

List of Participating Organisations

Orkney
OACAS
Scottish Autism
Ypeople
Blide Trust
Vital Talk
Victim Support
Enable
Relationship Scotland
Women's Aid
Connect VOA
Borders
BSLT
New Horizons
Nature Unlimited
Penumbra
Borders carers
Momentum Skills
Carrgomm
Borders CAB

Psychological Intervention team

Impact Case Study

Who are you? My name is Alison Brannan. I currently work as a service manager for a SAMH homelessness service.
Who do you work with? I manage staff that provide support to adults who have a history of homelessness or who are at risk of homelessness, who have expressed that they are likely to continue to drink alcohol to dangerous levels.
What do you do? As above
What training did you attend? Two day CBA training course.
What was the impact? I was able to support staff to work with people using the CB approach in a coaching role and to do this with more confidence in my ability therefore very much improving my supervision skills to frontline staff. This obviously has a positive impact on service delivery.
How did it help you in the job you do? It enabled me to provide support and encouragement to staff to deliver a psychological intervention to individuals with the knowledge gained in the training and from the structure provided from the material / tools available to us. Improved supervision skills. Improved communication skills. Supported ability to empathise.
How did it help your clients? I used the relaxation technique on several occasions and this was very positively received. Additionally one of the most useful tools was the vicious circle – this tool enabled people to take a step back from their presenting difficulty to understand their feelings and reactions to events. The impact this had on people seemed to be very helpful in containing an individual's all encompassing negativity and to help them break a multitude of difficulties down into manageable chunks.
What were the key supports that were important to you The group/peer coaching support sessions. The training and knowledge of trainer and the tools.
Do you have any plans for future developments as a result of attending the training? I hope to continue to develop in the coaching role. I am now currently researching trauma informed practices and I am considering developing my career towards a counselling role. I have a COSCA module 1 – 4 qualification and I very keen to develop further.
Are there any other comments that you would like to make? I think this is a real opportunity to reach more people who will benefit from this level of intervention.

Psychological Intervention team

Impact Case Study

Who are you? Andrew Dyce
Who do you work with? Samh Support service (Falkirk)
What do you do? Support Worker, supporting individuals with severe and enduring mental health difficulties.
What training did you attend? Psychological Interventions.
What was the impact? It prompted me to become interested in aspects of CBT and how it can support a person's wellbeing and recovery.
How did it help you in the job you do? It enabled me to communicate to clients the way our thoughts, feelings, physical feelings, mood, and our behaviour are all interlinked and also gave me more of an understanding of the difficulties they experience on a daily basis. This helped me to promote to them that setting goals, facing their fears and taking action against the specific issue (anxiety etc.), can go a long way to reducing the difficulties they encounter.
How did it help your clients? I hope it can eventually have a lasting positive impact on the clients I support. One client viewed it as positive, although stated just in the short term. With other clients it is an ongoing process, although it appears positive so far.
What were the key supports that were important to you The coaching/feedback sessions were/are an important part of my ongoing understanding of the CBA, whereby we (the group) can learn from each other and share experiences. My line manger has been an ongoing support since I undertook the training and is encouraging me to develop my practice.
Do you have any plans for future developments as a result of attending the training? Nothing specific as such, although I will continue to try and get as many clients as possible involved with Living Life to the Full model.
Are there any other comments that you would like to make? Found the training to be educational and interesting, and additionally I am enjoying networking with external colleagues. I would hope that the approach could be utilised in conjunction with other paperwork as part of a wellbeing/recovery plan.

Psychological Intervention team

Impact Case Study

Who are you? Gina Findlay
Who do you work with? SAMH
What do you do? I am Team Leader at Devon House; my role is managing a community support service for adults with severe and enduring mental health issues, and a counselling service for adults with mild to moderate mental health issues.
What training did you attend? I attended the NES Training - Cognitive Behavioural Approaches for Wellbeing at Brunswick House in Glasgow on 9 th & 16 th December 2014.
What was the impact? The training raised my awareness on cognitive and behavioural issues that can be improved significantly using basic tools.
How did it help you in the job you do? I feel I have built on my existing skills and gained access to tools that better equip me for working with individuals with mental health issues .
How did it help your clients? It helped the service user I was working with to get a more realistic perspective on his problems and the tools to help him maintain his anxiety enabling him to move forward and participate in local community groups.
What were the key supports that were important to you I found it was good in the earlier stages be able to discuss progress with others through the coaching sessions
Do you have any plans for future developments as a result of attending the training? The training helped me to consolidate my decision as to what counselling approach I wanted to access. I would also like to see this training rolled out to all support workers
Are there any other comments that you would like to make? I would like to see this training rolled out to all support workers.

Psychological Intervention team

Impact Case Study

Who are you? Jennifer McNab, Support Worker (SAMH Mental Health Outreach)
Who do you work with? Individuals who are at risk of homelessness, are currently living in homeless accommodation or have a history of homelessness and are identified as having mental health issues. Some of the service users that I work with also have learning disabilities and addiction issues.
What do you do? I support service users in a variety of areas such as managing their mental health and medication, maintaining their tenancy, budgeting, getting involved in their local community and liaising with other services. The support that we provide is based on the needs of the individual.
What training did you attend? Psychological Interventions (Cognitive behavioural approaches).
What was the impact? Completing the psychological interventions training has increased my insight into how thoughts, feelings and behaviours are interlinked and has encouraged me to be more aware of this in my practice. The training also taught me how to use techniques such as mindfulness and guided relaxation to manage anxiety.
How did it help you in the job you do? I found that the CBA worksheets by Dr Chris Williams made it easy to understand the link between thoughts, feelings and behaviours and explain this to service users in simple terms. I feel that I would like to complete more training about the use of a cognitive behavioural approach in the future as I found this very interesting. Part of my role is to support service users to engage in meaningful activity and access resources in their local community. I felt that the training and the resources that we have access to on the Five Areas website help to highlight the link between meaningful activities and mental wellbeing, so this has been useful and easy to incorporate into my practice. Another resource which I found very useful were the planner and review worksheets as it helped me to set tasks in collaboration with service users and encouraged them to prioritise tasks. I felt that the review sheet motivated service users to complete tasks within a certain time frame and evaluate their progress.
How did it help your clients? I feel that the “vicious cycle work sheet” is particularly useful when service users feel overwhelmed by anxiety or stress as it helps them to pinpoint how they are feeling, identify the factors which have caused them to feel this way and identify how their behaviours impact their thoughts and feelings. I also feel that as I have already built up a therapeutic with the clients that I practiced CBA with, they appeared at ease discussing their thoughts and feelings. I also received feedback from one of my clients that they had been referred to psychology, however, there was a long waiting list and the use CBA helped them to manage their anxiety while they awaited a referral to psychology.
What were the key supports that were important to you I practiced CBA with a client who received support twice a week and was due to move on from the service. The client spoke about feeling “stuck in a rut”, experiencing low mood and lacking motivation. The client spoke about feeling lethargic a lot of the time, advising that he spent a lot of time in his home. He advised that he previously studied Creative Writing at University, however, had to leave due to deterioration in his mental health. During the time that I was working with him, he was also going through a divorce which he advised had a significant impact on his mental health.

The client stated that when he was alone in the house, he experienced unhelpful thoughts which cause him anxiety. He advised that he found it difficult to concentrate on watching television. However, through the use of CBA, he was able to identify that when he did creative writing on an internet blog, which was an activity that he had previously enjoyed, he experienced less of these unhelpful thoughts as this was an activity which required a higher level of concentration.

I also used the planning and review sheets with the service user as he identified, through the use of the vicious cycle model that due to his lack of motivation, he often put off tasks and this lead to increased anxiety. I supported the client to make to-do lists and prioritise tasks. I felt that using the planner and review sheets motivated the client to complete these within a certain time frame.

The client gave feedback that he had found the CBA very helpful. When I disengaged with him, I gave him copies of the vicious cycle, activity planner and review/planner worksheets and encouraged him to use them in his own time.

Do you have any plans for future developments as a result of attending the training?

I have considered applying to do a postgraduate diploma in Cognitive Behavioural Therapy as I found the training very interesting and useful in my practice. I would really like to complete further training on psychological interventions.

Are there any other comments that you would like to make?

N/A

Psychological Intervention team

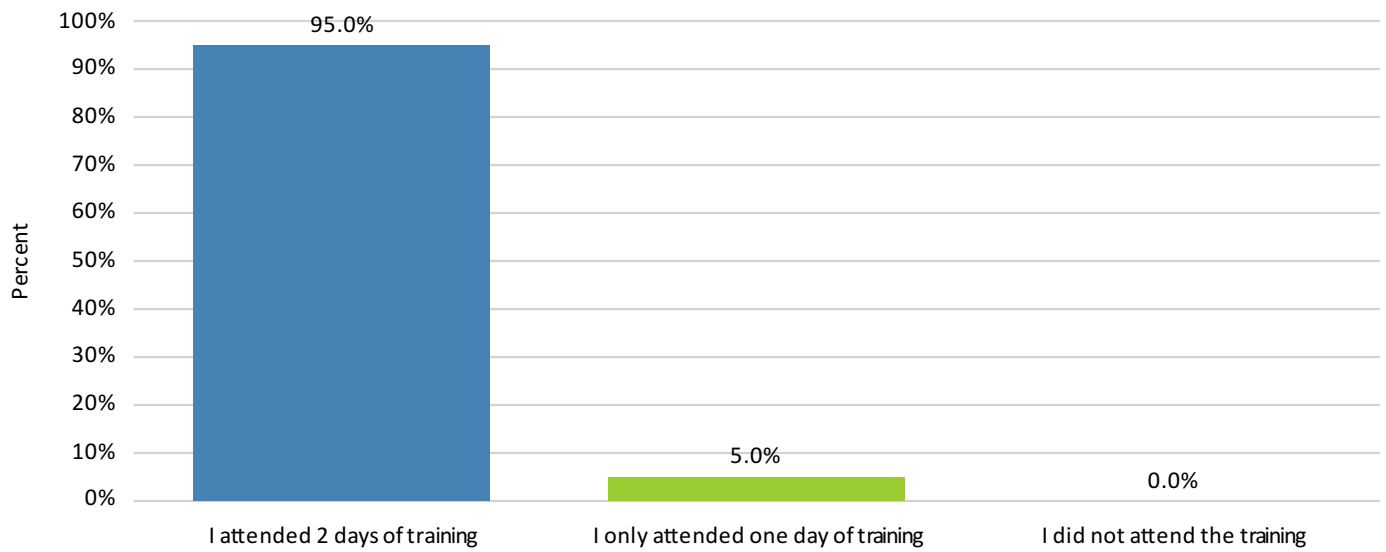
Impact Case Study

Who are you? Rachel McLauchlan
Who do you work with? Scottish Association of Mental Health
What do you do? Support Worker level 2 (keyworker) for SAMH Outreach. I support individuals who are homeless/vulnerable to homelessness who have a mental health diagnosis.
What training did you attend? Cognitive Behavioural Approach NHS pilot for support workers
What was the impact? I was able to deliver CBA with my clients as part of their care plan.
How did it help you in the job you do? The training provided me with another useful tool to use to support individuals who find that they are struggling to cope with depression and anxiety in their daily life. The training also provided an insight into negative thought patterns and different coping mechanisms in order to combat these thoughts.
How did it help your clients? My clients found the method extremely helpful. A few clients had already heard of the benefits of CBT and were pleased to know that it was a similar approach. My clients have seen the benefits of using coping strategies that they are able to use without the support from their workers as well as during support. The approach also gave my clients an invaluable insight into their own coping mechanisms and mental health that will have lifelong benefits. One of clients even used the approach to give them more stability in their recovery for when they disengaged with our service.
What were the key supports that were important to you The two day training provided a good overall knowledge of CBA, and how to effectively use utilise the process during support; however, I found that the coaching sessions were the most valuable to my own learning. The coaching sessions allowed me to keep actively involved in different aspects of the approach that I may not have been currently using at that time. It also provided a good discussion with other support workers on how they found using the approach and different situations they found it useful.
Do you have any plans for future developments as a result of attending the training? I plan on continue using the skills and approach I have learned over the course of the pilot training with my clients as I find the approach an significant method in supporting clients with mental health.
Are there any other comments that you would like to make? I hope that there will be opportunity in the future for all support workers to undergo the training as I found that it has increased my ability as a support worker and gave me a useful tool to use. I have also found that clients have feedback the approach has helped them.

Appendix 3

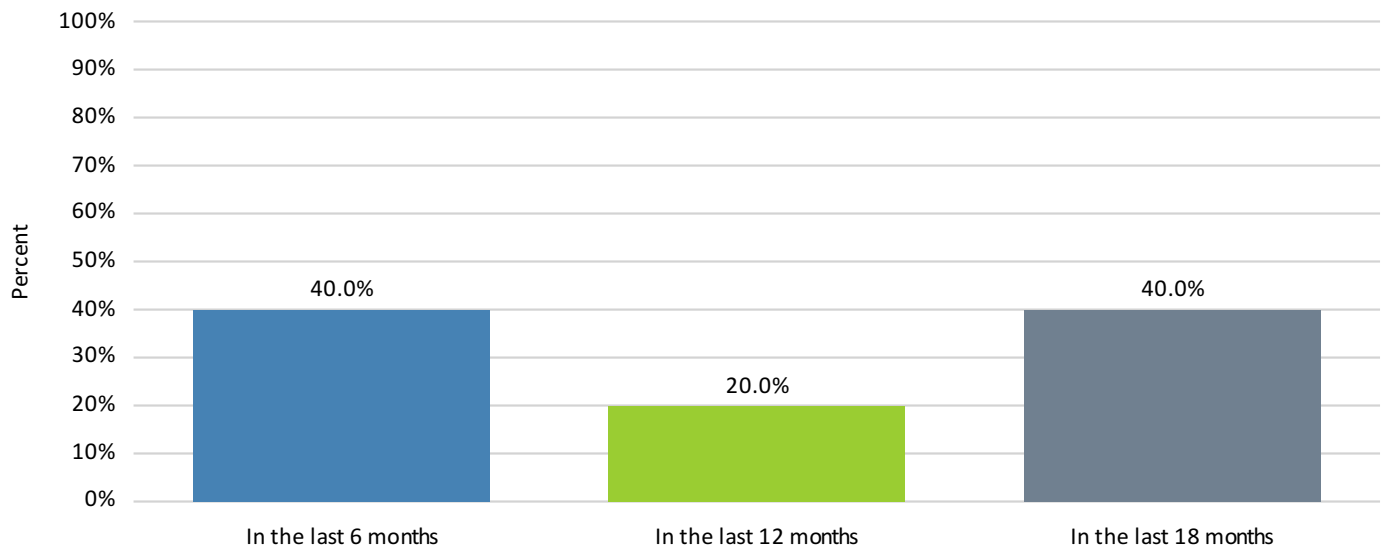
CBA for Wellbeing Staff Survey January 2016

1. Have you attended the Cognitive Behavioural Approach for Wellbeing training?



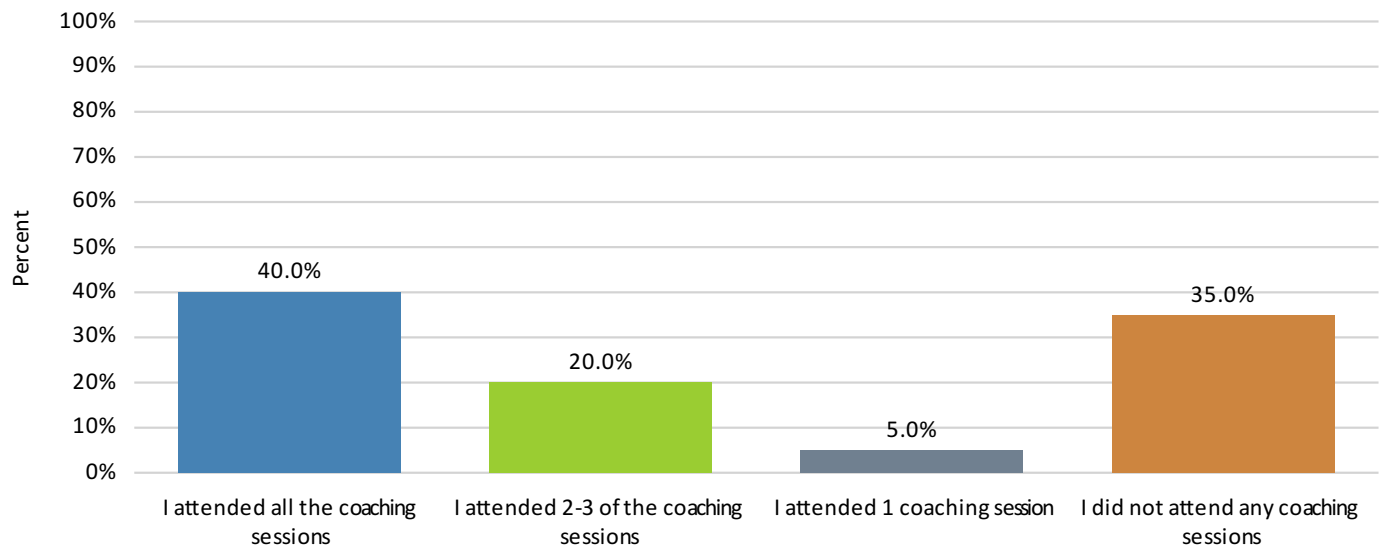
Name	Percent
I attended 2 days of training	95.0%
I only attended one day of training	5.0%
I did not attend the training	0.0%
N	20

2. When did you do the training?



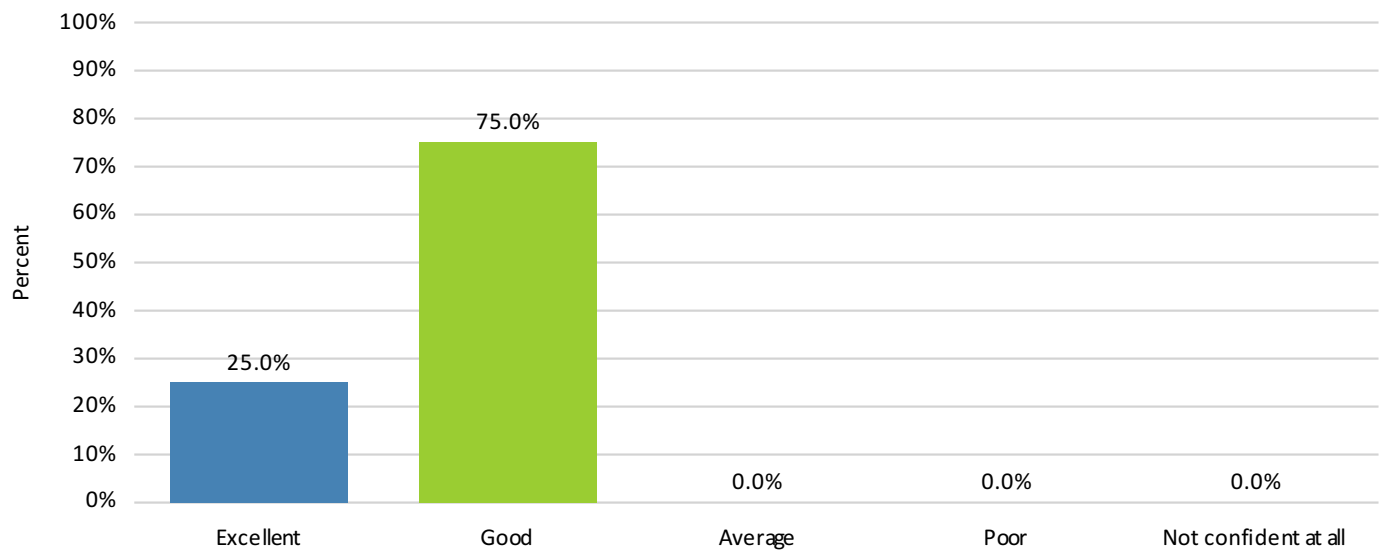
Name	Percent
In the last 6 months	40.0%
In the last 12 months	20.0%
In the last 18 months	40.0%
N	20

3. Have you attended the Cognitive Behavioural Approach for Wellbeing coaching groups?



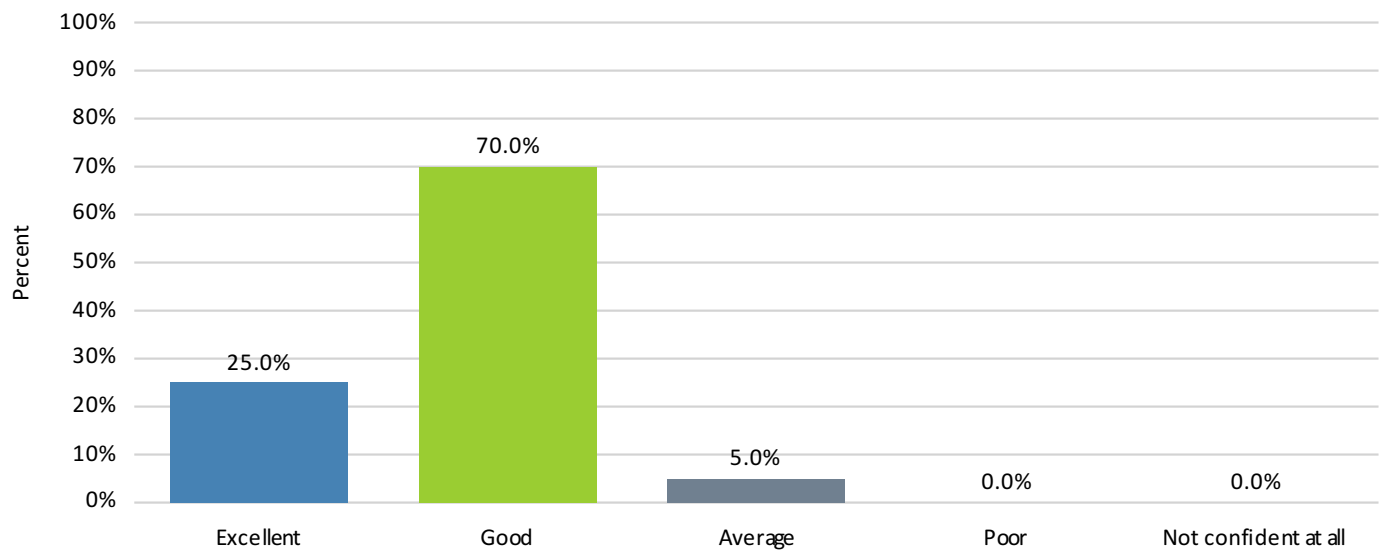
Name	Percent
I attended all the coaching sessions	40.0%
I attended 2-3 of the coaching sessions	20.0%
I attended 1 coaching session	5.0%
I did not attend any coaching sessions	35.0%
N	20

4. Having attended the training and / or the coaching sessions, please rate your ability to identify thoughts, feelings and behaviours and how they affect people



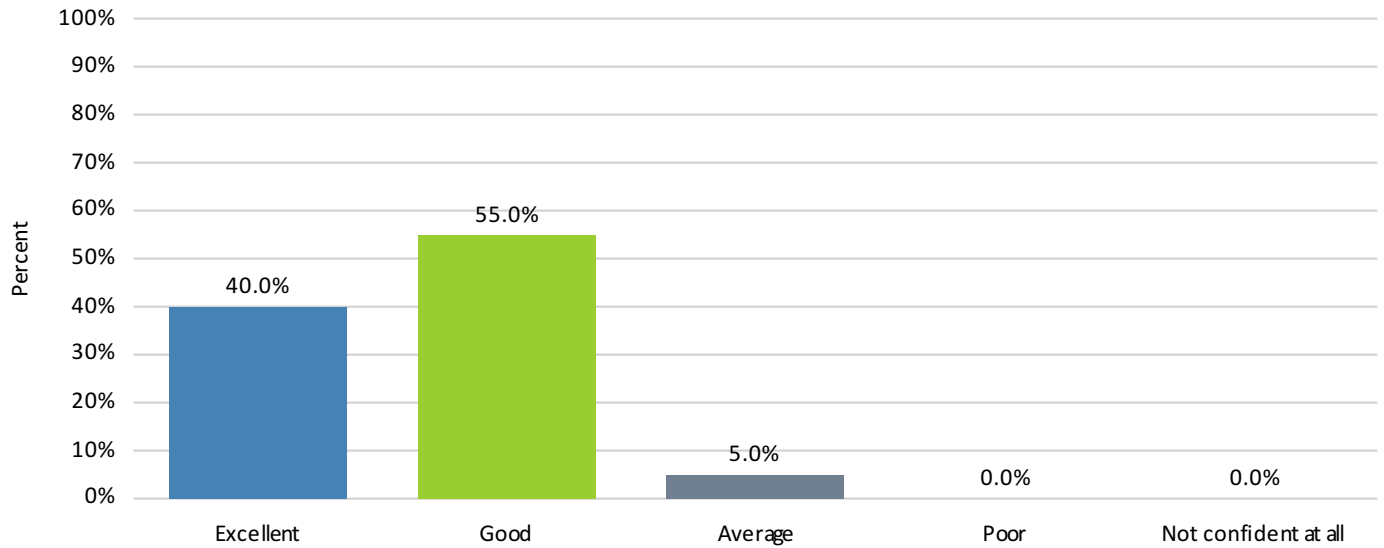
Name	Percent
Excellent	25.0%
Good	75.0%
Average	0.0%
Poor	0.0%
Not confident at all	0.0%
N	20

5. Having attended the training and / or the coaching sessions, please rate your understanding of an evidence based psychological approach



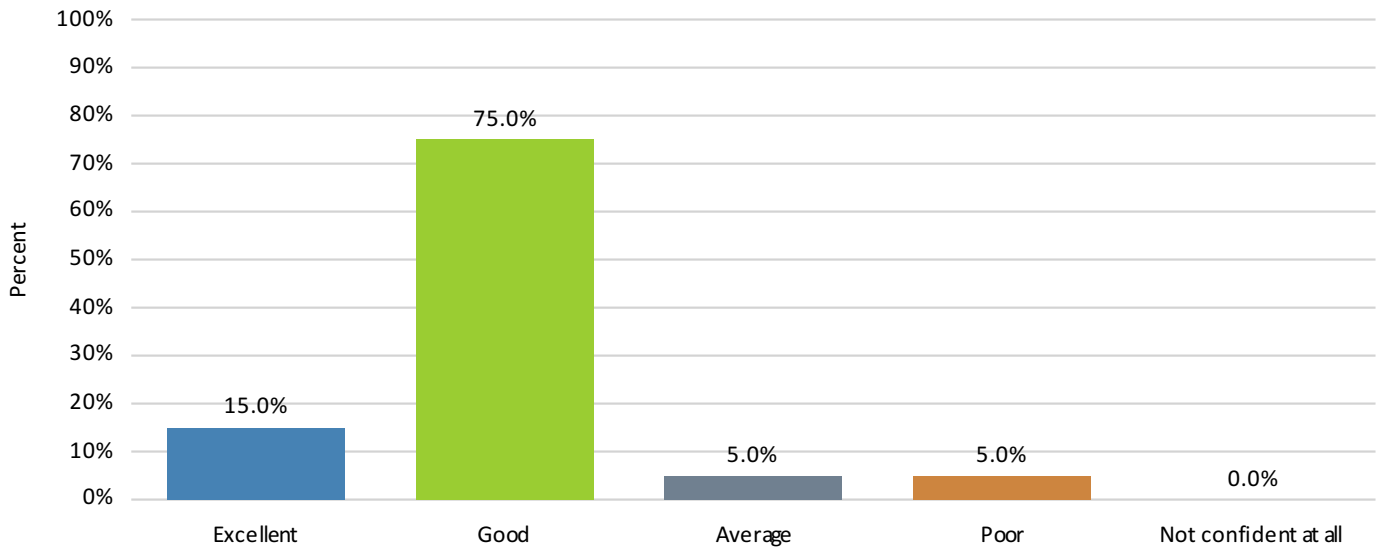
Name	Percent
Excellent	25.0%
Good	70.0%
Average	5.0%
Poor	0.0%
Not confident at all	0.0%
N	20

6. Having attended the training and / or the coaching sessions, please rate your understanding of an evidence based psychological assessment that can be used to develop a shared understanding of people's difficulties.



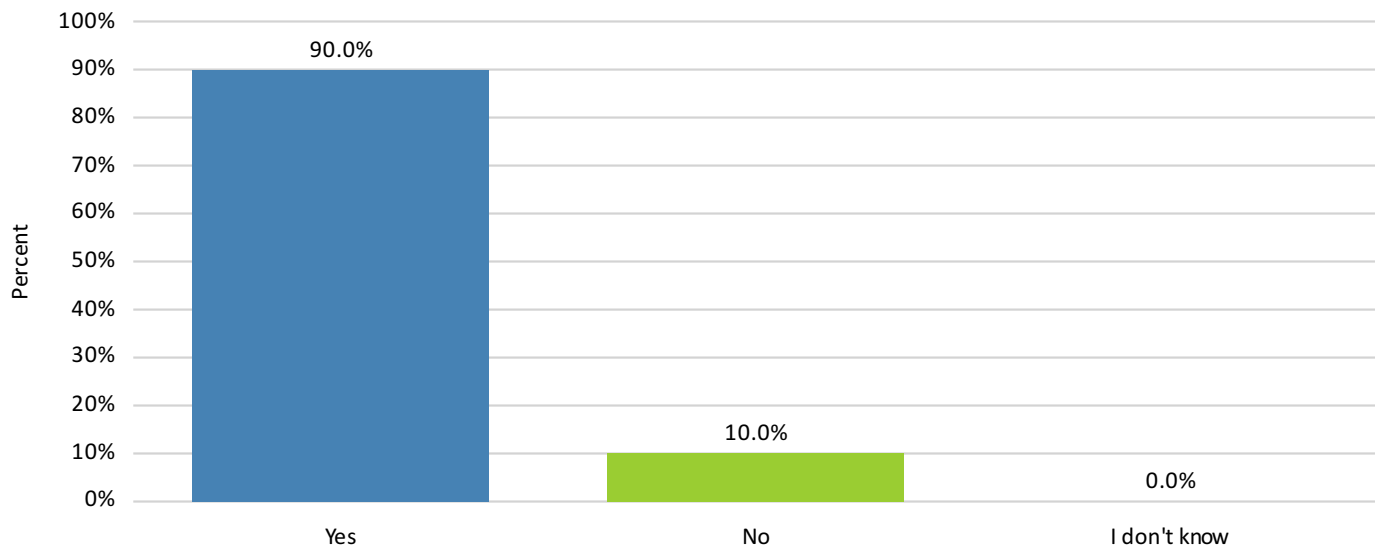
Name	Percent
Excellent	40.0%
Good	55.0%
Average	5.0%
Poor	0.0%
Not confident at all	0.0%
N	20

7. Having attended the training and / or the coaching sessions, please rate your ability to develop a plan to work on together and select approaches to make effective change



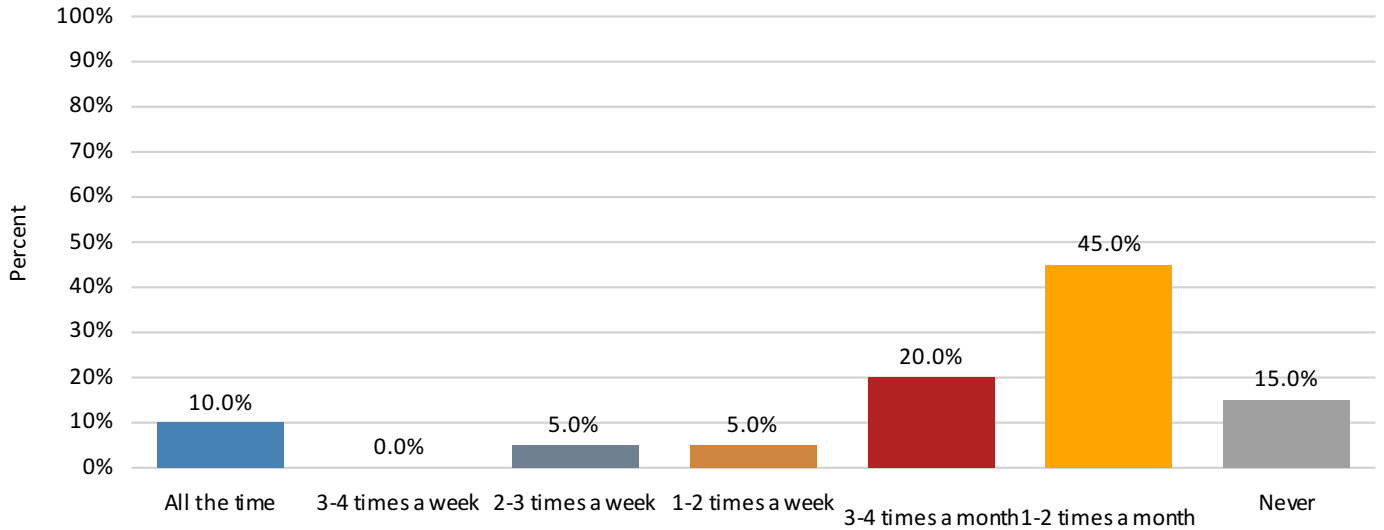
Name	Percent
Excellent	15.0%
Good	75.0%
Average	5.0%
Poor	5.0%
Not confident at all	0.0%
N	20

8. Have you used the Cognitive Behavioural for Wellbeing approach (the worksheets):



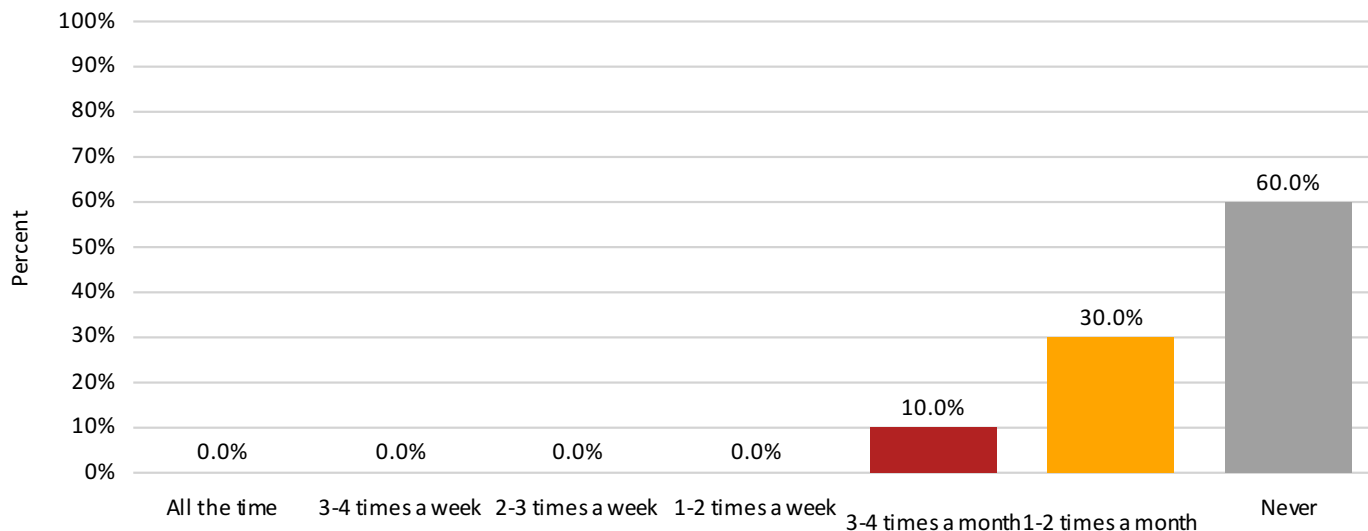
Name	Percent
Yes	90.0%
No	10.0%
I don't know	0.0%
N	20

9. Helped me understand why I feel as I do (Five areas vicious circle)



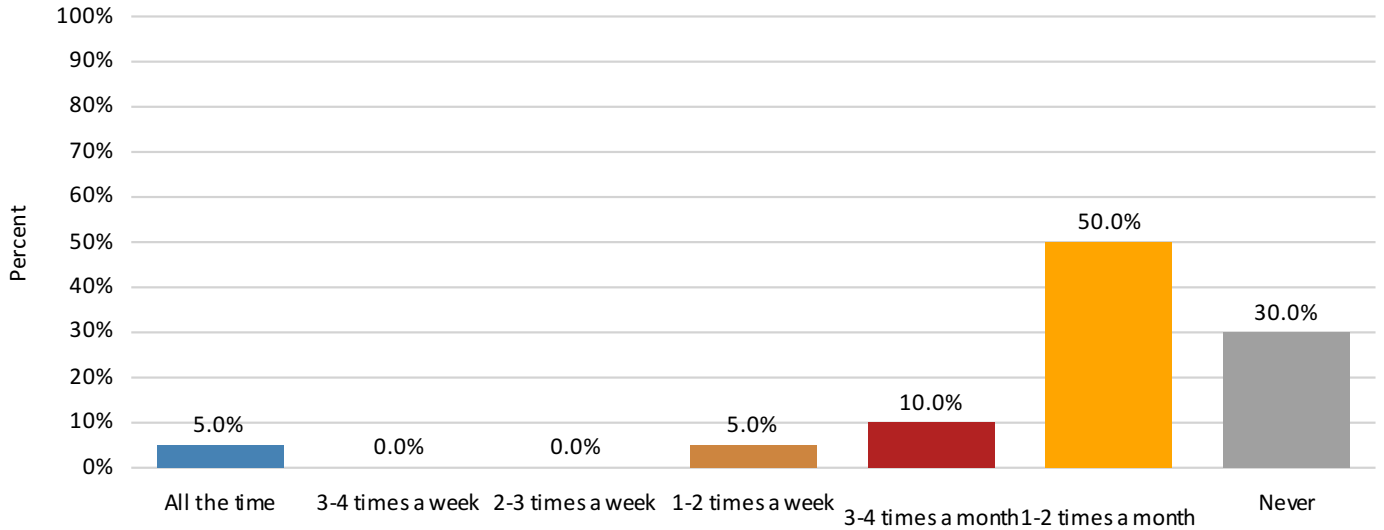
Name	Percent
All the time	10.0%
3-4 times a week	0.0%
2-3 times a week	5.0%
1-2 times a week	5.0%
3-4 times a month	20.0%
1-2 times a month	45.0%
Never	15.0%
N	20

10. The cards that life deals you



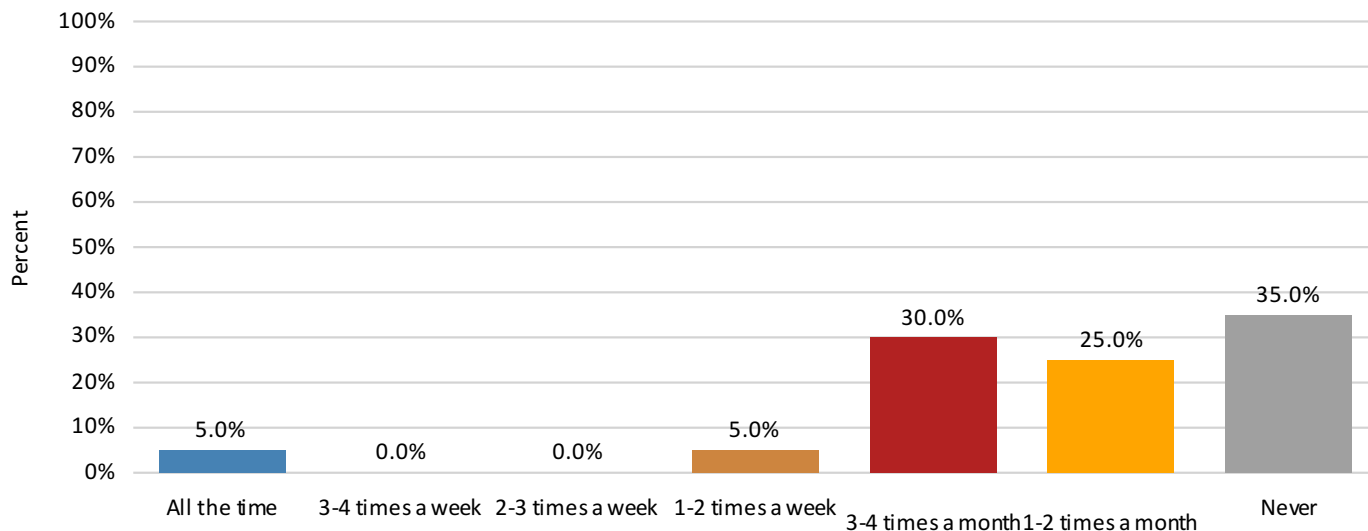
Name	Percent
All the time	0.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	0.0%
3-4 times a month	10.0%
1-2 times a month	30.0%
Never	60.0%
N	20

11. Before / after we got going



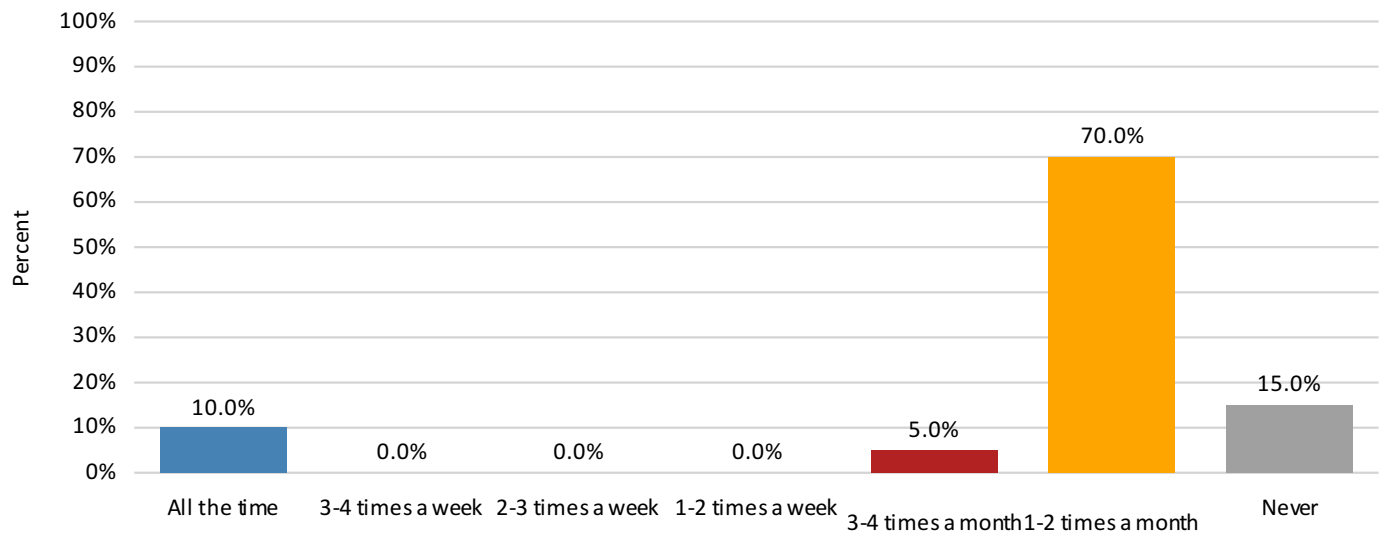
Name	Percent
All the time	5.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	5.0%
3-4 times a month	10.0%
1-2 times a month	50.0%
Never	30.0%
N	20

12. My happy list



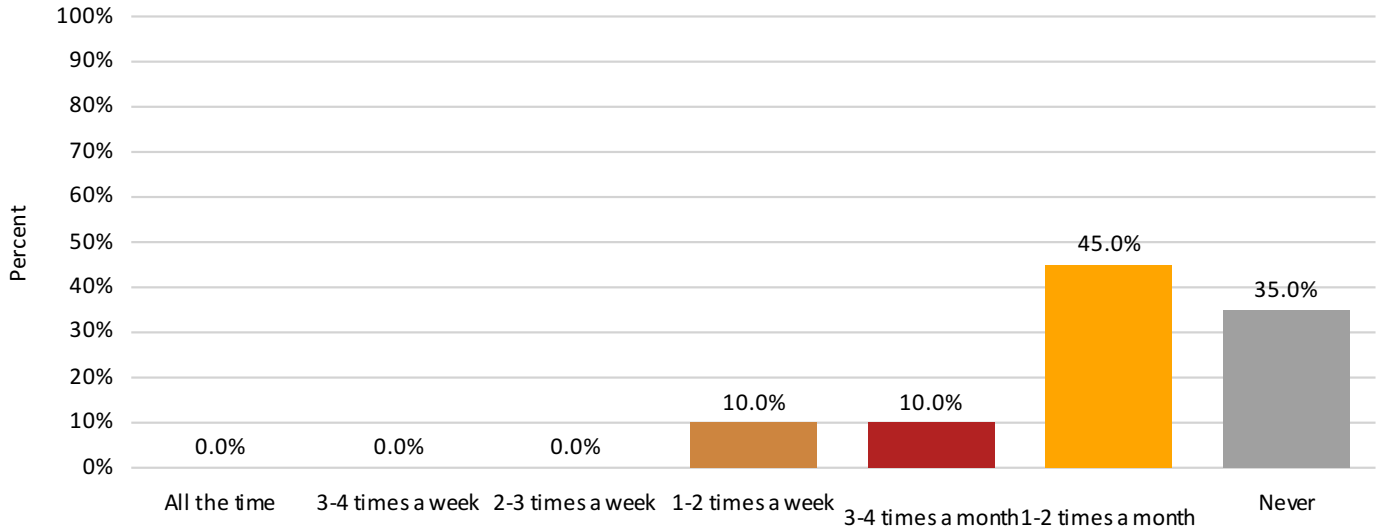
Name	Percent
All the time	5.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	5.0%
3-4 times a month	30.0%
1-2 times a month	25.0%
Never	35.0%
N	20

13. 10 things you do to feel happier straight away



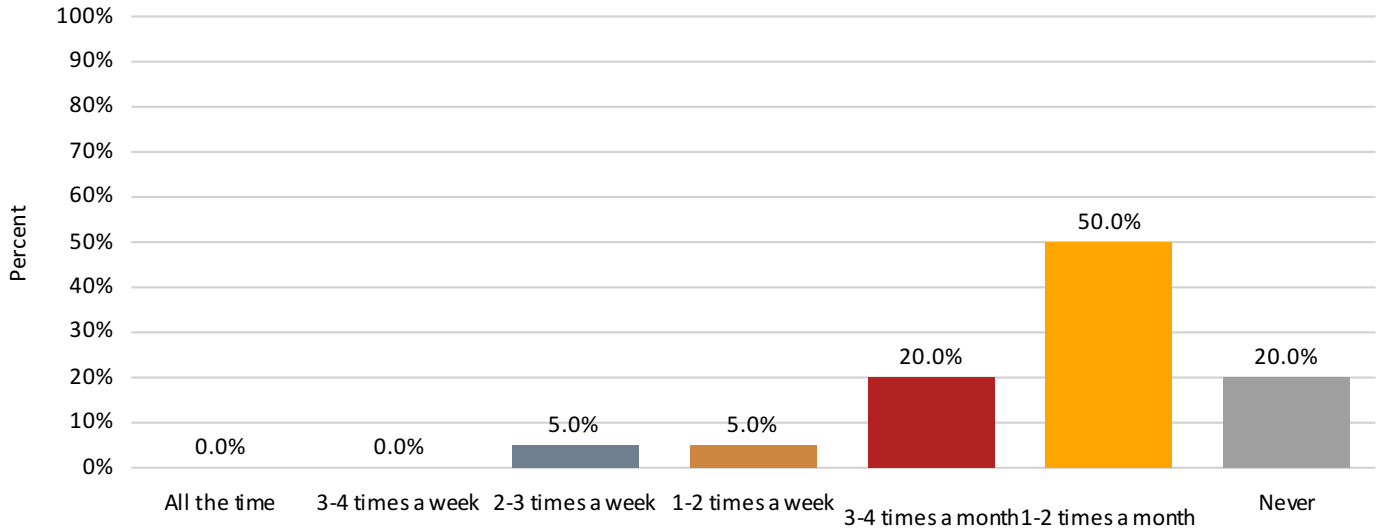
Name	Percent
All the time	10.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	0.0%
3-4 times a month	5.0%
1-2 times a month	70.0%
Never	15.0%
N	20

14. My activity planner



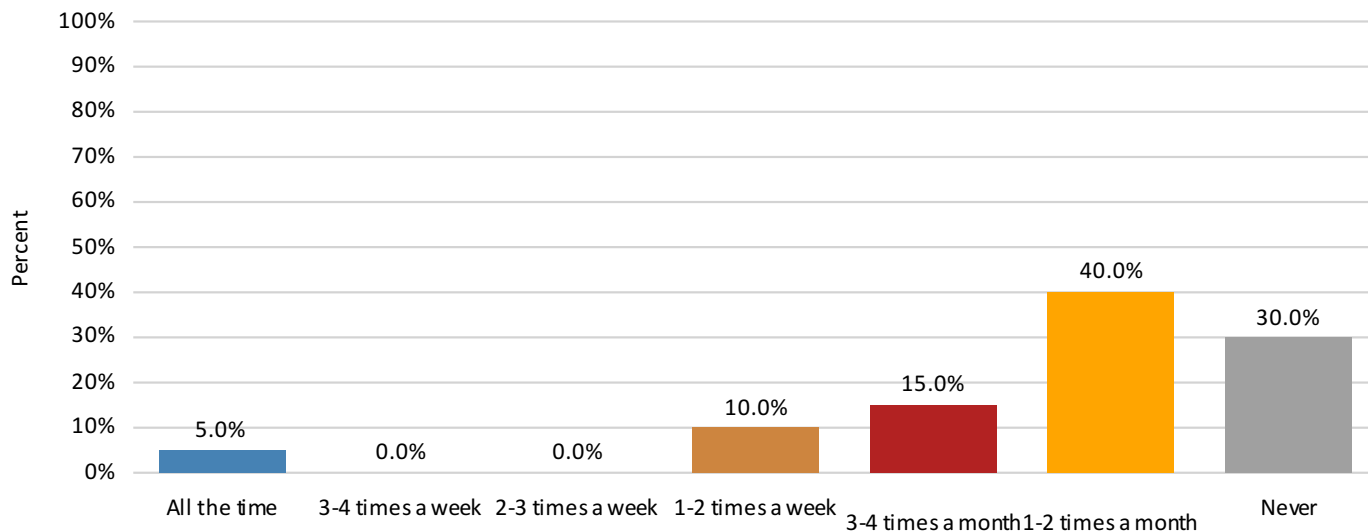
Name	Percent
All the time	0.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	10.0%
3-4 times a month	10.0%
1-2 times a month	45.0%
Never	35.0%
N	20

15. The planner sheet



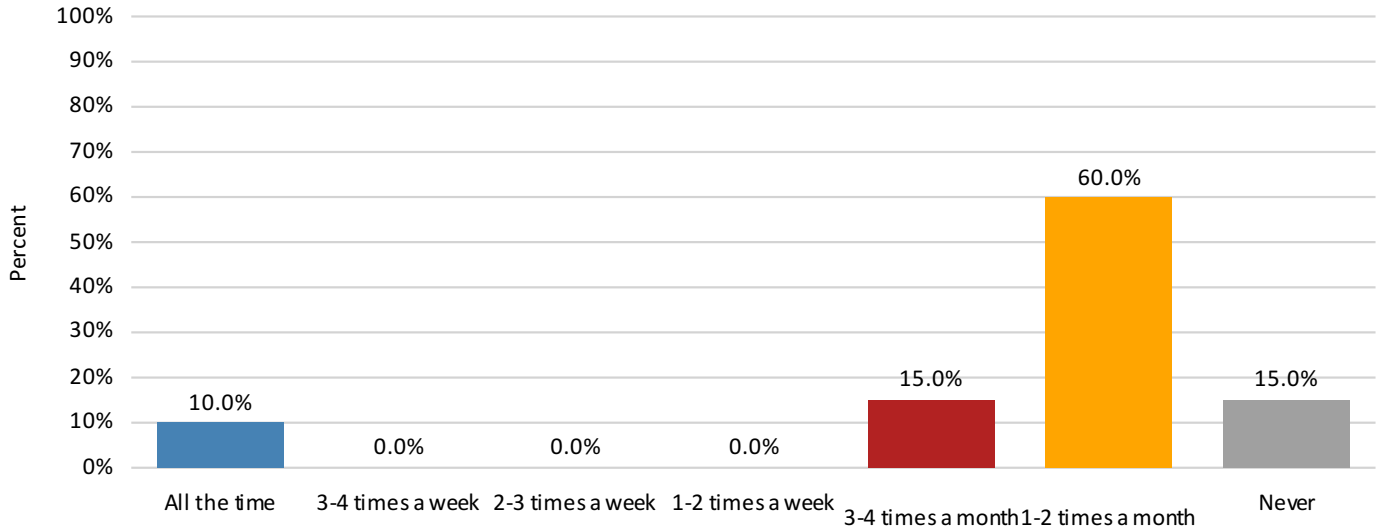
Name	Percent
All the time	0.0%
3-4 times a week	0.0%
2-3 times a week	5.0%
1-2 times a week	5.0%
3-4 times a month	20.0%
1-2 times a month	50.0%
Never	20.0%
N	20

16. The review sheet



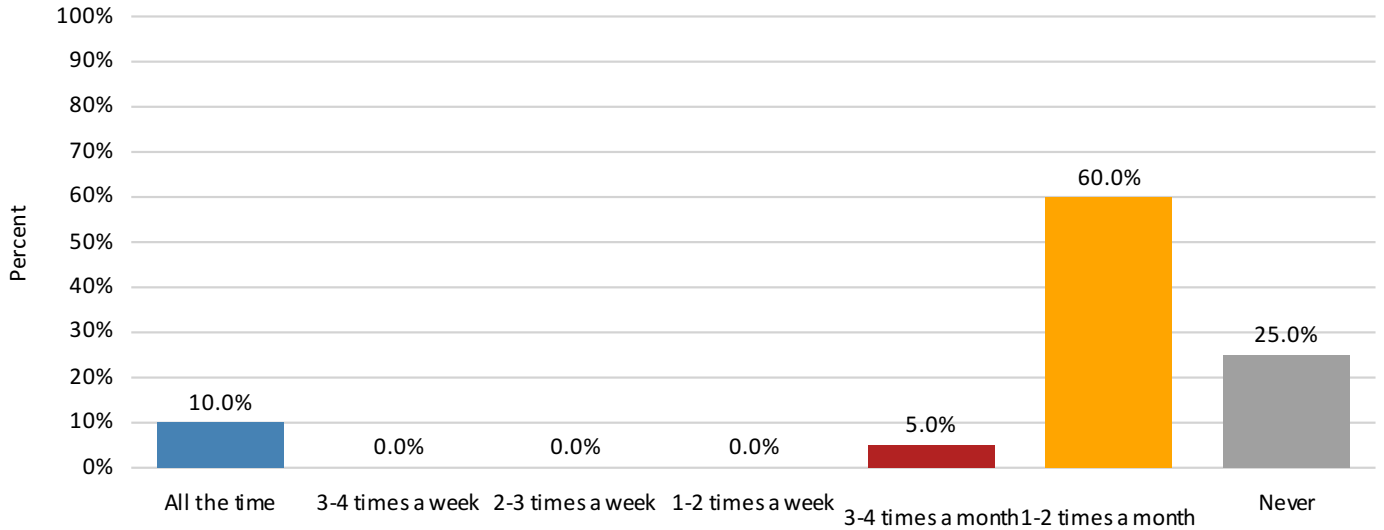
Name	Percent
All the time	5.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	10.0%
3-4 times a month	15.0%
1-2 times a month	40.0%
Never	30.0%
N	20

17. My unhelpful thoughts



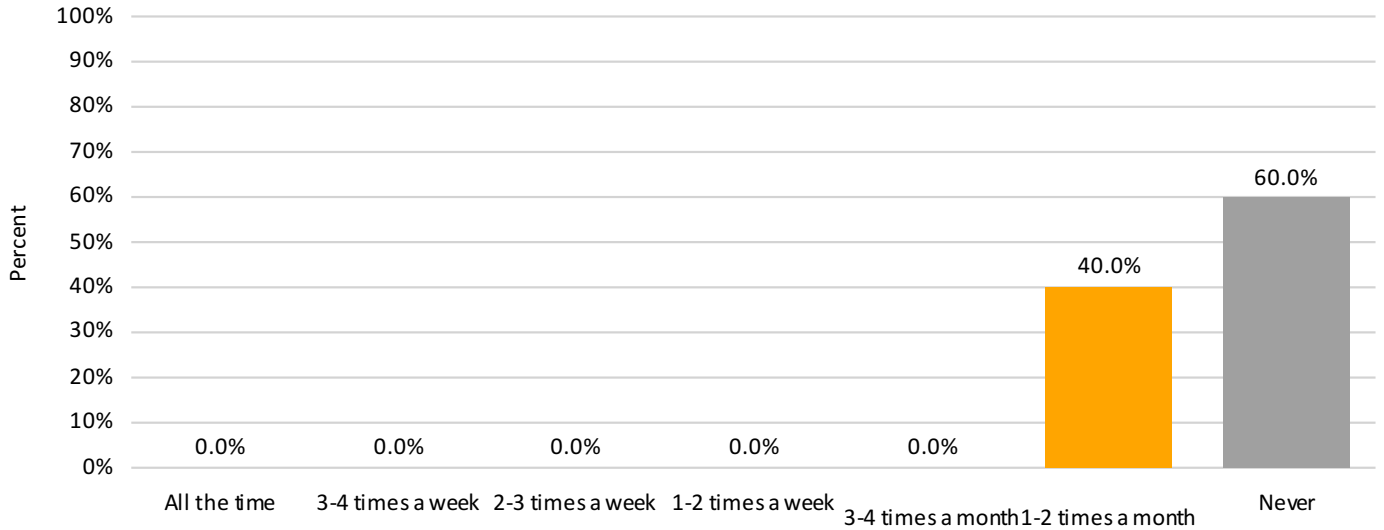
Name	Percent
All the time	10.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	0.0%
3-4 times a month	15.0%
1-2 times a month	60.0%
Never	15.0%
N	20

18. Unhelpful thinking styles spotter



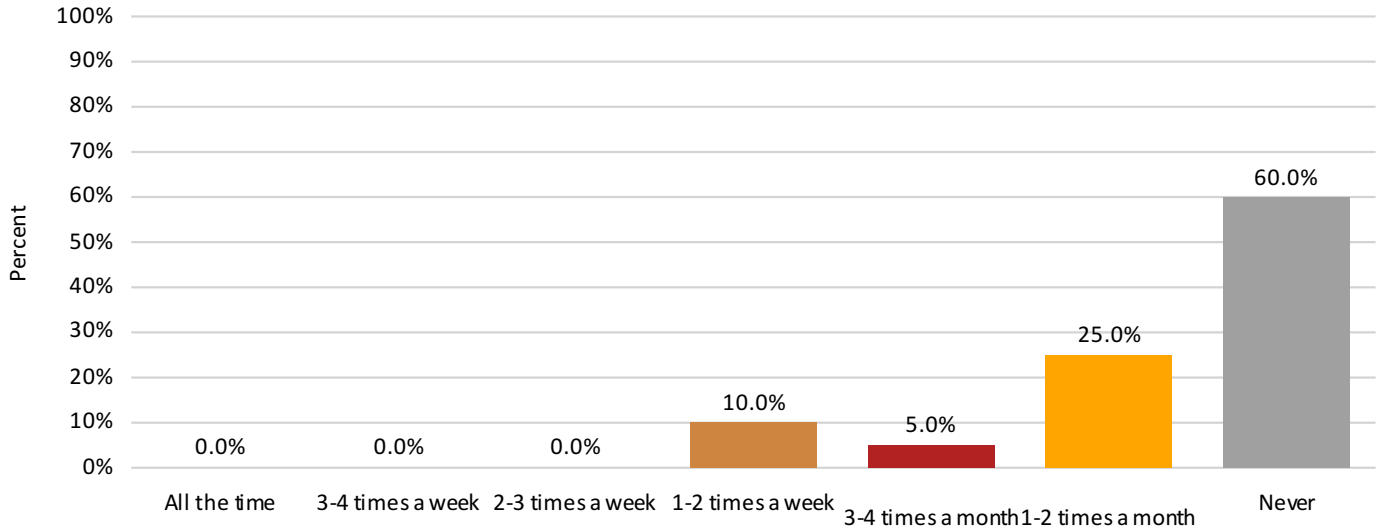
Name	Percent
All the time	10.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	0.0%
3-4 times a month	5.0%
1-2 times a month	60.0%
Never	25.0%
N	20

19. The Amazing Unhelpful Thought Busting Programme (AUTBP)



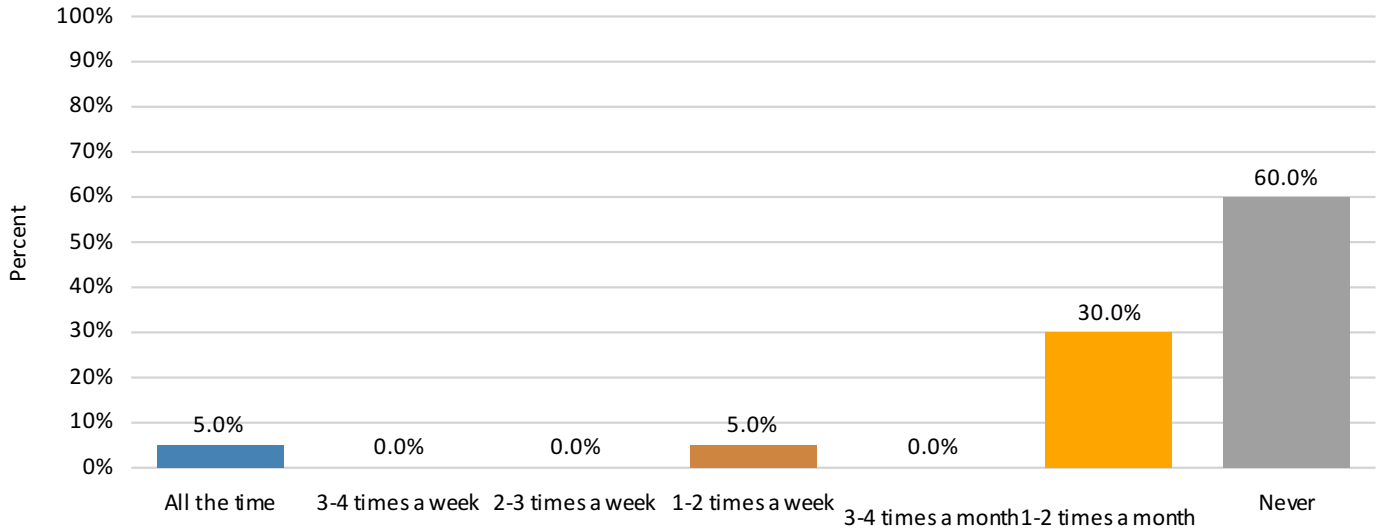
Name	Percent
All the time	0.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	0.0%
3-4 times a month	0.0%
1-2 times a month	40.0%
Never	60.0%
N	20

20. My easy 4 step plan (E4SP)



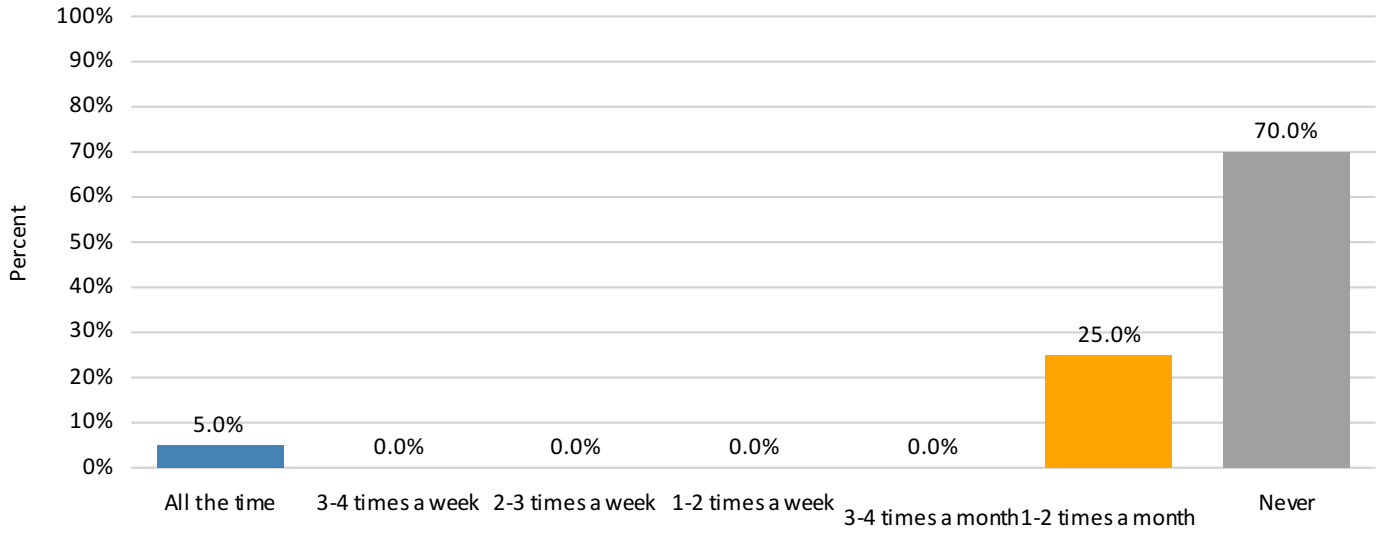
Name	Percent
All the time	0.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	10.0%
3-4 times a month	5.0%
1-2 times a month	25.0%
Never	60.0%
N	20

21. The things we do that mess us up



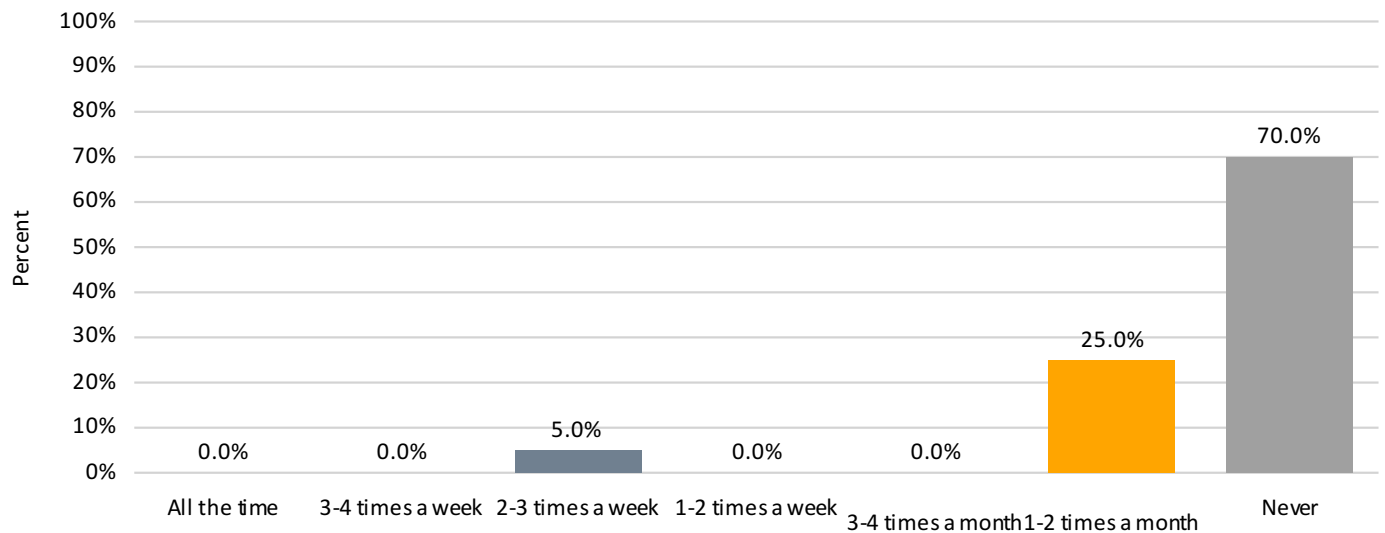
Name	Percent
All the time	5.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	5.0%
3-4 times a month	0.0%
1-2 times a month	30.0%
Never	60.0%
N	20

22. 123 breathe



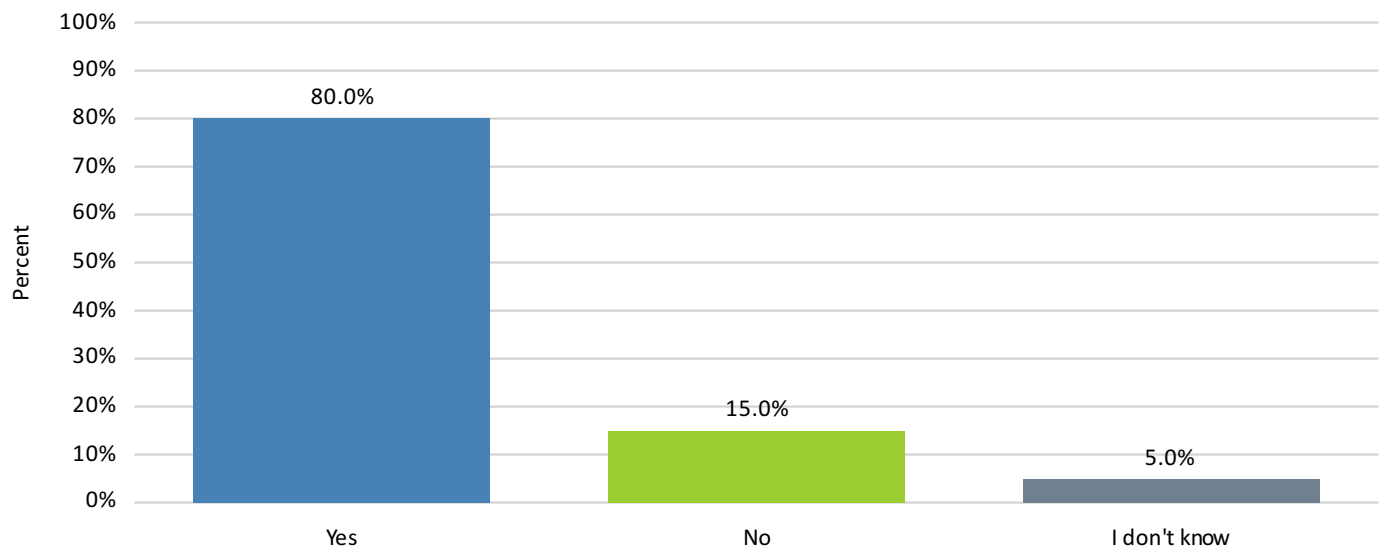
Name	Percent
All the time	5.0%
3-4 times a week	0.0%
2-3 times a week	0.0%
1-2 times a week	0.0%
3-4 times a month	0.0%
1-2 times a month	25.0%
Never	70.0%
N	20

23. Tension control script



Name	Percent
All the time	0.0%
3-4 times a week	0.0%
2-3 times a week	5.0%
1-2 times a week	0.0%
3-4 times a month	0.0%
1-2 times a month	25.0%
Never	70.0%
N	20

24. If you have used the Cognitive Behavioural for Wellbeing approach (the worksheets), has it made a difference to how you work with your clients



Name	Percent
Yes	80.0%
No	15.0%
I don't know	5.0%
N	20

25. In what way has it made a difference?

I don't think it has made a difference in the way I work but it has made a difference in the confidence I feel when working with people.

if service users are struggling this is a new tool that can assist me to understanding their needs

It hasn't made any difference to my approach

Several reports from clients on subjective benefit along with a plethora of evidence in reducing CORE10 scores.

Opens up a conversation.

Gives people a chance to process how thoughts feelings and behaviours are in recurring patterns.

Motivates people to try out new activities and live bigger.

Opens up a conversation.

Gives people a chance to process how thoughts feelings and behaviours are in recurring patterns.

Motivates people to try out new activities and live bigger.

Opens up a conversation.

Gives people a chance to process how thoughts feelings and behaviours are in recurring patterns.

Motivates people to try out new activities and live bigger.

The training was very good. It provided a lot of simple tools to help support clients. I've found structuring support around the various exercises has been very helpful.

Although I haven't used the work sheets extensively I use the concepts from the CBA training on daily basis as part of my support work.

One client has been better able to face a stressful situation without being overcome by anxiety.

More confidence in broaching subjects and using coaching techniques to help clients come to their own answers

Easy for service users to follow and I can explain it well. I find it a good tool and is something service users enjoy doing and can see instant effect

This approach is not suitable for the people that we work with. The majority of them need and are looking for long term therapy - effective counselling. Many of the people that we have worked with have suffered severe trauma and abuse and to use these patronising sheets would cause more damage. the people that we support are part of the hardest to reach group and it takes a lot of time and patience to engage with them. They would simply walk away if we produced these sheets! The NHS needs to look at the bigger picture and realise CBT is a sticking plaster and the re-referral rates reflect this.

The approach has opened up many conversations, early on in the therapeutic relationship, mapping the way for future support and gives the client tools to name their personal barriers and goals. It identifies potential and/or perceived obstacles from the get-go and (I think) diminishes an obstacle's hold over a person.

The approach helps separate the multiple issues in a person's life; past painful events, present obstacles, future anxieties. Once an issue can be separated from others and held in isolation -addressed- the client and I can observe how it impacts on other parts of their life, what its effects are and how tackling one problem can relieve others.

Glves a focus to what we do and helps the client clearly see what they can do and that they can do something

The approaches I take with service users is different, I ask a lot more "why" questions and ask service users to look at why they do things a lot more

Getting the client to focus differently and not to over react Client to think a little more positively but being realistic about what they can do and not do

I have gained confidence in using CBA and can explain to Service Users why their thoughts affect their feelings and ultimately their behaviour. These are great tools that Service Users can utilise to change their daily lives.

It has helped a few of my clients to manage their anxiety better. It seems the approach empowers them and they are more aware of their thoughts and the affects they have on their feelings and behaviours.

Not had opportunity as I manage the team, who would use the worksheets

It has helped some of my supported people focus and understand how they can take more control of their thoughts and feelings.
