

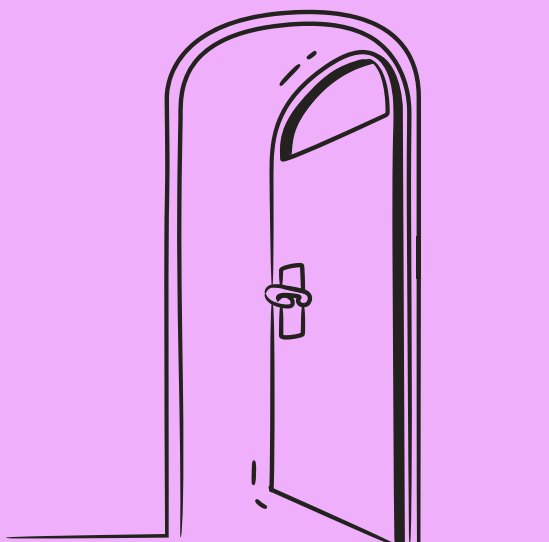
Service provided by



Talking Therapies

Online CBT Starter Pack

# Everything you need to know about online CBT with Mindler



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# Hello and Welcome to Online CBT 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](mailto: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



“

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



“

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



“

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.



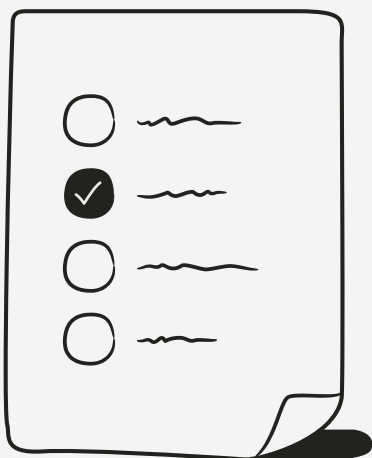
“

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.

If we are worried about your safety, we may need to write a letter explaining why to you and your GP. If you have not given us permission to write to your GP and we are very concerned about your safety, we may still do so.

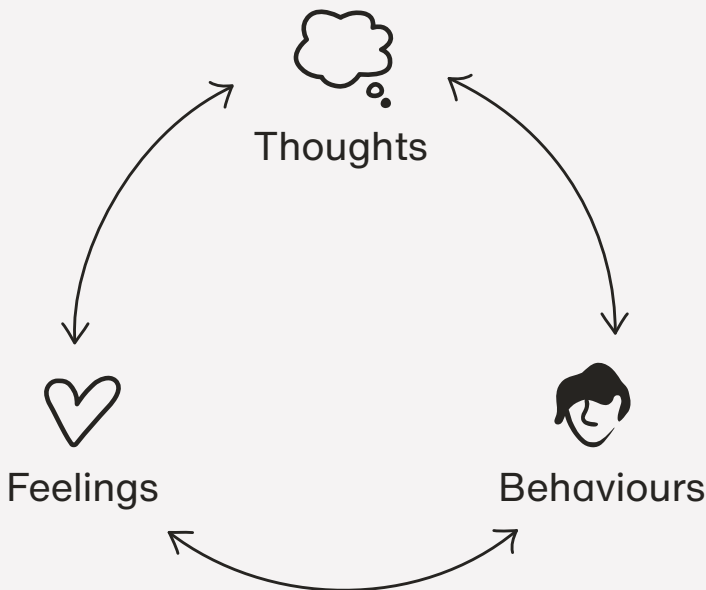


# What to expect

## What is Cognitive Behavioural Therapy?

Cognitive Behavioural Therapy (CBT) is a talking therapy that helps people recognise and identify how some of their thoughts (cognitions) affect how they feel and what they do (behaviours).

It aims to help people identify and challenge problematic 'thinking' and 'doing' so that they can improve how they feel.



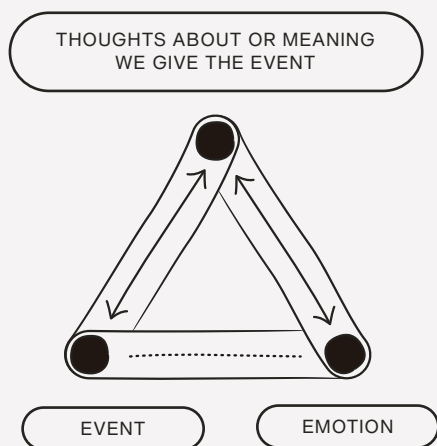


## How does CBT work?

Unlike some of the other talking treatments, CBT focuses on the problems and difficulties you face 'here and now'. Instead of focusing on the causes of your distress or symptoms in the past, it looks for ways to improve your state of mind now, in real-time.

CBT says that it's not the event which causes your emotions, but how you interpret that event - what you think or what meaning you give to that event or situation, and then what you do because of this.

CBT can help you to make sense of overwhelming problems by breaking them down into smaller parts. This makes it easier to see how problems are connected and how they affect you.



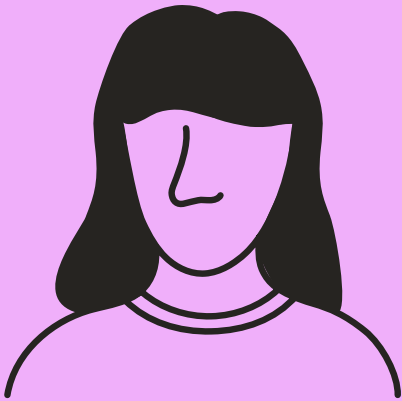
When any of us face a challenging situation, we subconsciously make sense of it through the following five factors:

- Situation
- Thoughts (what we think)
- Emotions (what we feel, emotionally)
- Physical feelings (how we feel in our bodies)
- Actions (what we do)

These factors are all connected. One will impact the others and start a cycle of behaviour, or symptoms. These can become overwhelming and difficult to break.

CBT is one of the most effective treatments for conditions where Anxiety or Depression is the main problem. It is also the most effective psychological treatment for Moderate and Severe Depression. It is as effective as antidepressants for many types of Depression.

# Meet a recent patient



“

During CBT, Nita and her Clinician understand that she might be stuck in a vicious cycle. They consider whether her thinking may be more negative than is appropriate.

## Nita

Nita, a clerk for a law firm, experiences lots of negative thoughts, such as “I am not good enough to do my job”. She feels very low. Because of these thoughts, Nita avoids company meetings. While, initially, she feels relieved to miss the meetings, she ends up feeling out of the loop of what is happening at work. She starts to think even more negatively. The story she begins to tell herself is “I am useless.” This makes her feel even worse.

During CBT, Nita and her Clinician understand that she might be stuck in a vicious cycle. They consider whether her thinking may be more negative than is appropriate. They set up an ‘experiment’ for Nita to go to a meeting and to see what she might learn from the experience. She also starts logging examples of what she can do well in her job. These two simple actions help Nita to break the vicious cycle and begin to feel better.

## Jack

Jack works on a construction site. A few months ago, he had a 'lucky escape'. Some bricks narrowly missed landing on him. At the time he experienced a natural 'flight – fight' response. His heart started racing, his breathing increased, and he felt sweaty and sick. Since then, Jack has started to worry about what might happen next. He has been experiencing the same physical symptoms but now they come without an obvious trigger. He worries that he is having a heart attack. Jack has just about carried on working but he has stopped playing football and is monitoring his heart rate because he is now worried about his health. Jack starts to feel sluggish and then worries even more.

During CBT, Jack and his Clinician consider what factors may be keeping Jack feeling anxious. They learn about the physical symptoms of anxiety. Jack finds it very helpful to learn that what he is experiencing now are panic attacks. In between sessions, Jack tests out the suggestion that he



can play football and while his heart rate might race because he is exercising, this isn't causing him any harm. He does so, at first, by attending one training session with his team. He realises that his racing heart is just a healthy response to exercise. Realising this helps him begin to break his vicious cycle and feel better.

CBT can help you to understand your own vicious cycle and teaches you how to break the cycle by learning to change your thoughts and behaviour.

# When does CBT work?

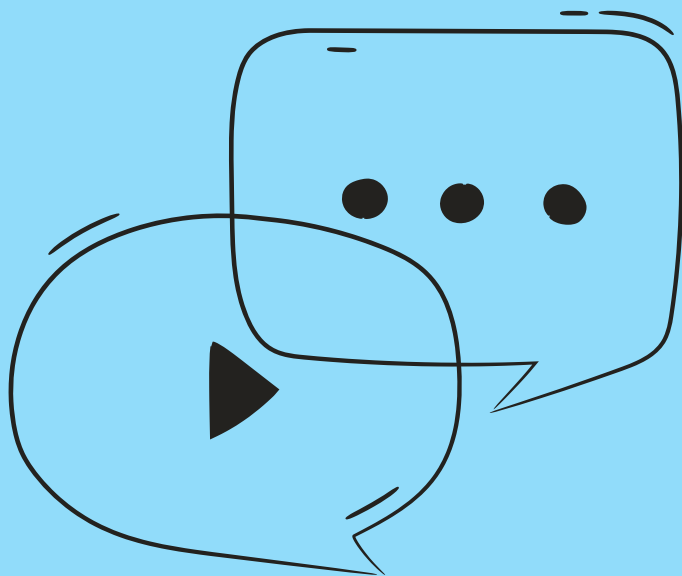
CBT is effective in treating Anxiety, Depression, Phobias, Stress, Obsessive Compulsive Disorder (OCD), and Post Traumatic Stress Disorder (PTSD). It is also effective in supporting people experiencing psychological side effects to physical health problems.

CBT 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.

# What is online CBT?

At Mindler, online CBT 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.



# How does online CBT work?

Online CBT can be conducted through face-to-face or online sessions with equal effectiveness.

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.

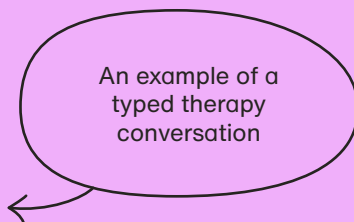
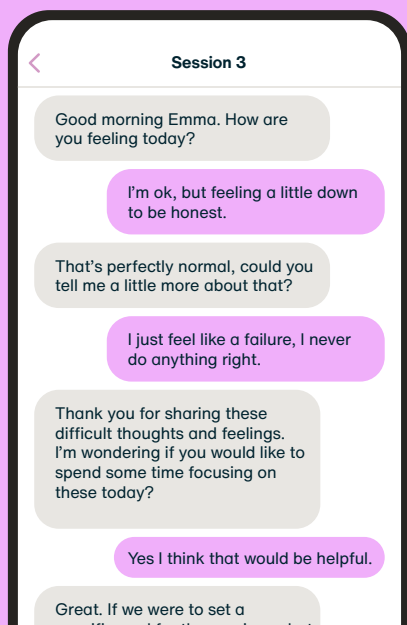
The table on the following page shows the benefits of both typed and video based online CBT. Please be assured that our Clinicians are very experienced and will help you to get the most out of your treatment, whether you have typed or video-based sessions.

# 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's 'faster acting' and may help you recover sooner as sessions are more likely to stay focussed on shared goals, rather than getting distracted by things that are not in your treatment plan.
- ✓ 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.



# What happens in a CBT session?

CBT is slightly different from some other talking therapies you might have seen or experienced. It's very practical. It focuses on your life right now and supports you to safely try out new ways of thinking and acting between sessions.

You and your Clinician will meet online, securely, to discuss your symptoms, identify your goals, and develop a treatment plan based on your goals. Each session follows a structured agenda. This means that there is a clear beginning, middle, and end to each session. The agenda will be built from the treatment plan your Clinician and you have created together, with the aim of helping you to achieve your goals.

## **Beginning**

At the beginning of each session, your Clinician will ask you to reflect on your mood and any safety concerns. You'll then review the previous session's learning points and discuss agreed-upon out-of-session tasks. Progress typically occurs between sessions, with between session task playing a critical role in achieving your goals.

## **Middle**

You and your Clinician will agree on the session's focus. This often involves learning a technique or doing an activity that has been proven to ease the types of symptoms that you are living with. You'll work through the session together and you will be given the time and support to reflect on what you are learning.

## **Ending**

Your session will start to wind down, and you and your Clinician will work together (collaborate) to agree on an "out-of-session task". This task will aim to reduce your symptoms. Your Clinician will ask for your feedback to make sure that you are happy that the session was run collaboratively and that you are open to trying the agreed task. You will be given in-between-session tasks to focus on until your next session. This will help you to practice what you have learnt and to progress towards your treatment goal.



“

Each session follows a *structured agenda*. This means that there is a clear beginning, middle, and end to each session.



# How to get the most out of your sessions

## How do I prepare for my sessions?

CBT is goal focused. This ensures your sessions meet your needs. To honour your needs and expectations, your Clinician will ask you to reflect on your hopes and aims for treatment to help you create realistic goals.

## A guide to setting your goals and expectations in therapy

CBT is a highly effective form of psychotherapy that can help you identify and change negative thought patterns and behaviours. By setting SMART (Specific, Measurable, Achievable, Relevant, and Time-bound) goals, you can work with your Clinician to achieve meaningful and lasting changes in your mental health.

### Goals

#### Specific

What do I want to accomplish and why?

#### Measurable

How will I know when I have accomplished it?

#### Achievable

How can I accomplish this goal?

#### Relevant

Is this the right time for me to be working towards this goal?

#### Timebound

When do I want to accomplish this goal by?



### Goals

#### Specific

Remember, CBT is a collaborative process, and your Clinician will work with you to develop a treatment plan that meets your specific needs.

#### Measurable

Have a go at thinking about what you would like to achieve from therapy by looking at the breakdown of a SMART goal.

#### Achievable

#### Relevant

#### Timebound

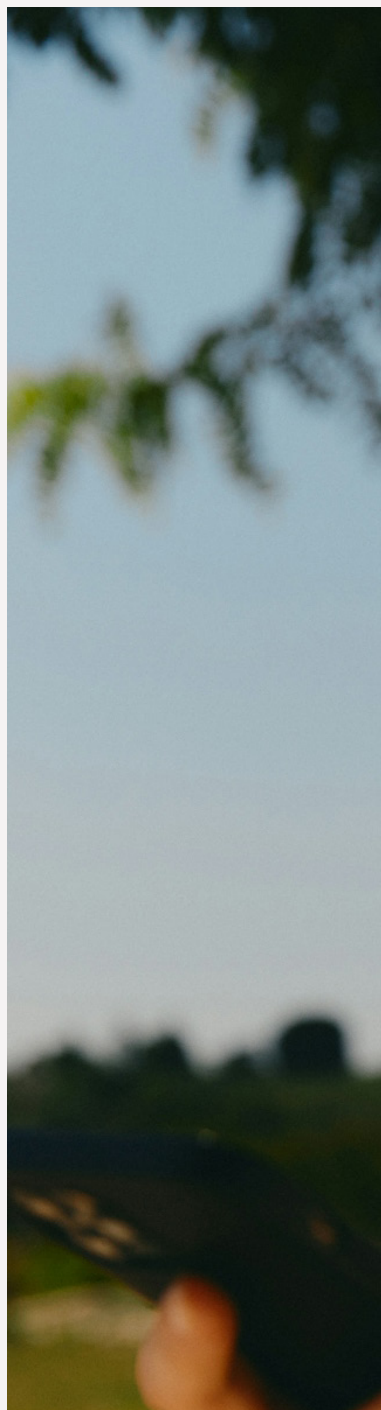
# In between session tasks

Completing tasks in between your therapy sessions is a vital aspect of CBT and is one of the ways that you'll work towards achieving your goals. The tasks that you are given in between sessions are designed to help you learn new skills. These skills have been proven to help people with similar experiences to you.

Like any skill that you might learn, you need to practise the skill in the real world. Often these tasks will be summarised on a worksheet. Please send your completed worksheet back to your Clinician by taking a photo of it and attaching it to a message.

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

CBT is a short-term therapy. It aims to help you become your own Clinician. This means that during this episode of treatment, you will learn skills that may help you with future difficulties. Mindler aims to offer you the right number of sessions needed for your treatment. We will continue to review your symptoms and treatment throughout your therapy.







# Working towards recovery

Understanding your symptoms and monitoring your recovery is important to Mindler and your Clinician.

Below are some of the ways you will communicate and monitor your progress with your Clinician.



## **Behavioural change**

We understand that when you are struggling with symptoms relating to a mental health condition, it can feel difficult to change how you are currently coping. However, CBT recognises that the key to changing how you feel, is to change what you do. You and your Clinician will work alongside one another to identify what behavioural changes you can make to help reduce common symptoms.



## **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?
- Which health professionals are involved in your care, including your GP or national support numbers?
- 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?

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)



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)



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