

# The Wellbeing Service

**Helen Piper-Windus, Senior CBT Therapist**

**Fiona Goff, Senior Psychological Wellbeing Practitioner (Snr PWP)**



- **The Wellbeing Team**
- **What patients can expect in Wellbeing**
- **Who do we help?**
- **How do we help?**


# The patient's journey in Wellbeing

- Self referral or professional referral
- Telephone Wellbeing Advice Session
- Treatment plan

## The Stepped Care Model

- NICE guidance for common mental health problems
- Mild to moderate severity
- CBT interventions offered at step 2 and step 3
- Start with lightest touch and least intrusive intervention
- Partners: Shaw Trust, Family Carers, Voiceability,

# Living Life To The Full (LLTTF)




**ENJOY YOUR BUMP**

**Enjoy Your Bump**  
Helping expectant mums learn about getting the most out of their pre-natal experiences.



**ENJOY YOUR BABY**

**Enjoy Your Baby**  
Help mums to make positive changes in their lives and start to enjoy new parenthood.



**ENJOY YOUR INFANT**

**Enjoy Your Infant**  
Watch, listen, understand and build a relationship with your child.




**Living Life to the Full for Chronic Pain**  
Chronic Pain leaving you down or frustrated? Get your life back with this course.



**LLTTF Diabetes**

**Living Life to the Full for Diabetes**  
Diabetes stopping you from Living Life to the Full? Get back on track with this course.



**RECLAIM YOUR LIFE**

**Reclaim Your Life**  
Start to experiencing things again, love, laugh and live life to the full, despite your long term health condition.



**Living Life to the Full for Farming Communities**  
Our adapted course for those working within the farming community.

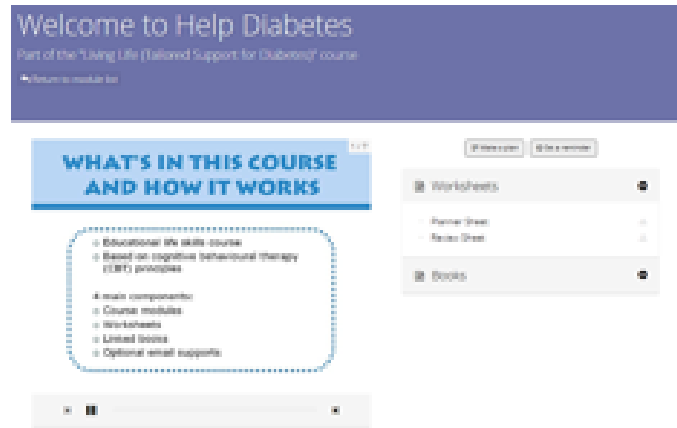


**Living Life to the Full for Carers**  
Support for carers of children or young people facing illness.



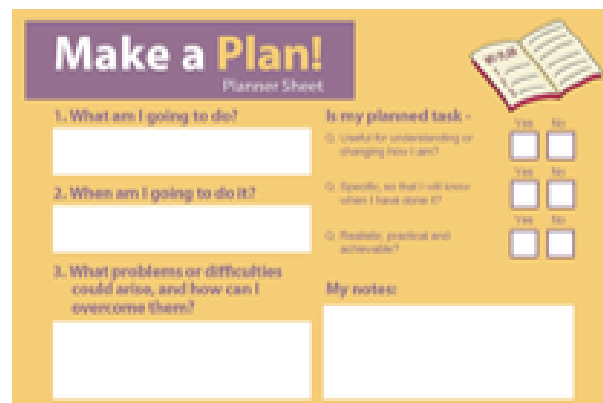
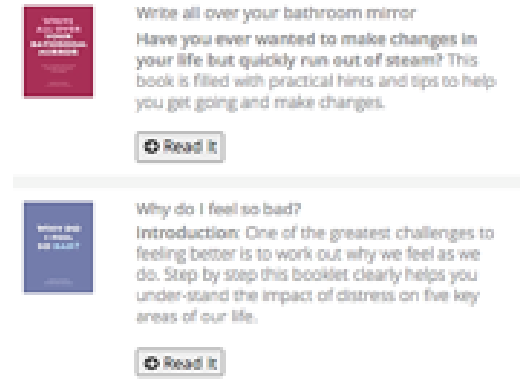
**Living Life to the Full Without Walls**  
Providing emotional support for those at times of change, who've left prison or with unsettled housing.

Online course – working through modules

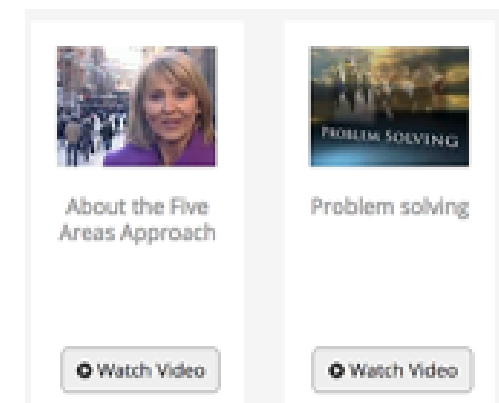


Patients choose how they will learn  
best with a range of resources  
available on LLTF4Suffolk

Books / eBooks



Optional  
worksheets  
and videos



## Help and support whilst using this course?

### Request a Support Assessment

You have the option to request an assessment by a mental health worker who is employed within the local NHS, serving the Ipswich area. They can speak with you, to help you decide together what level of support you might benefit from.

It's completely your choice whether you choose to take up this offer of the assessment interview or of any further support or advice.

If you would like a Support Assessment, [click here](#) to fill out a short form and one of the support workers will be in touch.

If requested by patient, a psychological wellbeing practitioner (PWP) is assigned as the patient's supporter and offer 3 review telephone calls to guide the patient in using LLTTF.

## Key points of LLTTF

- People with mild depression or anxiety can benefit, and may need no other treatment
- Not suitable for patients with risk
- The reading age of the materials is about 12 (the same as ‘The Sun’)
- If you think a patient is suitable – direct them to [www.LLTTF4Suffolk.com](http://www.LLTTF4Suffolk.com) where the patient can sign up and access all the resources for free!



## Step 2 courses

- Psychoeducational courses both online and at venues across Suffolk, daytime and evening courses available
- 4-week courses on stress & anxiety management and depression
- Telephone reviews are available for every patient who completes a course

## Step 2 one to one

- Guided self-help
- Low intensity CBT
- Short term 4-6 sessions, typically over telephone
- Evidence based
- Behavioural Activation (BA); Cognitive Restructuring (CR); exposure therapy; problem solving; anxiety management

## Step 2 one to one

- 70% of the service users do not need Step 3 formal psychotherapies
- The service reliably achieves over 50% of recovery as measured by PHQ-9 and GAD-7
- High levels of customer satisfaction
- Progress reviewed at every session – if not recovered after Step 2 will be stepped up to Step 3

## Step 3 treatments

- Typically after Step 2
- Automatic step up if Post-Traumatic Stress Disorder (not complex trauma) or social phobia
- Short term
- Evidence based
- One to one: CBT, IPT, Counselling for depression (MTCIC), Couples counselling (Relate), EMDR
- Courses: Mindfulness 8 week course

## Referrals

- Self-referral for clients aged 16+ call 0300 123 1503 or [www.wellbeingsuffolk.co.uk](http://www.wellbeingsuffolk.co.uk)
- Professional referral via letter to: Wellbeing Service, The Conifers, Hellesdon Hospital, Drayton High Road, Norwich, NR6 5BE or via email to: [admin@wellbeingnandw.co.uk](mailto:admin@wellbeingnandw.co.uk)
- For clients under 16 contact Emotional Wellbeing Hub: [nmh-tr.ewh@nhs.net](mailto:nmh-tr.ewh@nhs.net) or call 0345 600 2090

**Any questions?**