



Hertfordshire Partnership  
University NHS Foundation Trust



# THE WELLBEING SERVICE

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# OVERVIEW OF TODAY'S SESSION

- What is the Wellbeing Service?
- What do we do?
- What problems do we help with?
- What is Cognitive Behaviour Therapy?
- Applying CBT to yourself



# WHAT IS THE WELLBEING SERVICE?

- We are an **IAPT** Service - **I**mproving **A**ccess to **P**sychological **T**herapies
- Government initiative implemented in 2006 to improve access to psychological therapies of working age adults.
- Teams comprise Psychological Wellbeing Practitioners (PWP); and Cognitive Behavioural Therapists (also known as High Intensity Therapists); plus input from Clinical Psychology and Social Work.



## WHAT DO WE DO?

- The Wellbeing Service offers free and confidential short-term psychological, emotional and practical support.
- Interventions are based on Cognitive Behavioural Therapy which we deliver in a number of flexible ways.
- Those seeking help need to be registered with a GP in Hertfordshire and be over the age of 16 years.



# WHO DO WE WORK WITH?

- Core group is adults over 16
- Specific protocols for some groups:
  - People with long term conditions (diabetes, COPD, chronic pain, MUS etc)
  - Older adults
  - Carers
  - Young people (16-18) and students
  - Perinatal



# ANYONE WE DON'T WORK WITH?

- Under 16yrs
- Severe and enduring mental illness
- High risk
- Extreme complexity
- Extreme chronicity
- Organic and neurological difficulty



# WHAT PROBLEMS CAN WE HELP WITH?

“Common mental health problems”

- Low mood/Depression
  
- Anxiety:
  - Panic
  - Phobias
  - Social Anxiety
  - Health Anxiety
  - Post Traumatic Stress Disorder
  - Obsessive Compulsive Disorder
  - Worry/Generalised Anxiety Disorder



# TYPICAL PRESENTATIONS

- Worry
- Poor sleep
- Lacking energy
- Restlessness
- Irritability
- Poor appetite... or eating too much
- Poor memory
- Feeling down
- Difficulty concentrating on things
- Feeling overwhelmed
- Lack of motivation
- Stressed
- Avoiding things/others

**These are all 'normal' symptoms but if experienced excessively may be a sign of anxiety, stress or depression**





# OUR TREATMENT OFFERINGS

- Face to face therapy
  - One-to-one sessions, 1hr per week for up to 12 sessions
- Telephone support
  - Regular telephone calls and structured exercises
- Guided self-help
  - Workbooks and exercises
- Computer-based CBT
  - Individualised programs with telephone support
- Group CBT
  - Workshop-style psychoeducational sessions
- Signposting
  - Counselling, CAB, support groups, Health Walks



# COGNITIVE BEHAVIOURAL THERAPY...

- CBT is our core offering.
- All our treatment offerings are based on CBT.
- We use a stepped care model.
- CBT has a broad evidence base and is an effective tool for the disorders we treat.



## A BIT MORE ABOUT CBT

- CBT is a form of psychological therapy developed by Aaron Beck.
- It gives importance to the role of *thinking* or *thought processes* (**C-cognition**) in emotional disorders.
- Unhelpful cognitions lead to unhelpful *behaviours* (**B-behaviour**), which maintain distress.
- **T-therapy** is about modifying behaviours and thoughts in order to modify feelings.



# THE POWER OF OUR THOUGHTS...

People think differently about the same situation...

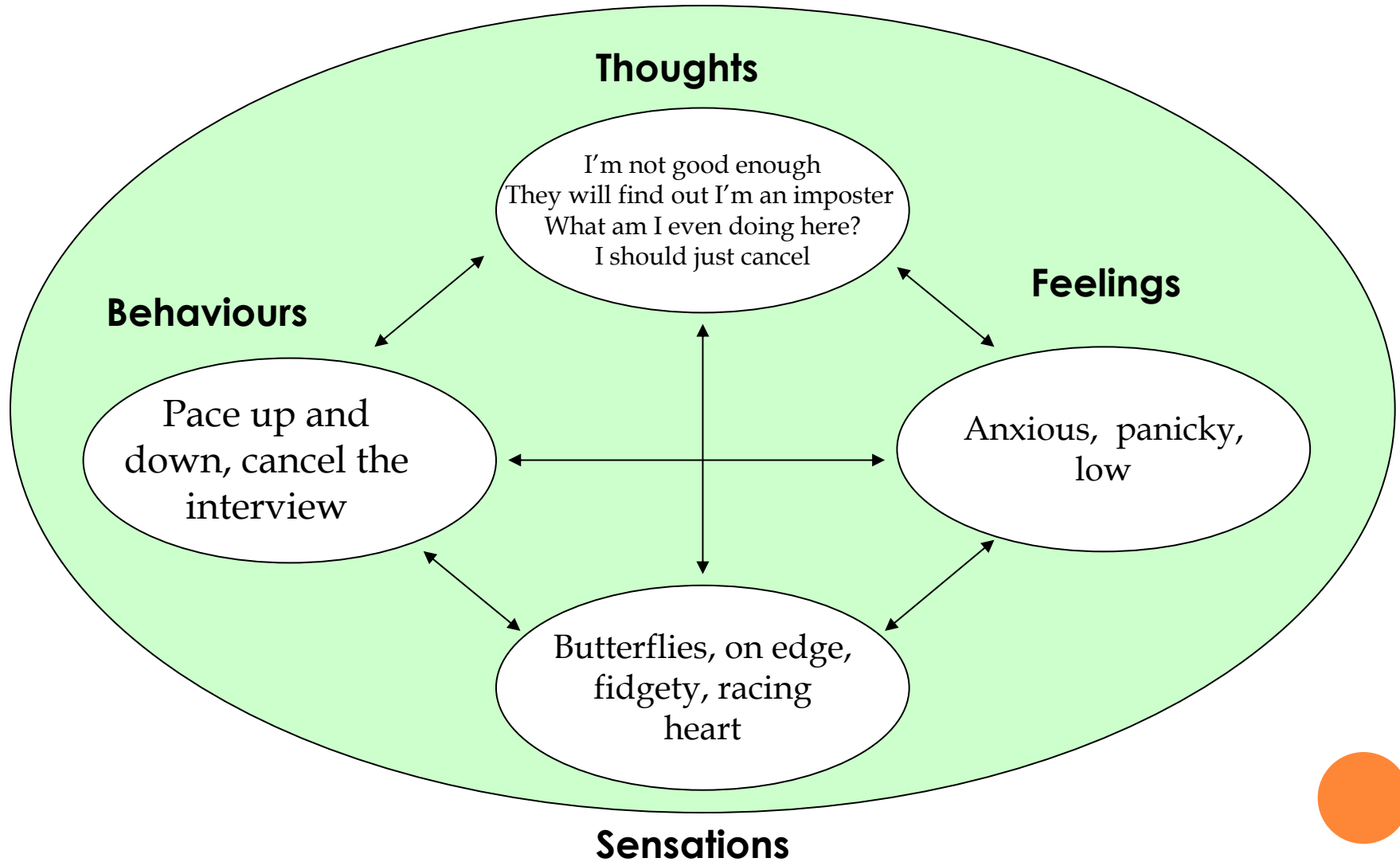
...and this affects how we feel.



What it's like to have a Sister...



# AN EXAMPLE....YOU'RE INVITED TO A JOB INTERVIEW



# IN CBT SESSIONS, CLIENTS ARE TAUGHT TO:

- Identify and recognise distressing thoughts as they occur, and observe effects on feelings, behaviours and body states.
- Monitor negative thinking and become aware of patterns of 'cognitive distortion' or 'thinking errors'.
- Question and challenge negative thoughts to test their validity
- Experiment with new behaviours to find out 'what happens'
- Generate more realistic and adaptive ways of thinking, which in turn leads to more adaptive behaviours and reduced distress.
- Carry out homework /self help tasks to maintain gains in between sessions and after therapy concludes.
- Recognise their own role in mood states and take responsibility for managing this.



# THOUGHT RECORD

Situation	Thought	Unhelpful Habit	Evidence for thought	Evidence against thought	Revised thought
Asked to give a presentation to my colleagues	<p><b>Everyone will be bored and leave!</b></p> <p>(emotion: anxiety 90%)</p>	<p>Prediction</p> <p>Mind-reading</p> <p>Catastrophising</p> <p>Black and white thinking</p> <p>Critical self</p>	Someone fell asleep last time I presented	<p>Most people stayed awake.</p> <p>There are many reasons attention can wander.</p> <p>There are other things I do well.</p> <p>I have received positive feedback in the past.</p>	<p>If someone is bored it doesn't mean <i>I'm boring</i>. Even if I <i>were</i> a boring presenter, I can still be a good colleague and interesting person.</p> <p>Presenting is just one aspect of my job, and I've done ok in the past. <b>I'll do a good enough presentation.</b></p> <p>(emotion: anxiety 30%)</p>



# CORE IDEAS IN CBT

- It is not events or situations that cause distress, but the **meaning and interpretation** we attach to them.
- So what we think influences the way we feel, and how we behave. This in turn modifies our interaction with, and experience of, others.
- The same event can be interpreted in very different ways.
- Everyone has a unique way of responding to events.
- **We have a choice in how we respond**
- *CBT is NOT changing negative to positive thinking!*





# CATERING FOR CARERS..

- The Care Act 2014 changed the way care and support was delivered, making it more consistent across the country. The changes were designed to put people in control of the help they receive.
- We offer individual therapy for carers, as well as CBT skills groups
- We recognise that carers have particular needs and challenges



# WHAT DO WE OFFER CARERS?

- Our interventions teach you Cognitive Behavioural Therapy (CBT) skills so that you can learn to cope with common feelings such as anxiety, low mood, guilt and irritability.

## **Gain skills in:**

- Managing your worry
- Solving practical problems
- Sleep management and lifestyle change
- Challenging unhelpful thinking
- Looking after yourself- finding balance, learning relaxation and how to manage boundaries.

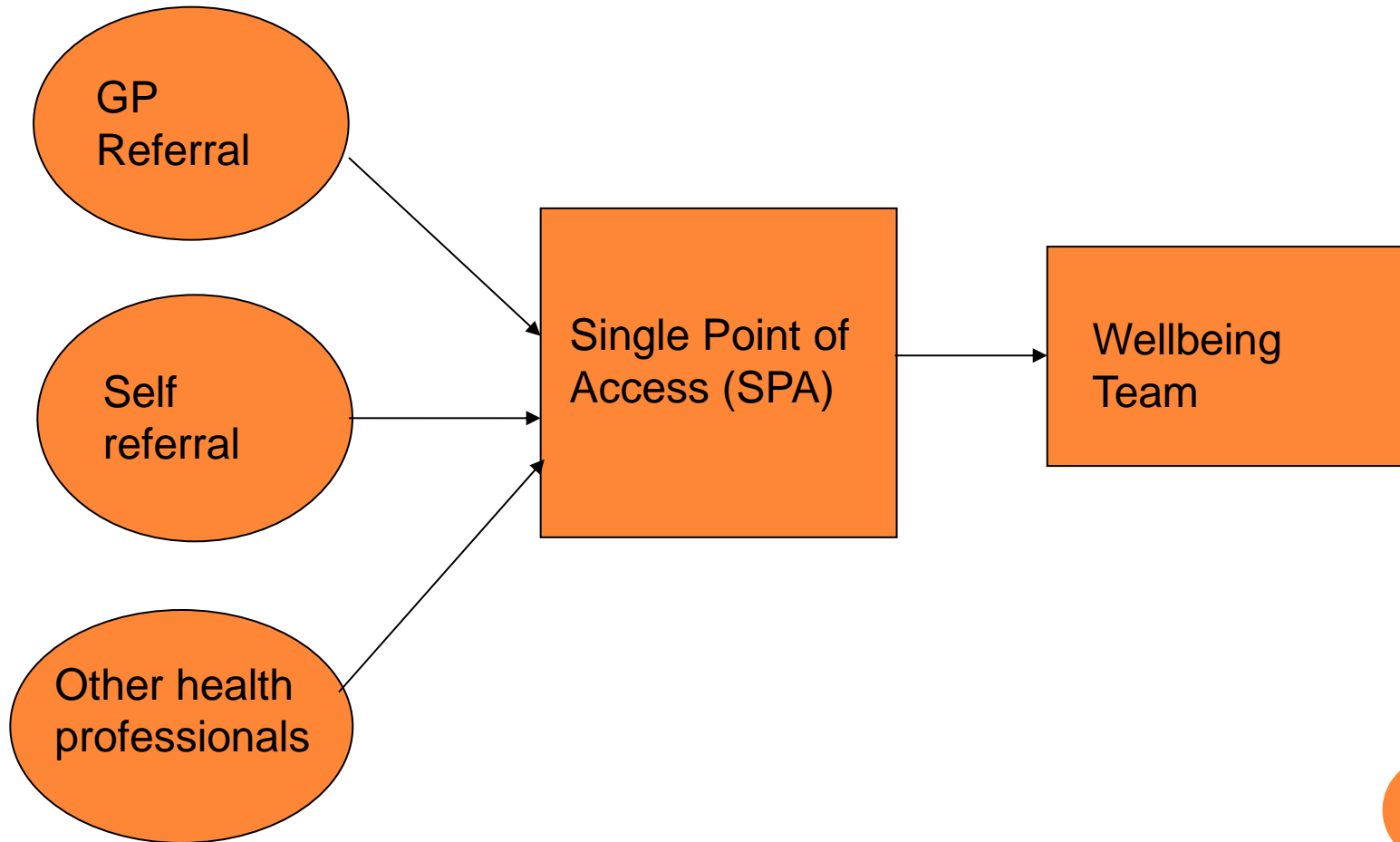


# TOP TIPS FOR LOOKING AFTER YOURSELF

1. Talk about your feelings
2. Keep active
3. Eat well
4. Drink sensibly
5. Keep in touch
6. Ask for help
7. Take a break
8. Do something you're good at
9. Accept who you are
10. Care for others



# ACCESS TO WELLBEING



ONLINE REFERRAL

[www.talkwellbeing.co.uk](http://www.talkwellbeing.co.uk)



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QUESTIONS?



Thank You.

