



PWP *information* and recruitment pack

ieso
iesogroup.com

Together we can *transform* mental healthcare



Our *Mission*

Everyone deserves to live a fulfilling life. And everyone can. This is our core belief here at ieso. And it is our shared mission to prevent unnecessary suffering from common mental health problems, like anxiety and depression, globally.

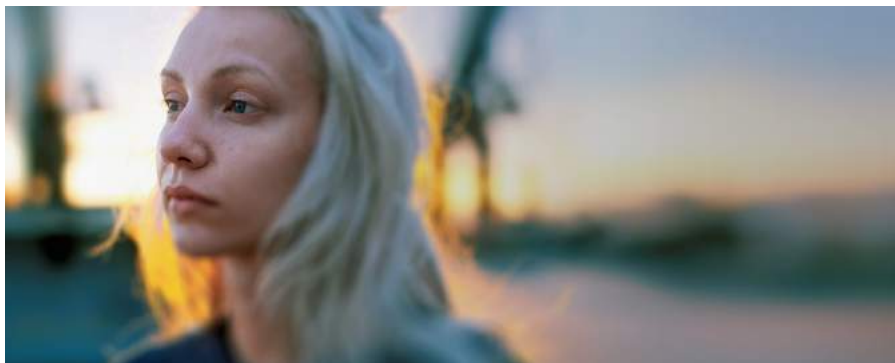
Every family on earth is touched by poor mental health. Even before Covid, healthcare systems throughout the world were struggling to cope with the mental health challenge. This challenge is now a crisis.

At ieso, we want everyone to have the high-quality care we'd choose for our own families. In fact, we want everyone to have the high-quality of care that you deliver. Yet, there are not enough qualified clinicians to meet the needs of patients in the UK, let alone the world.

We are in a unique position to do something about this by developing scalable digital mental health care solutions that are clinically validated and based on best therapeutic practice.

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About *ieso*

ieso has been delivering high-quality cognitive behavioural therapy (CBT) online for people experiencing common mental health issues since 2011.

PWPs in our network deliver treatment directly to NHS patients by typing back and forth during online appointments. You can schedule your appointments at a time which best suits you and your patients, including evenings and weekends, and sessions can be attended securely with any device that has access to the internet. In between appointments patients can revisit their transcripts of the sessions to remind themselves what they have learned, and they can keep you updated on their progress by messaging you on the ieso platform.

[Click here to watch this video](#) to find out more about how we deliver therapy.

ieso invests extensively in R&D and the science and clinical teams are dedicated to supporting clinicians to be the best they can be. Our teams work to understand the causes of mental illness and to find the most effective way to help our patients get better as quickly as possible.

Therapy transcript data is analysed using advanced statistical techniques, including deep learning, to find out what moves patients into recovery, what works for whom, and what keeps patients engaged in treatment. That insight is fed back into the training we provide to clinicians.

[Learn about how ieso is using data science in therapy.](#)



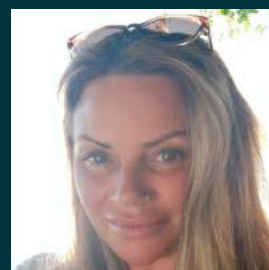
JACK SOUTHWARD
Clinical Director

Jack oversees ieso's clinical service, ensuring that patients receive the best care and that clinicians are supported and provided with the highest quality training.



REBECCA MINTON
Clinician Engagement and Innovation Director

Becky's role is to develop a positive ieso experience for clinicians and to bring them along on our exciting journey to transform mental healthcare.



ALEXANDRA HOPKINS
Psychological Wellbeing Practitioner Lead

Alexandra manages the Step 2 work force including the Senior Psychological Wellbeing Practitioners and oversees the supervision of the PWP affiliates ensuring high quality patient care is provided.



VICTORIA SCOTT
Senior PWP Supervisor

Senior Psychological Wellbeing Practitioner, Vicky supervises to the PWP affiliates providing Case Management Supervision and Clinical Skills.

Why join our network of PWPs?



We strongly believe in the role that low intensity CBT has in transforming the face of mental health treatment. By combining the delivery of low intensity CBT with our research and technology, we can help more people to recover and prevent them from developing more severe conditions.

Our research underpins everything we do. We are learning what is truly clinically effective in CBT and armed with this knowledge, provide you with the best tools and training to deliver the best treatment possible.

As the service develops we will be offering more training and continuing to develop our technology to help you treat your patients.

ieso is looking for reflective, scientific practitioners who are curious about the use of technology in mental health and how low intensity CBT can evolve to meet the needs of a growing Step 2 population.

If you like the sound of being involved with the cutting edge of mental healthcare and technology, become a part of the ieso network of PWPs, and join us at the start of this journey.

Our *supervision* model

Supervision is an integral part of what we all do. Our supportive case management and clinical skills supervision draws upon the latest evidence to enable you to get deeper benefits from supervision for you and your patients.

Case Management

You will be able to access case management supervision from an experienced Step 2 case management supervisor. This will be done by submitting a case management supervision ticket. As per PWP IAPT (Reach Out) best practice guidelines. A ticket should be submitted for all new patients, 4 weekly reviews, non-urgent risk, step up and reallocate, referring back to service and non-recovered discharge all of which can be found in the drop down menu of the supervision tab 'Create Supervision Ticket' on a case by case basis. The aim of case management supervision is to support you in clinical decisions. It is structured to enable efficient support and shared decision making between you and your supervisor.

Urgent Risk

You will get support to manage urgent risk issues that may arise during assessment, treatment session or in messages between sessions. During office hours your concerns will be dealt with on the day by a member of the clinical team. You will also be able to request support outside of office hours using our on call system. The on call system is in operation between 17.30 – 20.00. This number changes depending on the week and who is on call at the time, the details of which can be found on the hub.

ieso Step 2 Clinical Skills Supervision

Our enhanced Low Intensity CBT supervision model underpins our clinical skills supervision at Step 2. We use a mixture case discussions, processes, self-reflection, managing high caseloads, and techniques to help you to manage working online in a typed modality. We want to use clinical skills supervision to help you to feel you are able to progress your clinical skills to the next level and it is really benefiting you and your patient work. We also build in resilience techniques to help you to remember that helping others starts with your own wellbeing first. skills to the next level and it is really benefiting you and your patient work. We also build in resilience techniques to help you to remember that helping others starts with your own well being first.



The *Hub* and *CPD*

Our custom built and bespoke low intensity CBT training and resources Hub is an online platform available to all the clinicians in our network. The Hub has a wide range of training materials that you can access 24/7, including our Step 2 induction program.

The training programs have been developed by our senior team with world-leading experts to ensure that PWP's are receiving the best training possible.

We want to support you to feel confident and competent in all your clinical work so that you can help your patients build hope and optimism and truly show them that change is possible.

The *advantages* of typed therapy

To help you find out if typed therapy is suitable for you, we have put together a list of the advantages of this type of modality.

- It's more flexible.
- Typed therapy allows you to have the space to reflect and give more accurate, more considered responses, which may suit your therapy style better.
- If you have any disabilities: for example dyslexia, typed therapy may be a better option for you than video.
- Better for slow internet connections.
- Easy and quick to read over past therapy sessions. You can access these transcripts at any time, allowing you to revisit and reflect on some of the important conversations you have had with your patients.
- Can be cheaper and require less equipment: besides a laptop and WiFi connection, you won't need any other specific equipment.
- You don't need to have a room you can use where you're free to chat out loud without being overheard or interrupted.
- 'Faster acting'. Since sessions are more likely to remain more focused (rather than going on tangents), the sessions may likely help your patients recover sooner.

How Umbrella.co.uk and ieso work together

ieso have partnered with Umbrella.co.uk, to enable PWP's working with us to have the reassurance and benefits of being employed, whilst being able to work in a flexible way with ieso.

Being employed by an umbrella company is one of the easiest ways to get paid when you are freelancing. Instead of setting up your own limited company or being enrolled in an agency PAYE system, tens of thousands of freelancers use umbrella companies to work in a flexible way without the hassle and expense of setting up as self-employed and handling their own tax and accountancy.

Umbrella.co.uk is one of the largest umbrella companies in the UK. They have earned a reputation for compliance, reliability and efficiency, helping over 50,000 contractors and freelancers in many different industries make the most of their income while staying compliant with legislation. Umbrella.co.uk is an Accredited Member of the FCSA.

Please note: if you would like to add this work to your Linked In profile, please do feel free to connect yourself to the 'ieso Affiliate Network' page. Please do not link to the main 'ieso' page as this will misleadingly count you as one of our permanent employees

How it works:

- Treat your patients remotely and flexibly
- Umbrella.co.uk will collect your money from ieso
- You will receive your pay from Umbrella.co.uk after any employment costs, income tax and National Insurance contributions (NICs) deductions which will be paid to HMRC on your behalf
- Your own indemnity insurance is covered through your contract with Umbrella.co.uk, again saving you money and hassle

Features of joining Umbrella:

- Access to a Staff Rewards Scheme with a wide range of benefits, discounts and savings via the Umbrella.co.uk app
- £20m comprehensive insurance package
- Full FCSA accreditation
- 100% compliant, income tax & NI deductions via Dedicated Account Manager

Don't miss out on *Umbrella* Rewards



Personal doctor on call 24/7, exclusive shopping discounts, fitness resources and professional counselling are just some of the amazing VIP perks you and your family can benefit from.

PWP *joining* process

1) Complete the easy online application form
[on ieso's career page](#)

2) You will receive a link to an online assessment to complete and you will receive your results via email.

3) DBS check completed by ieso for applicants successful in passing assesment, who do not have a certificate dated in the past 12 months or on the update service.

4) Umbrella.co.uk will contact you by telephone to begin their onboarding process. You will recieve a call from 01625 546 610

5) You will receive your welcome email with contact details, payslip info & rewards from Umbrella.co.uk

6) You will have access to the dedicated ieso hub to complete your bespoke Step 2 induction and training

7) You can then assess and treat your first patients, gain insights into your practice and work flexibly in a way that suits you

Frequently Asked Questions (FAQs)



1. What will my pay be per hour and how does that equate to PWP salaried roles?

The PWP shall be paid a rate per session, by Umbrella.co.uk, to include the associated administration and supervision time as follows:

£27 per hour contracted rate (£20.25 per 45-minute session) inclusive of case administration and employment costs.

DNA's and or Late cancellations will be paid at half the normal session rate i.e. £13.50 for an hour or £10.13 for a 45-minute session (a maximum of two occurrences will be paid for an episode of care).

Late cancellations are defined as when a session is cancelled by a patient within 48 hours of the scheduled appointment time. Our therapy platform will automatically record all hours worked, DNAs and late cancellations so you don't have to worry about making a note of them when they happen.

ieso reserves the right to vary the rates payable to the PWP at any time by giving written notice to the PWP of the changes. Umbrella.co.uk will pay the PWP at the end of the current calendar month for the relevant services which were provided by the PWP in the previous month. For example, work done by the PWP in January will be paid at the end of February.

2. Do I have a min/max caseload?

Yes. For the first two weeks case loads will be capped at 15 patients for all new PWPs, to enable you to get used to the ieso systems and complete the induction training.

Following this, the minimum commitment is the capacity for 6 hours of assessment and treatment per week, which equates to a minimum caseload of 15 patients. Whilst ieso will always endeavour to maximise your available time, due to the flexible nature of our treatment, we cannot guarantee to always be able to fill this.

Patients who come to ieso often have appointments at different times from face-to-face services; often during evenings or weekends. You will arrange your appointments at mutually suitable times for you and your patient.

3. Do I need to be registered with the BACAP or BPS?

All PWP's must be registered with either the BABCP or the BPC. As we treat NHS patients it is now mandatory for all PWP'S working with ieso to be registered with either organisation. It's important to stress that if you have not registered you will not be able to treat our patients until you can provide us with a valid registration number.

4. How will I be allocated cases?

You will put your desired case load number on the therapy site and you will be allocated patients until it reaches your desired cap. Please note the minimum caseload is 15, therefore your desired should not be less than this - unless agreed with your supervisor.

5. What will the work look like?

Your first session will be an assessment session which will last 60 minutes. If the patient has been pre assessed – the assessment will be in the General Administration Notes (GAN) – We advise that you spend the first 45-minute treatment session as a mini assessment to clarify goals and presenting problem identified in the pre assessment.

Following the initial assessment, you will raise a 'New patient' case management ticket to discuss the patient and treatment plan if we are able to meet the needs of the patient at step 2 then your subsequent treatment sessions will be generally 45 minutes fortnightly, to enable the patient time to process, implement and practice the techniques. With the aim to discharge after 4 treatment sessions.

It can be helpful to provide your supervisor when bringing the 'New Patient' with a concise overview of the patient – this should include, MDS and any relevant ADMS, Presenting Problem, Goals, Proposed Treatment Plan and Any Questions. If you think they should be stepped up, then you would discuss this with your supervisor and if this is agreed you would be asked to inform the patient of the step up request, change the care pathway and then to raise a supervision ticket 'Step up and Reallocate' where your supervisor will authorise this.

6. How many sessions can I see a patient for?

In most protocols there are guidelines on how many sessions are usually required

in each protocol, depending on the presenting problem and the patient's initial response to treatment. You would usually see the patient for up to 4 sessions, after this you will need to take the case to supervision and further sessions would depend on a case management review of response to the change methods, patient motivation and scores. You should not have more than 4 treatment sessions without raising a supervision ticket and having a session extension request approved by your supervisor.

7. Will I have supervision?

Yes, you will have a named clinical skills supervisor from our expert team and attend group supervision. You will also have case management supervision and outside of those times a named contact for any risk or clinical issues requiring case management outside of those times.

8. Will there be good CPD opportunities?

We have put together a full programme of in house Low Intensity CBT and PWP training on our bespoke online Hub platform, which will count towards your CPD. You will also be able to attend our annual conference and monthly training seminars and help to shape what you would like to see in these sessions.

We will be developing new ways for patient and practitioner to share and fill in worksheets as the service phases roll out to make therapy even more interactive, as well as a large catalog of CPD training.

9. If I do my High Intensity training will I still be able to work as a PWP with ieso?

Yes, as long as you continue to deliver PWP interventions with full fidelity using the protocols you can still work as a PWP with us.

10. Will I need to let my main employer know?

This depends on your current employers policies and procedures so best to check with them.

11. Will I be classed as self employed?

No. You will be employed by Umbrella.co.uk on our behalf, who will manage all your

tax and NI contributions, produce your payslips, and you will be able to access all their employment benefits, e.g. shopping discounts. See the details about our umbrella company for further clarification. If you would like to add this work to your Linked In profile, please do feel free to connect yourself to the 'ieso Affiliate Network' page. Please do not link to the main 'ieso' page as this will misleadingly count you as one of our permanent employees

12. Will I need to attend the ieso office in Cambridge?

No, PWPs work remotely through our online platform and even the induction is done online. Supervision is delivered via secure video facilities. You would be very welcome to come and have a tour, meet our data science and research team and get involved in beta testing if you wanted to. We also host an annual conference in London or Cambridge and other events that you would be invited to.

13. How do you manage risk?

We work hard to triage and screen all patients prior to allocation to a PWP. We look to ensure that patients are within the clinical range of presentations that will be suitable for Step 2 online treatment with ieso.

We also try (as best as possible) to use Step 2 treatments for low risk or patients with clear risk management plans in place. You will book and complete your scheduled treatment sessions through the platform which are 45 minutes long. In addition a patient can contact you at any time via the ieso platform. As part of our clinical guidelines, you are required to respond to a patient within 48 hours of a received message. This doesn't fall into the six clinical hours required. It's a requirement outside of the session.

The payrate of £25 per hour includes all of the administration around the patient including messages, clinical notes and assessment and discharge letters. However in very extreme circumstances that would require you speaking to a G.P. or crisis service we are able to agree a discretionary one off payment if you have had to go over and beyond as part of safeguarding a patient. I should stress this is very rare and less likely to happen at Step 2.

When a patient sends a message to you via the platform you will receive an alert (by email) to let you know a message is waiting for you. The messaging system is used

14. Will I need to complete admin work?

You will be required to respond to a patient within 48 hours. You must not leave a gap longer than 7 days without communicating either via the messages or in an appointment (this includes fortnightly appointments).

You will also need to complete all clinical notes within 48 hours of the appointment taking place and the standard assessment and discharge letters.

15. Who can I contact other than my supervisor?

We have a dedicated Therapist Operations team to help support you with any admin related queries. You can contact them on therapist@iesohealth.com or Call 0800 074 5560 and request to be transferred to member of the team. Please note all clinical questions should be directed to your supervisor.