



Bringing exceptional healthcare to anyone, anytime anywhere



A Digital Family Intervention Service

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A brief introduction to Healios services


- Our core services are secondary care mental health assessments and psychological therapies delivered in partnership with the NHS
- Healios provides secure online appointments on any interactive device (video-link & interactive materials)
- Same quality as best face-to-face assessments and psychological therapies
 - accredited clinicians
 - all sessions recorded for supervision and quality assurance
- Launching our ThinkNinja mobile phone app and text & video step-up service

Healios clinical services and pathways

Getting Advice

ThinkNinja® app



+ Step-up to clinician text 

- ✓ Educational content on emotional health and wellbeing
- ✓ Resources to build knowledge, skills and resilience
- ✓ Guided self-help through virtual coach (Wise Ninja)
- ✓ Monitor mood and wellbeing

ThinkNinja® available 24/7

Getting Help



Clinician led services via clinical platform

- ✓ Initial Mental Health Assessments
- ✓ Neurodevelopmental Screening
- ✓ CBT - 3-6 Sessions (IAPT level)

Getting More Help



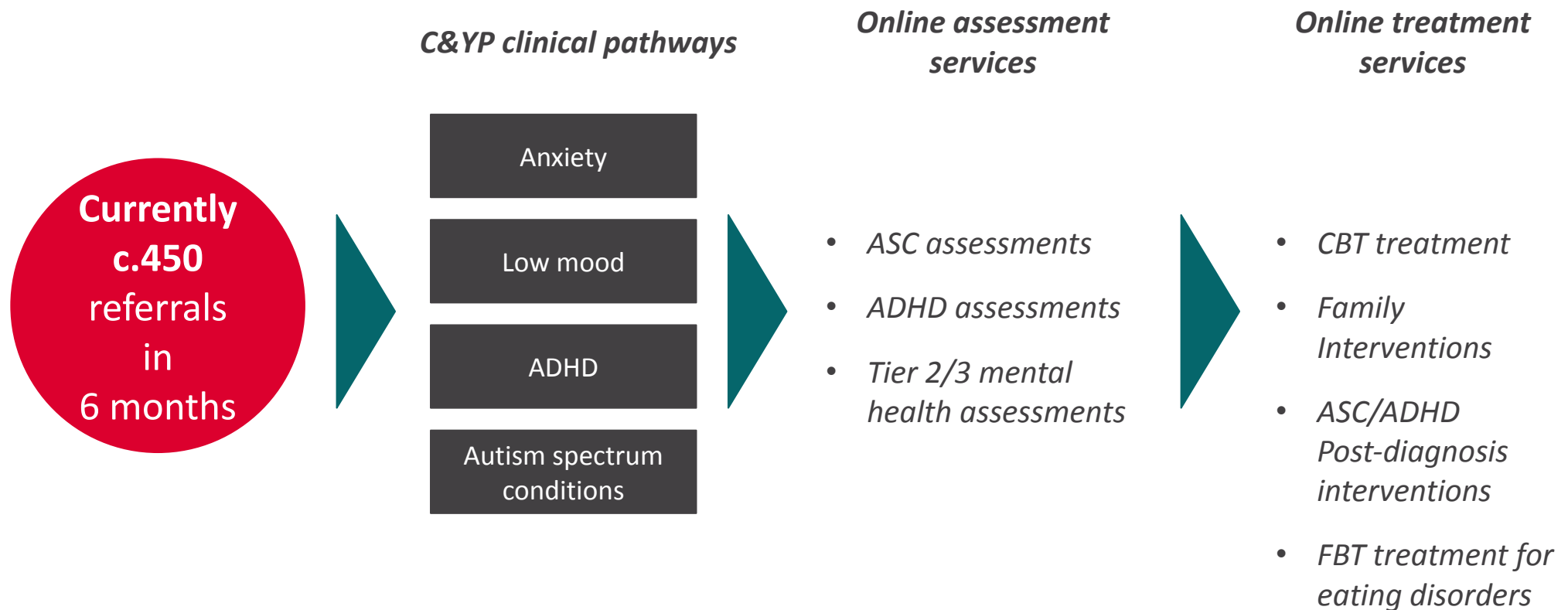
Clinician led services via clinical platform

- ✓ ASC Assessments
- ✓ ADHD Assessments
- ✓ Post Diagnosis Support ASC/ADHD
- ✓ CBT and adapted CBT for specific difficulties (CAMHS level)
- ✓ Family Intervention
- ✓ Family Based Therapy

Clinician led services available 8am-9pm seven days a week*

* Excluding bank holidays

Healios core services integrate with NHS services to widen choice and address large waiting lists





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Healios Adult Family Intervention service

Adult Family Intervention



10+ collaborative FI sessions depending on individual circumstances

Topics

Phase 1 (inc. first joint session)	Phase 2 (3-8 sessions)	Phase 3 (sessions as required)	Phase 4 (2-3 sessions)
<ul style="list-style-type: none"> • Develop therapeutic alliance <i>via one-off individual sessions</i> • Complete SCORE-15, PHQ-9, GAD-7 and WSAS baseline measures • Clarify and agree individual & family needs and goals 	<ul style="list-style-type: none"> • Collaborative formulations • Highlighting family strengths • Develop understanding (psycho-education) • Positive family interactions (changing unhelpful patterns) • Communication skills • Problem solving • Goal achievement 	<ul style="list-style-type: none"> • Empowerment and independence • Refining coping strategies • Developing understanding, empathy & acceptance • Integrating new approaches to continuing challenges • Interim outcome measures 	<ul style="list-style-type: none"> • Relapse prevention • Crisis planning • Taking charge and moving forward • Outcome measures & FFT

Key Points:

- NICE endorsed semi-structured family intervention
- Secure online platform
- Interactive therapeutic materials
- Sessions can be provided at convenient time between 8am & 9pm
- Families can be seen in the comfort and privacy of their home
- Family members can attend appointments from different locations
- Qualified clinicians are able to see clients in diverse locations without having to waste time on travel



INTRODUCTION

- The Healios Family Intervention (HFI) programme was developed in 2013
- The HFI service manual was initially endorsed by NICE for both clinical guideline 178 and quality standard 80 in May 2016
- HFI is an integrated approach:
 - It includes psycho-education, exploration of interactional cycles and skills training
 - It is grounded in Behavioural Family Therapy, CBT and Systemic practice.
- It enables families to find solutions to difficult situations
- It reduces stress levels within the family.
- It supports the Triangle of Care between professionals, carers and patients.



The Healios Family Intervention (HFI) programme has been provided to a range of service users and their families including a range of mental health problems, including:

- Psychosis
- Anxiety & Depression
- PTSD
- Emotion regulation and relationship difficulties
- And those supporting people with dementia



The HEALIOS FAMILY INTERVENTION PROGRAMME is tailored to meet the specific needs identified by carers/families:

- Information on symptoms and diagnosis-related information
- Issues that may be affecting the family such as engaging the treatment team, relationship difficulties
- Skills and techniques such as completing a Cognitive Systemic Formulation (vicious circle); collaborative goal setting; problem solving & communication skills; coping strategies; symptom management &/or reduction; and relapse prevention





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DEMONSTRATION

HEALIOS FAMILY INTERVENTION has achieved high client satisfaction ratings and significant, positive clinical outcomes

25% reduction in carer/family 'burden'

30% reduction in carer/family anxiety & depression

20% improvement in carer/family work and social functioning

9/10 families are "very satisfied" or "satisfied" with the service and would recommend to others

75% rated the quality of the service as "excellent" and the remaining 25% as "good"

These headline statistics are an amalgam of the outcomes achieved in various projects with over 200 families



3 Projects were evaluated in more detail

- **Mental health carers (Trans-diagnostic) Oct 2015-June 2016:**
The programme was offered to 60 families who were long-term carers.
A diagnosis was available for 56: schizophrenia/ psychosis (45%), mood disorders (anxiety &/or depression)(43%) and PTSD (12%).
- **Military Veterans (PTSD and related difficulties) Nov 2014-Aug 2017:**
50 families of people with mental health difficulties.
The most common diagnosis was PTSD (87%), followed by anxiety &/or depression (4%), schizophrenia (1%), and substance use (1%).
A minority of patients (7%) did not receive a formal diagnosis.
- **Early Psychosis Interventions (EIP) Sept 2016-March 2018:**
the goal of the intervention was to improve the health & wellbeing of patients & carers, including young carers aged 12+ & young patients aged 14+.
The programme was delivered to 18 families of individuals; diagnoses include: 'psychosis' (44%), 'schizophrenia' (33%), 'bipolar disorder'(6%).



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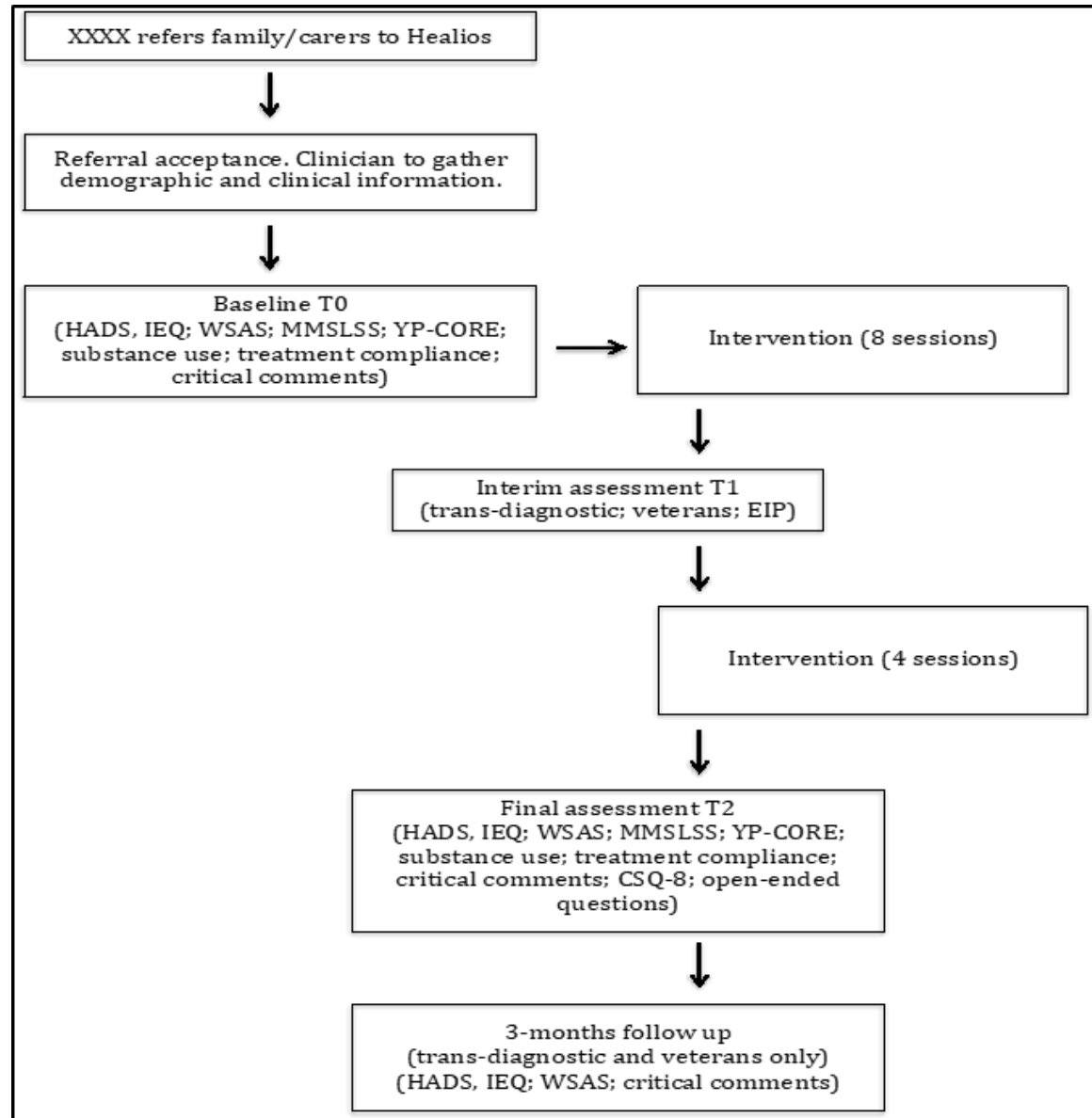
CASE STUDIES EXERCISE: SMALL GROUP DISCUSSION

**How would you describe the approach used?
Are there other options that could be useful in
similar cases?
How might this be delivered online?**

3 Projects (data analysis in progress)

Project	Trans-diagnostic carers	Military veterans	EIP	TOTAL
Number of Families	60	81	18	159
Number of family sessions	713	601	55	1369
Average number of sessions	11.9	7.4	3.1	8.6
Outcome data available	22	22		
3 month follow-up	11	15		

The process of referral to final assessment



Primary & secondary outcomes

- **Primary outcomes:**
- Hospital Anxiety and Depression Scale (HADS)
- Involvement Evaluation Questionnaire (IEQ)
- Work and Social Adjustment Scale (WSAS)
- Client Satisfaction Questionnaire (CSQ-8) and open-ended feedback questions
- **Secondary outcomes**
- Some programmes also assessed additional factors including Critical Comments, Substance Use and Treatment adherence, the Brief Multidimensional Students Life Satisfaction Scale (MMSLSS) and Young Person CORE (YP-CORE).
- This data is not reported here.

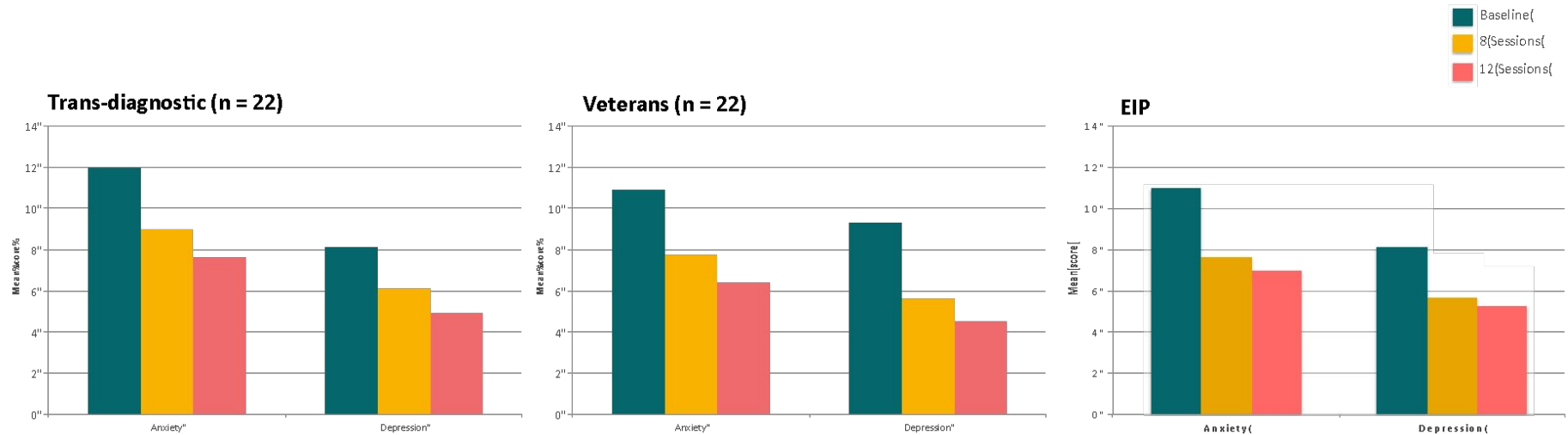
DEMOGRAPHICS (1)

	Trans-diagnostic		Veterans		EIP	
	Carers	Patient	Carers	Patient	Carers	Patient
Gender, % (M;F)	28; 72	53; 47	4; 96	96; 4	30; 70	56; 44
Age, mean (range)	51 (18-81)	35 (13-79)	42 (26-68)	41 (25-75)	49 (40-65)	24 (15-32)

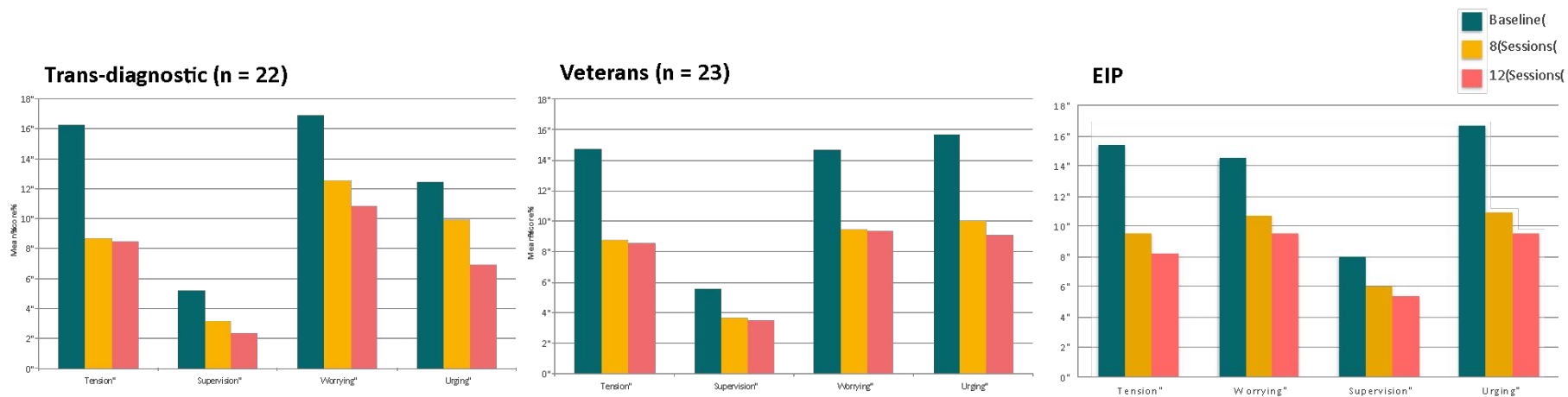
DEMOGRAPHICS (2)

	Trans-diagnostic	Veterans	EIP
Parent %	65	4	60
Partner/Spouse %	23	92	30
Other (e.g. siblings, adult children) %	12	4	10

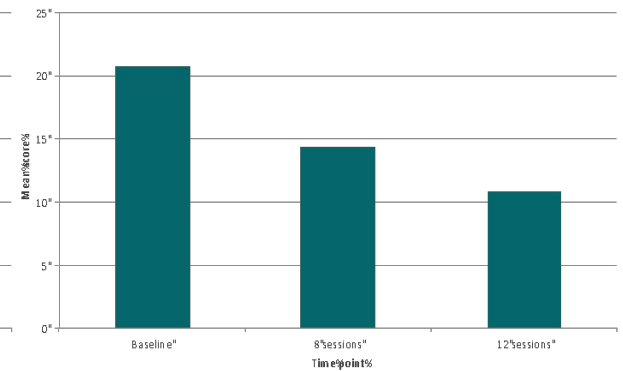
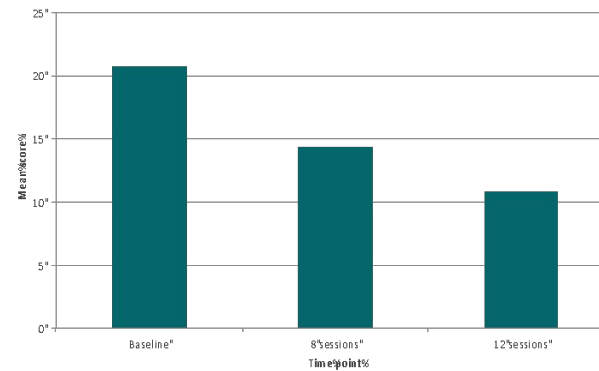
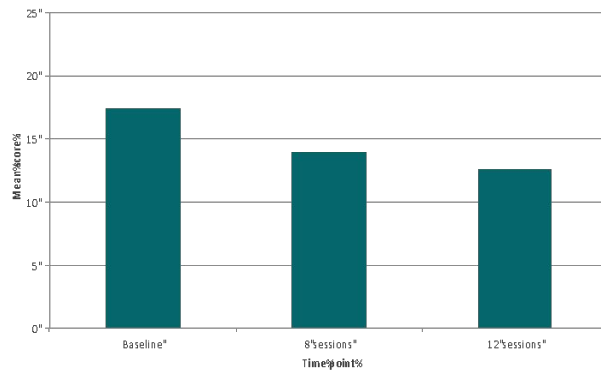
HAD scores at baseline, 8 sessions & 12 sessions



Involvement Evaluation Questionnaire (IEQ) baseline, 8 & 12 sessions



WORK & SOCIAL ADJUSTMENT SCALE (WSAS) baseline, 8 & 12 sessions



SATISFACTION

	Satisfaction		Quality		Would Recommend
	Very satisfied	Mostly satisfied	Excellent	Good	Definitely
Trans-diagnostic	84	16	84	16	88
Veterans	85	15	85	15	89
EIP	75	15	85	15	95

TRANSDIAGNOSTIC project feedback

- “I feel better equipped to support rather than sort. We spend quality time together. My confidence has improved and I don’t feel like I’m caring – we’ve started spending time more like friends”
- “My anxiety has calmed, my confidence has hugely increased. I believe I can cope and I’ve gone back to my own interests!”
- “Psychoeducation was key for me, i.e. understanding the behaviours. Tailoring sessions was terrific, it met my needs. Doing it from home really helps – the flexibility was wonderful. My confidence has really increased”
- “I was panicking and breaking down all the time. I am in control of myself now – I am calmer and I have my self-esteem back. I feel different and I now have some tools to help her – I accept how she is now – I can’t change her but I can help her”

MILITARY VETERANS project feedback

- “It was a revelation to me when I realised that I need to change the way I think rather than the way he does. I have a better understanding of his illness and I can see big changes in him. He is more relaxed – he doesn’t feel picked on or judged. It’s so much better now ... normal!”
- “Our life has changed immensely. We have now got a relationship where before we had no relationship”
- “Doing this has really validated my belief in our family. It’s helped to empower my husband and bring our fragmented family together”
- “We are both so happy, things have changed for the better already. I can’t believe it. Doing this work is changing our lives. I can’t thank you enough”

EIP project feedback

- “I think the communication skills are going to make a big difference to the way I communicate with my husband”
- “It’s really thought provoking how a change in our communication can change things for the better”
- “I can see things so much more objectively now and am able to work on practical solutions”



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DISCUSSION

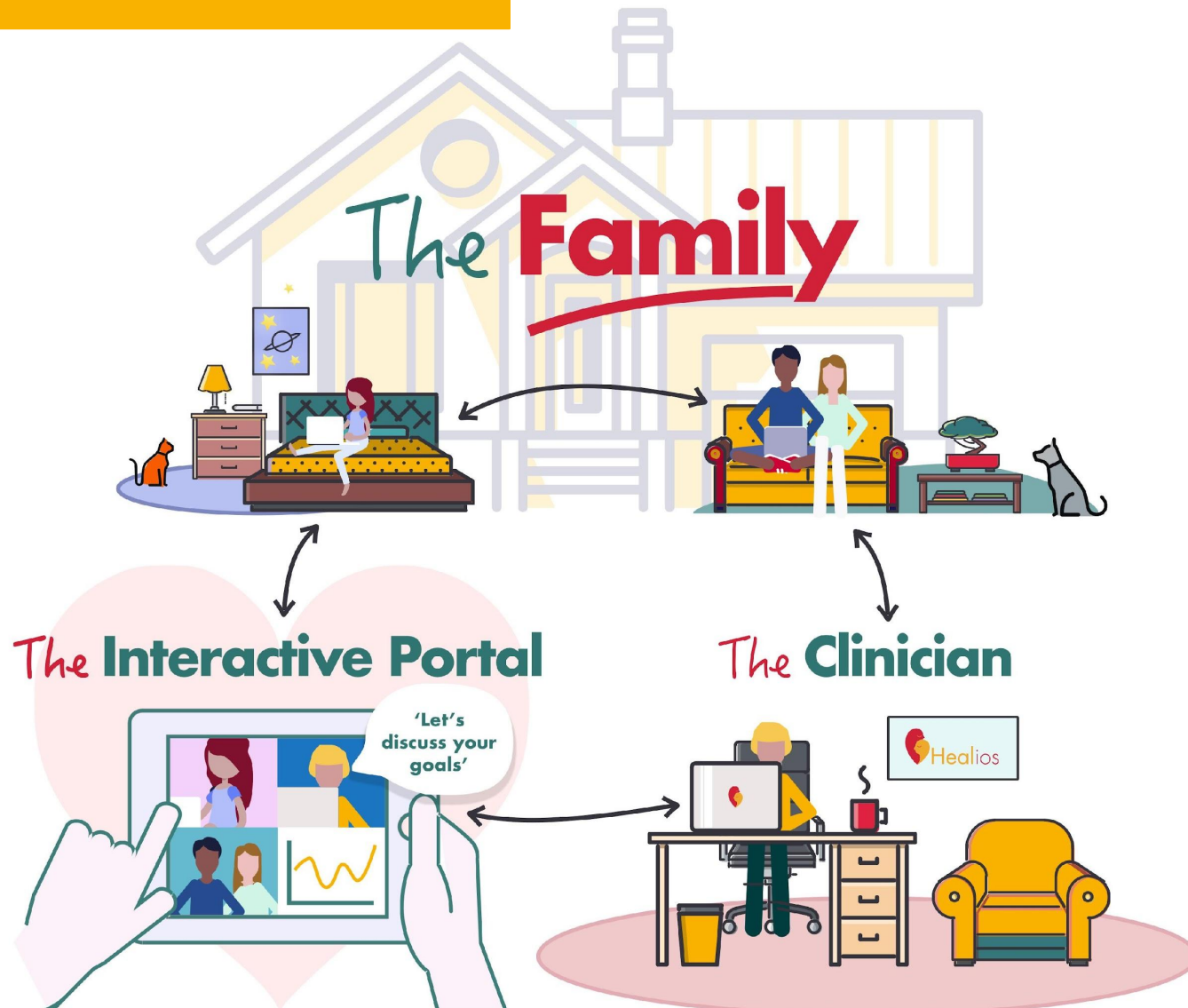
Advantages of internet-based care

- Greater flexibility and convenience, and reduced stigma as appointments can be attended from home, longer hours 7/7
- Some people are better able to engage with clinicians online
- Greater efficiency due to reduced travel & overheads
- Easier to meet fluctuations in demand and mitigate reductions in clinical capacity

Healios innovations

- Secure portal enables seamless delivery of integrated care pathways with the NHS
- Range of online assessments and services enables Healios to deliver a predominantly digital care pathway or a digital component in a largely face-to-face pathway
- Our platform enables the Triangle of Care (involvement of support network) which leads to better clinical outcomes
- Engaging interactive clinical materials in NICE endorsed semi-structured interventions
- Clients able to download personalised digital records including clinical reports and therapeutic materials

Healios uses digital to bring the family together to receive a world class service

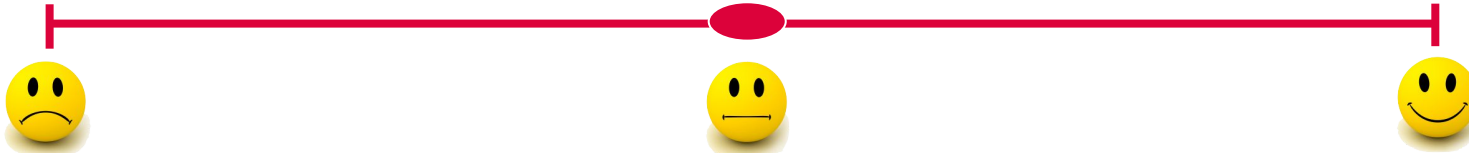


How did you find our session today?

Did not always listen to me

Listening

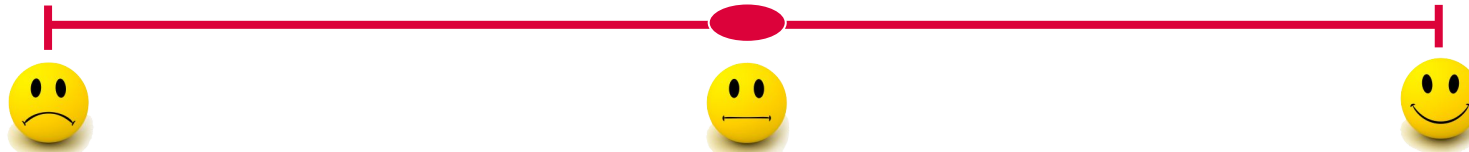
Listened to me



What we did and talked about was not really that important to me

How important

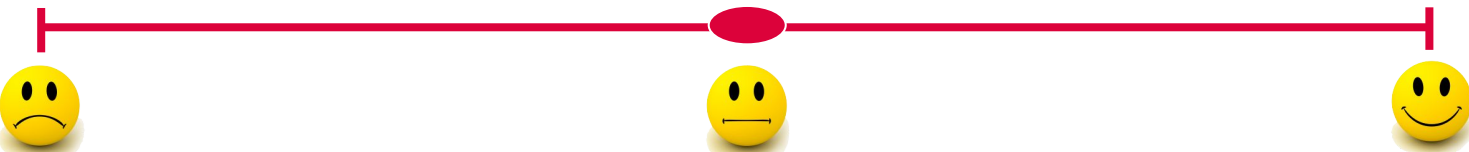
What we did and talked about were important to me



I did not like what we did today

What we did

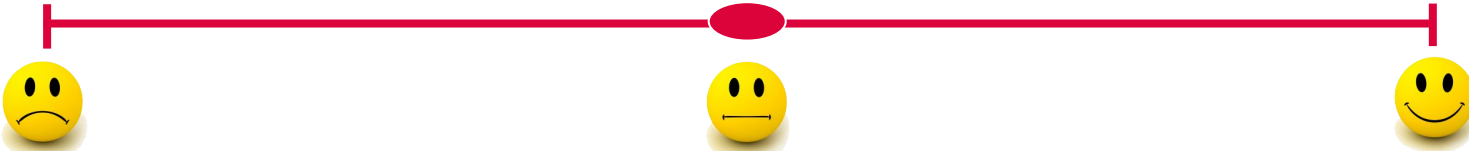
I liked what we did today



I wish we could do something different

Overall

I hope we do the same kind of things next time





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