
- Introduction to mindfulness
- Learn about the impact of thoughts about finances on mood within the TFB cycle
- Understand the role of thoughts in unhelpful financial coping
- Recognise negative automatic thoughts, thinking errors about money/finances and understand how to challenge and overcome these
- Be more balanced in thinking about finances
- Be more aware when overestimating likelihood of worse case scenarios happening
- Recognise financial situations where it is necessary to use thoughts to cope.
- Learn about the link between mood and behaviours
- Improve knowledge of common behavioural traps and how to beat them on a budget
- Be more active thereby lifting mood
- Reduce rumination about finances
- Learn tips on how to get motivated during periods of low mood without spending lots
- Recognise the importance of pleasurable activities and achievements in boosting mood

- Identify activities to target distressing physical sensations associated with depression
- Learn about the role of avoiding finances in maintaining of anxiety and financial problems
- Develop a hierarchy of fears around getting on top of finances and face these using graded exposure
- Learn skills to be more assertive when managing finances
- Learn problem solving techniques to improve financial situation and feel more in control

➤ Space from Drug Use

- Raise awareness of potentially problematic substance use
- Learn about safe/unsafe levels of consumption
- Increase awareness of own relationship with substances to decide whether any changes are needed
- Feel empowered to make decisions regarding consumption of substances
- Learn how to identify your risk and about harm reduction strategies
- Increase awareness of harm and negative impacts associated with substance use
- Increase awareness of triggers and of high risk situations and develop a plan for alternative responses
- Increase sense of ownership over decisions and responsibility to facilitate and support and move into action
- Learn to identify triggers and coping resources
- Increase awareness of process of change, differences between lapses and relapses

- Understand your motivation for making changes
- Support with creating a plan of action to achieve self-identified goals for change
- Increase awareness of your network of supports
- Learn about using SMART goals as a tool to focus your effort in making any changes you may want to make

➤ Space for Positive Body Image

- Improve understanding of body image and the impact on depression and anxiety
- Focus on what factors influence body image and how to improve perceptions of body image
- Understand the known risk factors of eating disorders
- Improve understanding of the effect of the media on understanding of the “ideal body”
- Encourages reduction of individuals thin-ideal internalisation through analysis of media message
- Learn about Self-Esteem. where it comes from and how to boost it
- Understand the reciprocal relationship between how we feel and how we eat, using the CBT model of TFB cycle
- Recognise emotional eating, mindful eating and how to have a healthy relationship with food
- Recognise negative automatic thoughts and how to challenge them
- Introduction to mindfulness
- Self-Esteem enhancement through activities.
- Recognise the importance of social support in staying well.

➤ Space for Perinatal Wellbeing

- Understand the facts surrounding perinatal mental health
- Recognise mental health symptoms and how these may develop and maintain
- Helps parents and carers to understand the role of emotions and their impact during the perinatal period
- Normalise emotional change and sleep difficulties during the perinatal period
- Understand the role and impact of diet, exercise, sleep, caffeine and alcohol on mood
- Encourage personalised and flexible day and night time parenting that works for parent and baby
- Developing a good sleep cycle and healthy sleep habits
- Use Progressive Muscle Relaxation to reduce tension and worry and aid sleep
- Understand the role of action and inaction in the cycle of depression.
- Learn useful strategies to prevent or manage symptoms of low mood using Behavioural Activation (BA)
- Recognise avoidance patterns and find alternative coping strategies
- Help to manage worry and anxiety by learning how to differentiate between practical and hypothetical worries, and which techniques to use to deal with each one.
- Identify triggers and warning signs and create a staying well plan to deal with these situations.

➤ Space for Mindfulness

- Learn about mindfulness and its core concepts and benefits
- Gain insights into the experiences and challenges of practising mindfulness daily through personal stories
- Improve your ability to practice mindfulness
- Learn how to integrate mindfulness into everyday lives to reduce symptoms of mental and physical distress and prevent relapse

Please note that this is a short, one module programme



> Additional Modules

These can be unlocked by a SilverCloud® Supporter at any point during the reviews if it is felt that it will be relevant to the client

Please note: not all additional modules are available on some programmes

> Challenging Times

This module aims to support clients in finding helpful ways to cope and adjust to difficult circumstances. This module aims to support the client to tolerate and regulate distress, emotional responses and worry by providing helpful strategies for maintaining well-being and promoting self-care, self-compassion and self-talk in times of distress.

> Sleep Difficulties

Explores what can contribute to and maintain sleep difficulties. Helps to identify changes to improve sleep and promote good sleep hygiene.

> Grief & Loss

Explores the nature of grief and debunks myths around the 'right way' that someone should grieve, provides suggestions on how to confront grief, rebuild and make sense of the loss they have experienced.

> Relaxation

The '3 minute breathing space', Progressive Muscle Relaxation and Visualisation.

› **Communications and Relationships**

Looks at the way we communicate and relate to the people in our lives, what we can do to make our relationships more positive and satisfying.

› **Employment Support**

Tips about coping with stress at work, maintaining a healthy work-life balance, job search, CV and interview tips.

› **Anger Management**

What anger is, how this relates to the 'thoughts, feelings, and behaviour cycle'. Helps to identify anger warning signs and some simple techniques to help manage anger.

› **Behavioural Experiments**

Explores what a behavioural experiment is and allows clients to set up and record their own behavioural experiments.

› **Self Esteem**

What self-esteem is, how to be compassionate to yourself and how to increase positive self-talk.

› **Low Mood & Getting Active**

How getting active can improve your mood, beating behavioural traps, getting motivated, achievement and pleasure, activity scheduling.

› Facing your Fears

Learn about the role of avoidance and how to break down fears into small steps in order to face them using 'graded' exposure'.

› Money worries

Learn about making a budget, facing financial fears, managing worry, money and mental health and coping with money problems.

› Worry

Learn about the role worry plans in anxiety, practical vs hypothetical worries, staying in the present and managing our worries.



Further information for referrers

This all-Wales digital mental health support service is delivered by Powys Teaching Health Board on behalf of NHS Wales.

Referrer newsletter

All referrers will receive a periodic referrer e-newsletter to stay informed of service updates and news. If you'd like to be removed from our referrer database, please email Silver.Cloud@wales.nhs.uk

Demo platform

Want to see a SilverCloud® programme for yourself? Contact our team to request access to our demo platform.

Useful links

You'll find more information about this service, including digital copies of this guide and our patient information leaflets on the [Powys Teaching Health Board website](#).



Contact Us

If you have any questions about the service or would like to speak to a member of our team about making a referral please email: Silver.Cloud@wales.nhs.uk