NHS Wales Digital Mental Health Support

Guidance for Referrers:
Programmes to Support Children, Young People and Parents/Carers

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What are SilverCloud® Programmes?

SilverCloud® is an online platform which offers a range of guided self-help programmes and modules based on Cognitive Behavioural Therapy (CBT) techniques. Programmes are designed to empower clients to develop skills to manage their psychological wellbeing with more confidence. Clients can access a programme on any mobile phone, tablet or laptop/desktop computer any time, any place, anywhere. Individuals 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.

About SilverCloud® CYP Programmes

SilverCloud® has a suite of online programmes designed to help young people experiencing mild-to-moderate anxiety and/or low mood, and for parents/carers supporting children and young people with anxiety. Young people aged 16+ can access programmes independently of a parent through self-referral; young people aged 11+ can access programmes via referral only. Parents and carers can access programmes to support their child through both self-referral and referral pathways.

What do we mean by mild-to-moderate?

Mild-to-moderate anxiety or low mood may include someone who sometimes worries about lots of different things, including something bad happening to their family, or themselves. It may also include someone who sometimes feels sad, empty, or has no energy for things. Please be aware that this is not a crisis service.

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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.

How does it work?

The referrer can choose one programme and up to 2 modules for users to complete - 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.

Referrers must inform the parent/carer when a young person is referred to a SilverCloud® programme. The referrer will also make sure the client and their parent/carer understand that there is a client contract to read and agree to as part of the sign up process.

What will the client need to do?

Clients will be expected to work through the programme over a period of 12 weeks, with the support of their parent/carer if needed. For best results, we recommend they spend 15-20 minutes, 3-4 times per week engaging with the programme. On signing up and following this, every fortnight on a scheduled date, the client will be required to complete a series of online questionnaires to help us monitor their progress. They will also have the option to share any comments they make in the programme with their Supporter, should they wish to.

› Referral Process

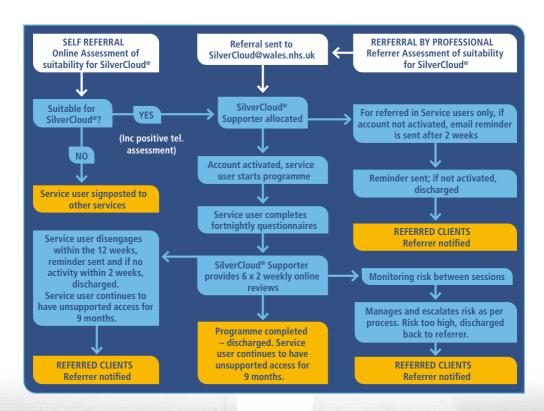|	
Referral*	Complete the online referral form. If you have not referred into this service before email Silver.Cloud@wales.nhs.uk for a link **Reminder: Double check the email address – if it's not correct, the client cannot be registered. SilverCloud® sends an activation email - remind clients to check their junk/trash mailbox if they haven't received it.** **Referrers must inform the parent/carer when a young person is referred to a SilverCloud® programme.**
User registration*	The client receives an email with a registration link to activate their online account. When setting up their account, the client and parent/carer will need to agree to and understand 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. User completes the questionnaires based on RCADSDEP, RCADSGAD subscales and Risk, and starts the course.
Non-Activation*	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.

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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 (or their parent/carer if the user is under 16) will be advised to contact their referring professional or GP.
Risk*	Following a review, if a client indicates:

A They have plans to end their life

B They indicate criminal intent

C There is deterioration over 3 reviews, or anything else concerning is raised

The Silvercloud® Supporter will notify the referring healthcare professional and/or GP in line with the PTHB Online CBT Risk Alert policy, deterioration and criminal intent protocols. |
| Course Completed or Client Disengaged | SilverCloud® Supporter will send a progress report to the GP and/or referring healthcare professional– including results from each questionnaire (RCADSDEP, and RCADSGAD) completed. |

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

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┌─────────────────────┐        ┌──────────────────────┐        ┌─────────────────────────┐
│   SELF REFERRAL     │        │  Referral sent to    │◄───────│ RERFERRAL BY PROFESSIONAL│
│ Online Assessment of│        │SilverCloud@wales.nhs.uk│       │ Referrer Assessment of  │
│suitability for      │        │                      │        │  suitability for        │
│SilverCloud®         │        │                      │        │  SilverCloud®           │
└─────────────────────┘        └──────────────────────┘        └─────────────────────────┘
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SELF REFERRAL
Online Assessment of suitability for SilverCloud®

Referral sent to SilverCloud@wales.nhs.uk

RERFERRAL BY PROFESSIONAL
Referrer Assessment of suitability for SilverCloud®

Suitable for SilverCloud®? — **YES** →

(Inc positive tel. assessment)

NO

SilverCloud® Supporter allocated

For referred in Service users only, if account not activated, email reminder is sent after 2 weeks

Service user signposted to other services

Account activated, service user starts programme

Reminder sent; if not activated, discharged

Service user completes fortnightly questionnaires

REFERRED CLIENTS
Referrer notified

Service user disengages within the 12 weeks, reminder sent and if no activity within 2 weeks, discharged.
Service user continues to have unsupported access for 9 months.

SilverCloud® Supporter provides 6 x 2 weekly online reviews

Monitoring risk between sessions

Manages and escalates risk as per process. Risk too high, discharged back to referrer.

REFERRED CLIENTS
Referrer notified

Programme completed – discharged. Service user continues to have unsupported access for 9 months.

REFERRED CLIENTS
Referrer notified

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❯ SilverCloud® CYP Programmes

PROGRAMME	PATHWAY	
⌄ PROGRAMME ⌄	Self-referral	Referred - Powys only
SPACE FROM ANXIETY CYP	16-18 yrs	11 18 yrs
SPACE FROM LOW MOOD CYP	16-18 yrs	11 18 yrs
SPACE FROM LOW MOOD & ANXIETY CYP	16-18 yrs	11 18 yrs
SUPPORTING AN ANXIOUS CHILD	Parents of children 4-11	Parents of children 4-11
SUPPORTING AN ANXIOUS TEEN	Parents of children 12-18	Parents of children 12-18

Mental Health Programmes For Young People

❯ Space from Anxiety CYP

For young people aged 11 - 18

• Introduce the CBT cycle

• Learn how thoughts, feelings and behaviours affect each other

• Learn how to connect with the present moment and set goals

• Improve understanding of anxiety

• How to reflect on personal circumstances

• Understand emotions and their function

• Recognise emotions that are difficult to cope with and physical body reactions

• Explore the impact of lifestyle choices on anxiety and general wellbeing

- Get tips to deal with exam stress
- Learn about the role of avoidance in maintaining fears and anxiety
- Recognise safety behaviours
- Face fears using graded exposure
- Learn about the role of thoughts in anxiety within the CBT Cycle
- Recognise negative automatic thoughts
- Understand and recognise thinking traps and how to overcome them
- Learn how to recognise hot thoughts and negative thoughts and how to challenge them
- 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 and use other strategies to manage worry
- Recognise the importance of social support in staying well
- Set goals for the future

› Space from Low Mood and Anxiety CYP

For young people aged 11 - 18

- Improve understanding of anxiety and low mood
- Learn about the CBT cycle of anxiety and low mood and how thoughts, feelings and behaviours affect each other
- Learn to reflect on personal circumstances
- Learn how to connect with the present moment and set goals

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- Learn about emotions and their role in the CBT Cycle
- Recognise emotions that are difficult to cope with and physical body reactions
- Learn about the link between mood and behaviours
- Improve knowledge of common behavioural traps and how to beat them
- 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 anxiety and low mood
- Learn about the role of thoughts in anxiety within the CBT Cycle
- Recognise negative automatic thoughts and hot thoughts and how to challenge them
- Understand and recognise thinking traps
- 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 and use other strategies to manage worry
- Learn about the role of avoidance in maintaining fears and anxiety
- Recognise safety behaviours
- Face fears using graded exposure
- Recognise the importance of social support in staying well
- Set goals for the future

❯ Space from Low Mood CYP

For young people aged 11 - 18

- Understand low mood
- Learn about the CBT cycle of low mood and how thoughts, feelings and behaviours affect each other
- Learn to reflect on personal circumstances
- How to connect with the present moment and set goals
- Learn about emotions and their role in the CBT Cycle
- Recognise emotions that are difficult to cope with and physical body reactions
- Learn about the link between mood and behaviours
- Improve knowledge of common behavioural traps and how to beat them
- 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 low mood
- Learn about the role of thoughts in low mood within the CBT Cycle
- Learn how to recognise negative automatic thoughts and hot thoughts and how to challenge them
- Understand and recognise thinking traps and how to overcome them.
- Learn how to identify situations where it is necessary to use thoughts to cope
- Understand the importance of social support in staying well

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- How to identify warning signs, plan for staying well and set goals for the future

Programmes for parents and carers

› Supporting an Anxious Child

For parents/carers of children aged 4 - 11

- Parents learn about the different types of anxiety and their presentation in children and adolescents.
- Reflect on how anxiety is affecting their child.
- Parents learn to recognise the helpful side of anxiety, as well as the strengths it highlights in their children.
- Parents help their child to become more in tune with physical feelings and practice describing them
- Parents reflect on their own anxiety and how they react when their child is feeling anxious
- Parents learn helpful strategies to communicate with their child in relation to his/her anxiety.
- Parents identify opportunities to respond differently.
- Parents recognise and draw on their own strengths to make changes
- Parents learn about the physiology of anxiety and its connection with worries and behaviour.
- Parents reflect on their child's anxiety cycle.
- Parents learn helpful strategies for managing anxiety and how to implement these with their children.

- Parents learn the value of putting a boundary on time spent worrying.
- Parents gain an understanding of how to facilitate proactive problem solving with their child.
- Parents learn useful strategies for communicating with their child.
- Parents understand the important of noticing worrying thoughts and beliefs.
- Parents learn how to help their child develop more helpful ways of thinking.
- Parents recognise the benefit of helping their child to externalise their anxiety.
- Parents learn about acceptance as a strategy to help their child manage things they can't control
- Parents learn about the role of avoidance in maintaining fears and anxiety.
- Parents practice using graded exposure with their child.
- Parents identify strategies they can use to help motivate their child in facing their fears.
- Parents develop a plan of action for how to help their child manage their anxiety
- Parents learn preventative strategies, such as building self-esteem
- Parents reflect on their child's self-esteem and how they can address it across 8 key areas.

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› Supporting an Anxious Teen

For parents/carers of young people aged 12 - 18

- Parents learn about the different types of anxiety and their presentation in children and adolescents.

- Reflect on how anxiety is affecting their child.

- Parents learn to recognise the helpful side of anxiety, as well as the strengths it highlights in their children.

- Parents help their child to become more in tune with physical feelings and practice describing them

- Parents reflect on their own anxiety and how they react when their child is feeling anxious

- Parents learn helpful strategies to communicate with their child in relation to his/her anxiety.

- Parents identify opportunities to respond differently.

- Parents recognise and draw on their own strengths to make changes

- Parents learn about the physiology of anxiety and its connection with worries and behaviour.

- Parents reflect on their child's anxiety cycle.

- Parents learn helpful strategies for managing anxiety and how to implement these with their children.

- Parents learn the value of putting a boundary on time spent worrying.

- Parents gain an understanding of how to facilitate proactive problem solving with their child.

- Parents learn useful strategies for communicating with their child.

- Parents understand the important of noticing worrying thoughts and beliefs.

- Parents learn how to help their child develop more helpful ways of thinking.

- Parents recognise the benefit of helping their child to externalise their anxiety.

- Parents learn about acceptance as a strategy to help their child manage things they can't control

- Parents learn about the role of avoidance in maintaining fears and anxiety.

- Parents practice using graded exposure with their child.

- Parents identify strategies they can use to help motivate their child in facing their fears.

- Parents develop a plan of action for how to help their child manage their anxiety

- Parents learn preventative strategies, such as building self-esteem

- Parents reflect on their child's self-esteem and how they can address it across 8 key areas.

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> 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.

Additional Modules For Young People Aged 11-18

> Getting Active and Eating Well

Taking care of your body is central to wellbeing. This module provides tips to help young people focus on their health by eating well and getting physical exercise.

> Sleeping Better

Explores barriers to sleep and how to overcome them to get a deeper and more restful night's sleep.

> Friends and Social Groups

Looks at how to make and keep good friends in your life including how build a community and provides tips on how to manage social anxiety and difficulties in your social life.

> Relaxation

introduces young people to some relaxation techniques to use in their day-to-day life.

› Anger Management

This module will help young people to gain a better understanding of their anger and learn how to manage anger more effectively.

› Managing Study and Exam Stress

Helps young people to learn how to establish a study routine, tackle procrastination and better handle exam stress.

Getting On with Your Family

Helps young people to improve relationships with their family/carers and learn how to manage conflict.

› My Self-Esteem and I

Helps young people to strengthen their self-esteem by exploring self-beliefs and changing how they talk and act towards themselves.

› Low Mood and Getting Active

Young people can learn about low mood and discover how getting active can improve your mood.

› Grief and Loss

Helps young people to explore the experience of loss and learn to understand and accept their own unique grieving process.

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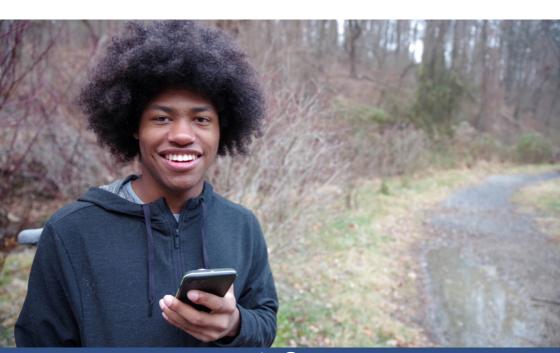# Additional Modules For Parents and Carers of Young People Aged 4-18

❯ Relaxation

This module introduces parents/carers to some relaxation techniques to use in day-to-day life.

❯ Grief and Loss

Helps parents/carers to explore the experience of loss and learn to understand and accept their or their child's own unique grieving process.

❯ Sleep difficulties

Explores barriers to sleep and how to overcome them to get a deeper and more restful night's sleep.

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**

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