

Supported self-help frequently asked questions



1. What is supported self-help?

Supported self-help is a six-week guided self-help programme that works with you, to support you to recognise and understand your emotions. Over six weeks we'll give you information, resources and regular phone calls to help improve how you feel.

2. What can supported self-help help with?

It can help people with mild to moderate mental health problems, such as:

- anxiety and panic attacks
- coping with grief and loss
- loneliness and feeling lonely
- low self esteem
- low mood and depression
- managing anger
- managing stress
- understanding menopause

3. Who is eligible for supported self-help?

The service is for adults (18+) who are experiencing a mild to moderate mental health problem.

You must be living in Wales (or England or the Channel Islands from October 2023).

It's okay if you have, or don't have, a formal mental health diagnosis.

It's okay if you're on a waiting list for counselling or another form of mental health support such as therapy.

4. Who isn't eligible for supported self-help?

We're sorry but supported self-help isn't for people under the age of 18.

You won't be able to access supported self-help if you are currently accessing another form of mental health support such as counselling or therapy.

5. Is it in person?

Supported self-help is delivered over the phone or via video call, to make it easier to fit around your weekly schedule.

6. Does it work?

In a recent survey:

- the service was rated 9/10 by clients and nearly all would recommend it
- 84% of people said they had improvement in feelings of anxiety
- 85% felt improvement in feelings of depression
- 83% reported an improvement in their mental wellbeing.

7. What kind of support is involved?

Each week we'll call to check in on how you're doing and give you any support you might need. We'll also send you materials to help you understand and manage your feelings. These might include:

- explaining how and why we experience difficult emotions
- a thought diary
- mindfulness techniques

In your last session, together we'll review how you're feeling and talk about the ways the course has helped. We'll talk about what's next and if Mind can support you in any other ways. We might also suggest services or activities available from organisations other than Mind.

8. How long does it take?

You'll have seven sessions, over the course of six to eight weeks.

- One assessment session (40 minutes long)
- Five intervention sessions (each 20 minutes long)
- One signposting session (20 minutes long)

When you sign up, you'll be given some options for your first appointment, but if there isn't one to suit you, someone will contact you within 28 days to help you find one that does.

9. How much does it cost?

It's totally free, thanks to investment from Mind and external funders.

10. Do I need a GP referral?

You don't need a GP referral to sign up for supported self-help.

11. How do I sign up?

You can sign up online, here: <https://www.mind.org.uk/get-involved/supported-self-help/>

The webpage contains an interactive chatbot, Limbic, who will walk you through the referral process, helping you understand if supported self-help is right for you.

It will take around 6-8 minutes to complete.

12. When is supported self-help available?

Supported self-help is available in Wales until around February 2024.

Supported self-help is available in England and the Channel Islands until around September 2025.

13. I've accessed the service before. Can I use it again?

If you have used the service before, you will need to wait at least three months before signing up again, and you will have to access a different pathway from the one you have already taken.

Service users have told us that they still use the tips and techniques months after they have completed the course of sessions.

14. I've signed up but haven't heard back?

Please contact supportedselfhelp@mind.org.uk

15. Which local Minds are delivering supported self-help?

All 19 local Minds in Wales are delivering supported self-help. 28 local Minds in England are delivering supported self-help (from October 2023):

- Brent, Wandsworth & Westminster Mind
- Enfield & Barnet Mind
- Hammersmith, Fulham, Ealing & Hounslow Mind
- Havering Mind
- Islington Mind
- Lambeth & Southwark Mind
- Mind in Bexley
- Mind in Haringey
- Mind in the City, Hackney & Waltham Forest
- Tower Hamlets, Newham & Redbridge Mind
- Cornwall Mind
- Coventry & Warwickshire Mind (in partnership with Leicester, Leicestershire and Rutland Mind)
- Derbyshire Mind
- Lancashire Mind
- Middlesbrough & Stockton Mind
- Mind BLMK
- Mind in Somerset
- Mind in West Essex
- Mind in West Sussex
- Nottinghamshire Mind
- Northamptonshire Mind
- Oxfordshire Mind
- Rotherham & Barnsley Mind (in partnership with Doncaster Mind & Sheffield Mind)
- Tameside Oldham & Glossop Mind
- Washington Mind

Please note some local Minds are delivering Active Monitoring/supported self-help through local contracts, outside of this programme.

16. My local Mind isn't delivering supported self-help. Can I still access the service?

You can still access the service, regardless of where you are located (within Wales, or England and the Channel Islands from October 2023) as part of an agreement to share capacity between the local Minds who are involved in delivering supported self-help.

We would also encourage you to contact your local Mind to find out which services are on offer near you.

17. Is supported self-help the same as counselling?

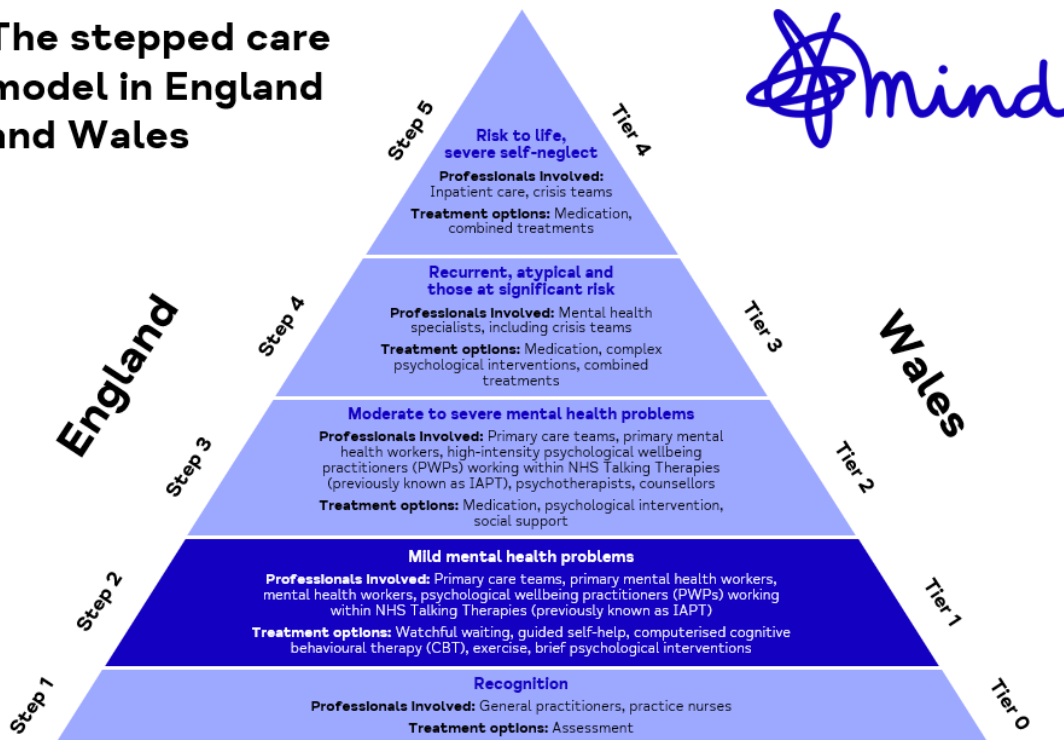
Supported self-help is a one-to-one guided self-help service, not a counselling service. But our practitioners do use counselling-based skills in their support. It incorporates some Cognitive Behavioural Therapy (CBT) style tools but also provides other kinds of support.

Another difference is that our sessions are only 20 minutes long (apart from the initial assessment session which is 40 minutes long).

18. What's the difference between supported self-help and NHS Talking Therapies?

Supported self-help is a primary care tier one intervention in Wales and a step 2 intervention in England. It fits within the NICE guidelines for guided self-help.

The stepped care model in England and Wales



The key differences between supported self-help and NHS Talking Therapies are:

- Supported self-help is for adults experiencing mild to moderate mental health problems, and not for adults experiencing moderate to severe/enduring mental health problems.
- Supported self-help is one-to-one, whereas some NHS Talking Therapies are group-based.
- Supported self-help isn't the same as counselling or cognitive behavioural therapy, though practitioners do use similar techniques.
- Supported self-help isn't delivered by the same people who are delivering NHS Talking Therapies services.
- Supported self-help isn't reliant on a formal diagnosis.

19. How does supported self-help complement NHS Talking Therapies?

Supported self-help can be accessed within 28 days and is ideal as an early intervention while people are on a waitlist for higher-tier services.

It can give service users techniques to recognise and understand their emotions, helping to prepare them for therapy.

It's suitable for people who just want a little bit of help to feel better, who otherwise may not reach the threshold for talking therapies.

It offers pathways other than anxiety and depression – and can help people who may be feeling alone, experiencing grief or loss, or struggling to cope with menopause.

20. Is this the same as Active Monitoring?

The programme model is the same as Active Monitoring, but the name has been changed in response to feedback from people with lived experience who told us that the name wasn't clear enough and felt too clinical.

Supported self-help was suggested by one of our focus group participants and received positively by others, who felt that it suggests tangible and involved support alongside a professional who will provide help. They found self-help empowering because it refers to them achieving something and they'll be in control.

21. My question hasn't been answered. Where can I go?

Please contact supportedselfhelp@mind.org.uk