



SilverCloud®
by Amwell®

NHS Wales Online Mental Health Support

SilverCloud®
Self-Referral
Programme Guide
(Adults and Students)





> What are SilverCloud® programmes?

SilverCloud® programmes are free, online guided self-help courses that use techniques from Cognitive Behavioural Therapy (CBT) to help you manage and improve your mental health and wellbeing.

If you're aged 16+ and live in Wales, you can access SilverCloud programmes to help with a range of mild-to-moderate mental health and wellbeing concerns including anxiety, depression, stress and sleep. Once you're accepted onto a course, you can log in anytime, anywhere using a smartphone, tablet or computer with an internet connection.

> How does it work?

Sign up online without a GP referral and choose one of the following online mental health or wellbeing programmes to complete at your own pace over 12 weeks.

All programmes feature activities and interactive tools to help you develop skills to manage your psychological wellbeing with more confidence.

Although an online self-help service, SilverCloud® programmes are backed up and supported by a team of NHS staff trained in the delivery of online mental health support.

A 'SilverCloud® Supporter' will guide you through the programme, providing written feedback and advice every two weeks via online message.

> What is CBT?

Cognitive Behavioural Therapy (CBT) works by helping you better understand how your thoughts, feelings, and behaviours interact. CBT can teach you skills to tackle problems in the here and now, and manage anxiety and low mood.

➤ What is a SilverCloud® Supporter and what will they do?

You'll be allocated a SilverCloud® Supporter when you sign up – this is an NHS professional trained to provide online mental health support. Your Supporter will keep an eye on your progress, sending you written feedback through the SilverCloud platform, on a scheduled date, every two weeks. They will be able to view your questionnaires and any written comments you choose to share with them online and will, in turn, send you guidance and advice via the messaging page. Please note that reviews and supporter contact all take place online through the SilverCloud® platform, not by phone or face-to-face.

➤ What will I need to do?

You will be expected to work through the programme at your own pace over a period of 12 weeks. For best results, we recommend spending 15-20 minutes, 3-4 times a week engaging with your programme.

Every fortnight, we'll ask you to complete some online questionnaires to help your Supporter monitor your progress; you'll also have the option to share with your Supporter any of the comments you've made while working through the programme.

➤ How do I sign up?

1. Visit: nhs.wales.silvercloudhealth.com/signup

Review the programme summaries and select 'sign up' to choose your programme.

Please ensure you read the pre-signup information, including the client contract.

2. Once you've created an account, you'll be asked to complete a series of questionnaires; this helps us assess if this is the right service for your needs. If yes, you'll be allocated a SilverCloud® Supporter and you're good to go. If no – it's not you, it's us: please contact your GP for help finding the right support for your needs.

➤ Programmes available (Clients select ONE of these)

Mental Health Programmes

- Space from Anxiety*†
- Space from Depression & Anxiety†
- Space from Depression*†
- Space from Social Anxiety
- Space from GAD
- Space from Health Anxiety
- Space from OCD
- Space from Panic
- Space from Phobia

Wellbeing programmes

- Space for Resilience *
- Space from Stress*
- Space for Sleep
- Space from Money Worries
- Space from Alcohol
- Space from Drug Use
- Space for Positive Body Image
- Space for Perinatal Wellbeing
- Space from Challenging Times

* Student version 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

➤ Additional modules available

- Challenging Times
- Sleep Difficulties
- Grief & Loss
- Relaxation
- Communication & Relationships
- Low Mood & Getting Active
- Worry
- Employment Support
- Anger Management
- Behavioural Experiments
- Self Esteem
- Money worries
- Facing your Fears



➤ Mental Health Programmes - Anxiety

Symptoms of anxiety can become overwhelming, ongoing and ultimately debilitating. SilverCloud® programmes are developed to help manage these symptoms and the causes of them.

➤ Space from Anxiety

This programme teaches the skills and strategies to help manage anxiety, challenge anxious thoughts and feel better.

➤ Space from Generalised Anxiety Disorder (GAD)

Addresses the intolerance of uncertainty and the intense and uncontrollable worry that occurs, helping to build effective skills and techniques to manage worry in a more balanced way.

➤ Space from Health Anxiety

This programme addresses the issues of persistent and excessive worrying about health status by teaching skills and techniques to challenge and change unhealthy thoughts and behaviours.

➤ Space from Obsessive Compulsive Disorder (OCD)

Build skills to understand and manage intrusive negative thoughts and repetitive behaviours. Learn effective techniques to respond to obsessive thoughts, without engaging in compulsive behaviour.

➤ Space from Panic

Tackles the fear of losing control, or that something very bad may happen or is happening, and persistent fear about future panic attacks. Learn effective techniques such as gradual exposure help to face fears and cope with anxiety.

➤ Space from Phobia

Helps relieve the symptoms of phobia and manage the overwhelming fear caused by a situation or object. Learn techniques to look at anxiety-provoking situations in new, less frightening ways and develop better coping skills.

➤ Space from Social Anxiety

Learn to overcome the persistent fear of social situations and to manage feelings of discomfort brought about by excessive self-consciousness that can occur. Learn to challenge the negative, unhelpful thoughts that trigger and fuel social anxiety and replace them with more balanced views.



➤ Mental Health Programmes – Depression

When we're depressed, we tend to withdraw from our ordinary lives, which can result in feelings of loneliness and hopelessness. SilverCloud® programmes are developed to help you manage these thoughts, feelings, and behaviours, as well as their causes.

➤ Space from Depression

Learn techniques to overcome and manage the symptoms of low mood and depression. Includes practical strategies to help tackle unhelpful thoughts and behaviours and the unpleasant physical feelings and sometimes difficult emotions associated with depression.

➤ Space from Depression and Anxiety

Learn the skills to manage and overcome the symptoms of co-morbid depression and anxiety. Learn to understand the link between thoughts, mood and behaviour and how to identify and change unhelpful patterns.

➤ Wellbeing Programmes

SilverCloud® programmes are designed to help people manage and optimise the many factors that can influence our wellbeing including sleep habits, the ability to overcome challenges, manage financial difficulties and build self-esteem and resilience, in order to ultimately improve overall wellbeing.

➤ Space for Sleep

Based on Cognitive Behavioural Therapy techniques for insomnia (CBTi) Space for Sleep helps to create healthy sleep habits and relieve the symptoms of sleeping problems such as insomnia.

➤ Space for Resilience

A preventative programme to enhance wellbeing and strengthen a person's ability to bounce back from challenges and even be strengthened by difficult experiences.

➤ Space from Money Worries

Tackles the practical and emotional challenges of financial difficulties. Learn to manage unhelpful thoughts around finances, how to stop avoiding money problems and feel more confident facing financial fears.

➤ Space from Stress

A proactive and practical programme that provides the tools and techniques to manage stress and bring balance into life.

› Space from Challenging Times

This programme teaches strategies and practical solutions to help maintain wellbeing in the face of emotionally difficult times.

› Space for Positive Body Image

Interactive tools and strategies to build a positive body image and boost self esteem.

› Space from Alcohol

Explore your relationship with alcohol and feel empowered to make informed decisions about alcohol that feel right for you.

› Space from Drug Use

Explore your relationship with substances and feel empowered to make informed decisions on your terms.

› Space for Perinatal Wellbeing

This programme supports parents, parents-to-be and carers to manage symptoms of worry and low mood during pregnancy and the first year of a child's life.





➤ Additional Modules

These can be unlocked by the SilverCloud® Supporters to tailor programmes further depending on the person's needs.¹

➤ Challenging Times

This module aims to support you in finding helpful ways to cope with and adjust to challenging times.

➤ Sleep Difficulties

Get more restful and restorative sleep by taking a closer look at what causes sleep issues.

➤ Grief & Loss

Explore the experience of loss and learn to understand and accept your own unique grieving process.

➤ Relaxation

Learn some helpful relaxation techniques that can be used in day-to-day life to unwind and de-stress.

➤ Communication & Relationships

Focuses on the way you communicate and relate to people and helps you to find new ways to make relationships satisfying.

➤ Employment Support

Help to understand some of the common difficulties they may encounter at work, or when returning to work after a period of unemployment.

¹Not all additional modules are available on all programmes



➤ Anger Management

Learn about anger and how to manage it effectively.

➤ Behavioural Experiments

Learn how to test negative thoughts and predictions, to see if they are true.

➤ Self-Esteem

Strengthen your relationship with yourself by exploring self-beliefs and changing how they act and talk towards themselves.

➤ Low Mood and Getting Active

Understand the cycle of low mood and its emotional, cognitive, physical and behavioural aspects.

➤ Worry

Practical strategies for managing worry that help people feel empowered and in control, including use of the Worry Tree tool.

➤ Facing Your Fears

Help to make a plan to gradually overcome fears using a CBT technique called 'graded exposure'.

➤ Money Worries

Reduce worry, self-criticism and shame about money problems, and increase hope and ability to cope with finances in future.

ADDITIONAL MODULES

PROGRAMMES	Challenging Times	Sleep Difficulties	Grief & Loss	Relaxation	Communication & Relationships	Employment Support	Anger Management	Behavioural Experiments	Self Esteem	Low Mood and Getting Active	Worry	Facing Your Fears	Money Worries
Space from Anxiety*+	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space from Alcohol	●	●	●	●	●	●	●	●	●	●	●	●	●
Space from Drug Use	●	●	●	●	●	●	●	●	●	●	●	●	●
Space for Perinatal Wellbeing	●	● ¹	●	●	●	●	●	●	●	●	● ¹	●	●
Space from GAD (Generalised Anxiety Disorder)	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space from Health Anxiety	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space from OCD (Obsessive Compulsive Disorder)	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space from Panic	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space from Phobia	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space from Social Anxiety	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space from Depression*+	●	●	●	●	●	●	●	●	●	● ¹	●	●	●
Space from Depression & Anxiety+	●	●	●	●	●	●	●	●	●	● ¹	●	●	●
Space for Sleep	●	●	●	●	●	●	●	●	●	●	● ¹	●	●
Space for Resilience*	●	●	●	●	●	●	●	●	● ¹	●	●	●	●
Space from Money Worries	●	●	●	●	●	●	●	●	●	●	● ¹	● ¹	● ¹
Space from Stress*	●	●	●	●	●	●	●	●	●	●	●	●	●
Space from Challenging Times	●	●	●	●	●	●	●	●	●	●	●	●	●
Space for Positive Body Image	●	●	●	●	●	●	●	●	●	●	●	●	●

- Module available
- Module not available

* Student version available

+ Available in Welsh

¹ Some titles may vary





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➤ **To sign up, please visit:**
nhs.wales.silvercloudhealth.com



➤ **Further Information**

If you have any queries about our online mental health support service, please email:
Silver.Cloud@wales.nhs.uk