

# Everything you need to know about online Counselling for Depression with Mindler

*Welcome to your therapy room*



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# Hello and Welcome to online Counselling for Depression (CfD) therapy with Mindler

**We're looking forward to helping you feel better.**

**Choosing to start a course of treatment is a very positive step forward and, in this guide, we'll share information about:**

- Getting set up
- What to expect
- How to get the most out of your sessions
- What to do after your treatment has ended

The purpose of this pack is to help you prepare for your therapy sessions so you are able to get the most out of it. The best time to read this would be before your session or shortly after it. It is helpful to have it to hand during your sessions too.

Everything you need to give yourself the best chance to feel much better and to keep feeling much better is in here, so please keep this guide close by you.

**Don't forget, we're available by phone and email if you need any other help.**



**Phone: 0800 074 5560**  
(9am - 5.30 pm weekdays)



**Email: hello@mindler.co.uk**  
(We're usually pretty speedy, but allow 48 hours for a response)

# Here's what other people have said about their treatment



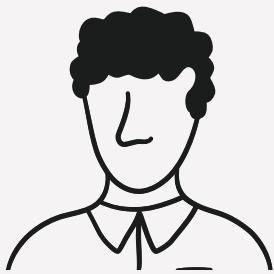
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I feel so grateful that I heard about this service. It was so easy to access and fit around my commitments.



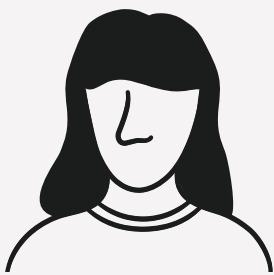
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Online therapy worked so well for me, and I really feel like a different person since completing the treatment.



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I was unsure of what to expect at first, but I felt really supported and it is a great, flexible way to get help with mental health.



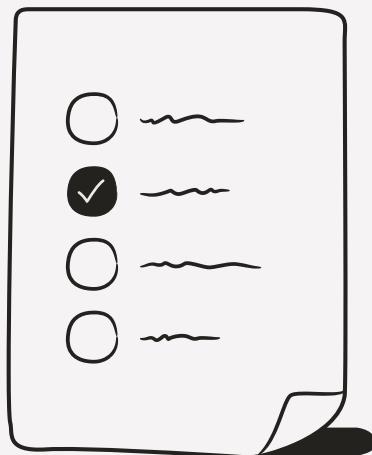
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Completing this course of treatment was the best decision I have ever made. I have my life back on track. Thank you!

# Getting set up

## Important things to know - the 'big' small print

Starting anything new can be overwhelming. Here is everything you need to know before you start your therapy sessions with Mindler. Please take time to read this section before your first session.



### Questionnaires

We really do need you to complete your pre-session questionnaires before every session with us. So, we'll prompt you to do so before each session. This is because they are the best way for us all to know if you are feeling better.

An important part of treatment involves keeping track of your difficulties over time, so that we can get a sense of how treatment is working and if it is helping you to feel better or not. We use questionnaires to do this.

Essentially, we use these questionnaires to help us know how and when to tailor your treatment plan more accurately so that you are more likely to get better.

The NHS requires these questionnaires to be completed for your medical records. So, if you do not complete them before your session, we will ask you to leave the session to do so. This will mean that you lose valuable one-to-one time with your clinician.

## **Cancelling or not attending sessions**

If you don't attend a session or cancel a session with less than 48 hours' notice more than once, we may discharge you from therapy.

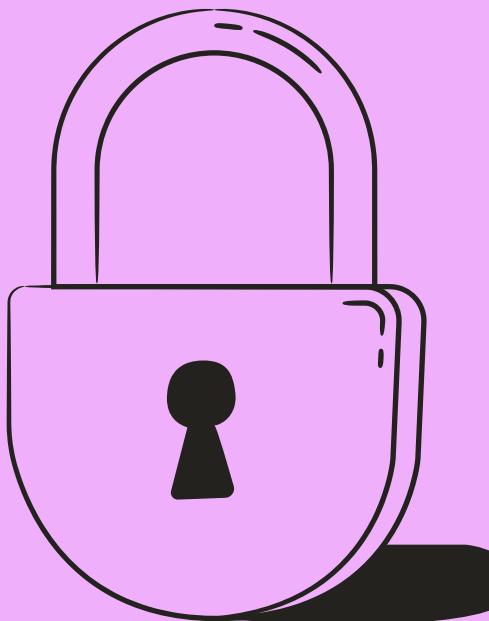
You can cancel your appointment with your Clinician via the link in the reminder text we send you. Please send a message to your Clinician asking them to reschedule your session.

## **Confidentiality**

What you share with your Clinician during your therapy sessions is kept confidential. Your Clinician may discuss your case with their Supervisor, just to make sure we are giving you the best possible support.

However, if we are concerned about your safety, and/or the safety of others, we may need to share this information with other professionals. Your Clinician will speak to you before doing so, if possible.

At times during your treatment, your Clinician will write you a brief summary letter. This will be sent to you and your GP, which is standard within NHS services and enables GP's to safeguard patients where necessary.



# What to expect

## What is Counselling for Depression (CfD)?

Counselling for Depression explores a person's experience of distress as they see it from their perspective and how this has an impact on them internally. CfD supports patients to reflect on how they feel and works with them to identify their feelings and emotions.

You may feel stuck or feel unprocessed when it comes to your emotions.

CfD identifies or connects with the idea that a patient feels differently on the inside, to how you present on the outside.

The feelings that you experience are known as 'dissonance' and can contribute to your feelings of depression.

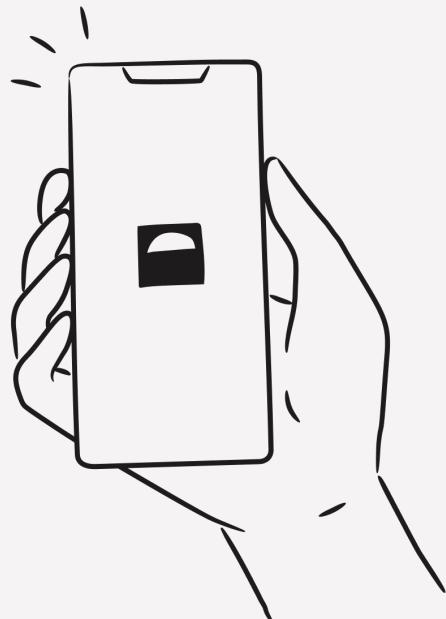


## How does Counselling for Depression (CfD) work?

Being overly critical of ourselves, feelings of worthlessness and being left with unresolved feeling from difficult relationships, can makes us feel low and depressed.

Counselling for Depression aims to support clients to get in touch with the feelings underlying their low moods and/ or depression. Counsellors encourage clients to express these feelings, make sense if them and develop new ways of looking at themselves and the world around them.

This is achieved by focusing on how clients feel and understand their situation from their point of view. The counselling sessions will often be led by the client, because the counsellor wants to understand how the client feels and sees the things, they experience rather than asking lots of questions.



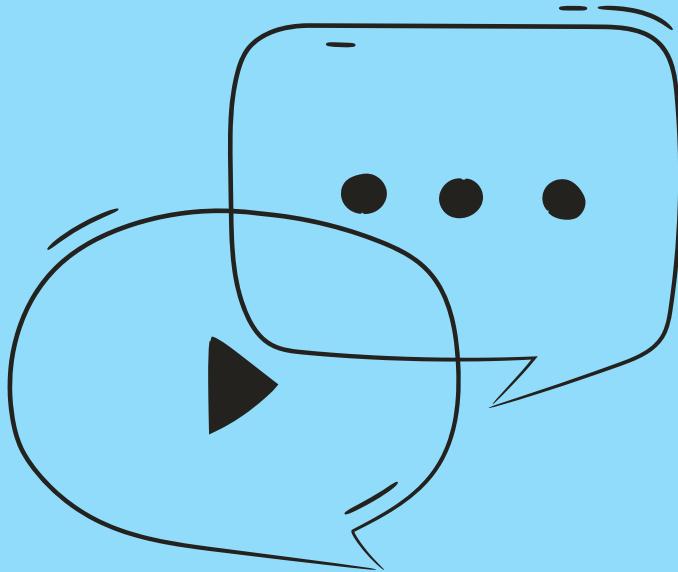
# What is online CfD?

At Mindler, online Counselling for Depression (CfD) means one-to-one therapy sessions delivered to you via the internet. We do not provide group therapy.

You can access our sessions on your computer, laptop, tablet, or mobile phone. We provide both text-based and video-based sessions. In our text-based sessions, you and your clinician type to each other one-to-one. In our video-based sessions, you and your clinician speak to each other, one-to-one via the internet.

CfD is not suitable for everyone or for every problem. Your clinician will take time in your first appointment to assess whether it is the right treatment for you.





# How does online CfD work?

Online Counselling for Depression (CfD) can be conducted through face-to- face or online sessions.

As well as live sessions, you can communicate with your clinician via messages between sessions. You can look back at all your conversations, which are saved for you to review, even after you have finished working with us.

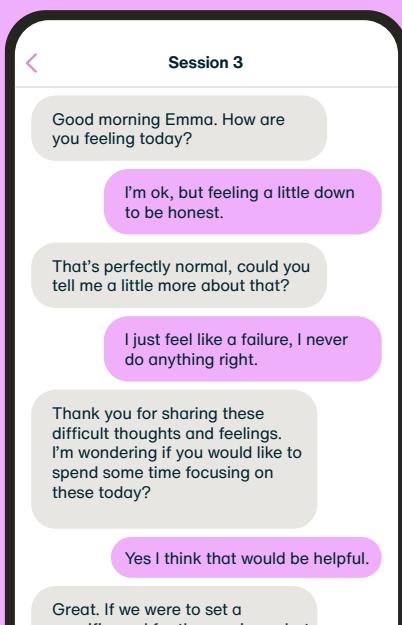
The table on the following page shows the benefits of both typed and video based online CfD. Please be assured that our clinicians are very experienced and will help you to get the most out of your treatment, whether you have typed or video-based sessions.

# Typed therapy advantages

- ✓ Ideal if you're shy, introverted, scared by social situations, or find eye contact unsettling.
- ✓ It gives you time to give more accurate, considered answers.
- ✓ It's better for slow internet connections.
- ✓ If you would find it easier to type than to speak about your difficulties, it's better.
- ✓ It's quick and easy to read over past therapy sessions. You can access them at any time to reflect on some of the important conversations you've had.
- ✓ It may suit your learning style better, for instance, if you have impaired hearing, a speech impediment, or feel more comfortable expressing yourself in writing.
- ✓ Not seeing your Clinician allows you to form your own image of who you'd like them to be. Research shows that this often makes it easier for people to open up.
- ✓ It can be cheaper and requires less equipment. All you need is a smart phone, tablet, or laptop, and a Wi-Fi connection.
- ✓ You don't need to be in a private room to feel safe to chat out loud without being overheard or interrupted.
- ✓ If you feel at all negative about therapy, the anonymity of typed therapy could help you to open up.
- ✓ It's possible to do it anywhere, so it's easier to have therapy without anyone else knowing.

# Video therapy advantages

- ✓ You and your Clinician can receive and give non-verbal responses, both with your faces and your bodies. This can aid understanding and help build trust more quickly than text alone.
- ✓ You won't get distracted by wanting to get your spelling and grammar right, which can get in the way of getting thoughts out.
- ✓ It's better if you don't like typing.
- ✓ Worksheets, glossaries, diagrams, and other helpful visuals can be shared and worked on collaboratively during the session.
- ✓ You can access the audio files of your appointments as a record of your video therapy session. It may, though, take you longer to find a specific part of it than with text-based transcripts.



An example of a typed therapy conversation

# What do counsellors provide?

Counsellors will not provide solutions or advice; they will help facilitate understanding of what can help you move forward in a more positive and healthy way. The counsellor will work with a patient to find a focus for the counselling to help patients to notice and identify themes and patterns in the experiences that they share.

This is experiences, themes and patterns that contribute to a patient's loss of happiness and low moods.

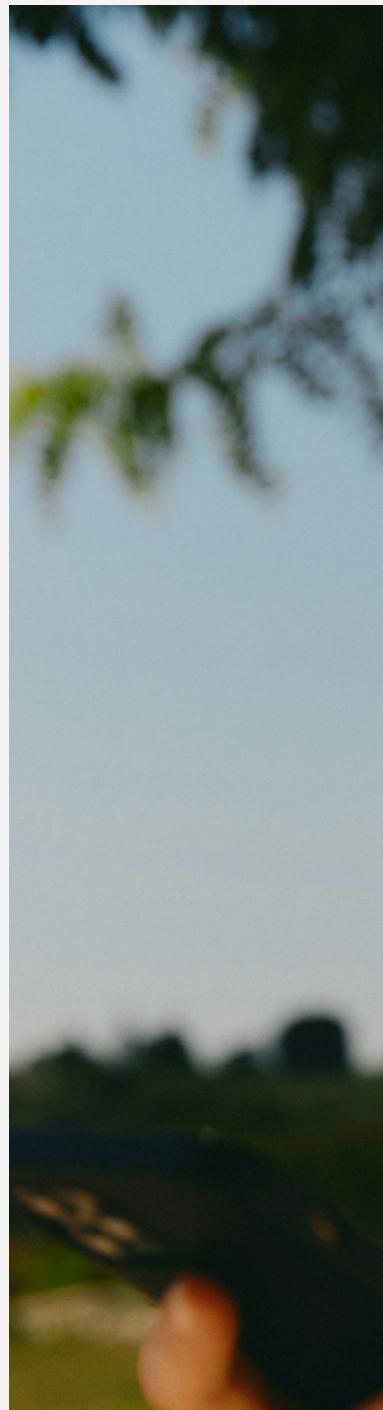
Counselling for Depression is a form of therapy that focuses on the present day. It may be that events from the past are explored, as these events could impact on your mental health and wellbeing.

“

I felt that the therapist  
really knew how I was  
feeling and understood  
what I was going  
through.

# How long can you expect to spend in treatment with Mindler?

CfD is a short-term therapy. The sessions allow you to reflect on and explore the feelings and emotions that you are presently feeling. The sessions support you to find new ways of connecting with your feelings as well as the feeling of those around you. The sessions are not directive and support you to develop coping strategies for yourself.





“

It was so easy to join both on my phone and on my laptop which meant that I could have the sessions in an environment where I felt comfortable.

# Managing your safety



## Safety plan

A safety plan is a written document with information that will help you if you ever face suicidal thoughts or feelings of despair. It's helpful to consider a safety plan when you feel relaxed and comfortable. This helps you to access positive thoughts and pleasurable feelings. Accessing such thoughts and feelings is difficult in challenging times.

**Your Clinician will work with you to develop a safety plan. In the meantime, here are some ideas to think about.**

- Are there any activities you can do that comfort and calm you, for example, going for a walk or taking part in a hobby?
- What reasons do you have for living, for example, enjoying time with family members?
- Which friends and family members would you feel comfortable contacting if your thoughts get worse?
- Which health professionals are involved in your care, including your GP or national support numbers?

*Once you have written your plan, keep it in a memorable place that you will easily be able to remember and get to even in times of distress.*



### What if I need urgent help?

We're not an emergency service and are not able to help with urgent situations. If you do feel that your life is at immediate risk, please call emergency services on 999 or visit A&E.

# After your treatment is complete

After your therapy sessions have ended and you have been discharged you won't be able to message your Clinician. However, you can log into the Mindler therapy room and access all your therapy session transcripts, worksheets, and messages for as long as you need to. This will help you remind yourself of the skills you have learnt if you ever find yourself facing similar difficulties.

You are welcome to return to therapy if you are still struggling following a period of consolidation.



To do so, please email [hello@mindler.co.uk](mailto:hello@mindler.co.uk)



 **MINDLER**

Don't forget, we're available by email and phone  
if you need any other help



**Email: [hello@mindler.co.uk](mailto:hello@mindler.co.uk)**  
(We're usually pretty speedy, but  
allow 48 hours for a response)



**Phone: 0800 074 5560**  
(9am - 5.30 pm weekdays)