



SilverCloud

MAKING SPACE FOR HEALTHY MINDS

SilverCloud Best Practice Guide

DEVELOPED IN PARTNERSHIP WITH

Berkshire Healthcare

NHS Foundation Trust



SilverCloud Steps for Success

ESTABLISH A SILVERCLOUD WORKING PARTY

Who

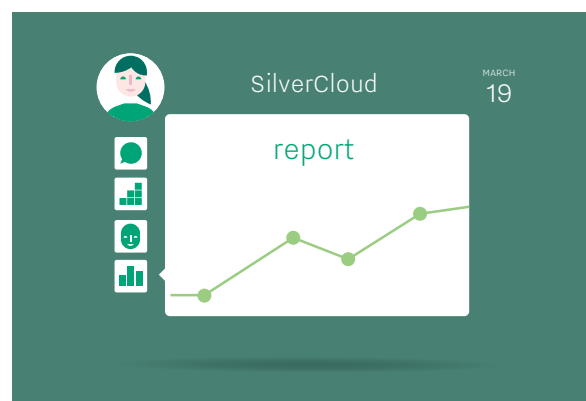
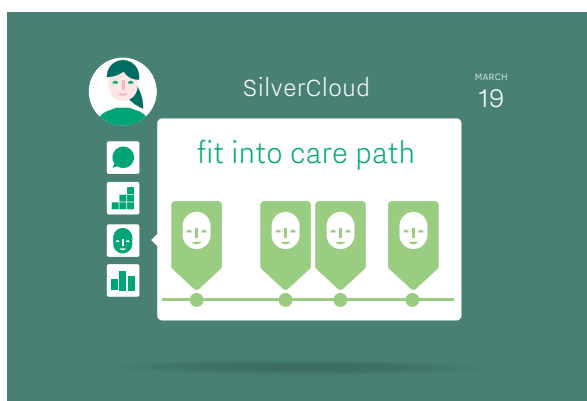
- Mix of Senior Psychological Wellbeing Practitioners (PWPs), PWP Team Leaders and PWPs

Working Party Goals/Objectives

- To establish how SilverCloud is used within the service
- Help to establish and develop SilverCloud within the service
- Be a point of contact for PWPs
- Induction training for new PWPs



ACTIONS OF WORKING PARTY IN MONTH ONE



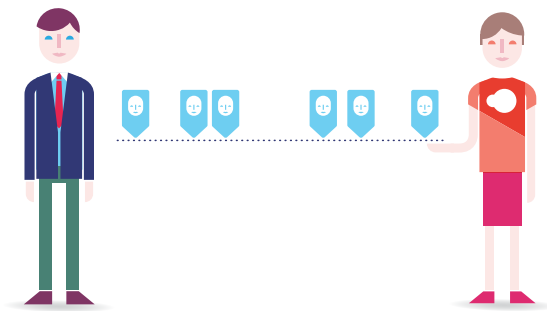
- Create new pathways in Patient Management System (IAPTUS, PCMIS etc.) for online/SilverCloud
- Organise with PMS admin/IT – what needs to be done to integrate into PMS reporting
 - Confirm requirements
 - Create instructions, reporting templates for PWPs etc.



ACTIONS OF WORKING PARTY IN MONTH ONE

Generate an in-service guide, covering:

1. **Assessment** - who is most suitable for SilverCloud
2. **Risk protocol** - for follow up of risk in SilverCloud
3. **Guidance for DNA's and poor engagement** in SilverCloud
4. **Guidance for staff absence** – who contacts the client and how



5. **After triage** - flow chart of processes/procedures

- **Inviting clients**
- **Reviews** – create guidelines
 - Suggested time is 15 minutes per review: 10 minutes SilverCloud review, 5 minutes for follow-up phone calls; for example, if risk has increased, or two DNAs in a row etc.
- **Blended models**, even if conducting phone reviews send a brief message for them to login and do SilverCloud
- What to do **if a patient disengages** with the system
- **Reporting** - e.g. completing the reporting template

WE RECOMMEND THAT YOU INVEST ONE MONTH IN ESTABLISHING PROCEDURES, TECHNICAL INTEGRATION, AND TRAINING.



KEY POINTS

1. **Establish a Working Party**
2. **Invest the time to save time, this will pay off 3-fold in the long run**



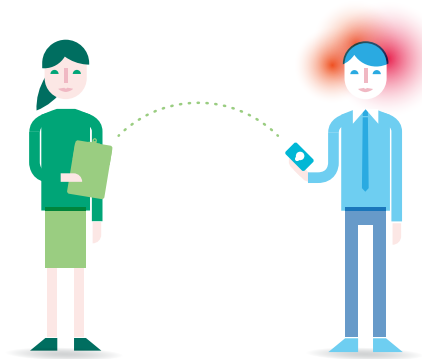
TRAINING

Working party training, 3 hour session, with a focus on:

- Processes, procedures
- Expectations – targets etc.
- Case examples – and discuss in groups of whether you think they are suitable for SilverCloud - which programme, online or telephone reviews etc.
- In pairs - role play of how to describe SilverCloud with online reviews to a client

Product training:

- SilverCloud introduction product training
- Two week buddy-up training
 - Pair up as a Supporter-Client, work through programme content and review each other
 - NB: This two period is also useful to iron out any wrinkles in procedures



AFTER TRAINING

- Ensure all Supporter accounts are set up on SilverCloud
- Agree the in-house staff that Supporters can contact with any questions regarding SilverCloud



KEY POINTS

1. Establish processes, procedures and expectations in training
2. Role play – as a Supporter and Client
3. Use the training period to iron out any wrinkles in procedures



GO LIVE

Target Setting

Must get buy in from Line Managers for this to be effective:

- Work out the capacity of each Supporter
 - Ramp-up - set monthly targets for on-boarding new online clients.
For example:
 - 1st month 2 - per week
 - 2nd month - 8 clients
 - 3rd month - 14 clients
 - End target 15 clients per PWP

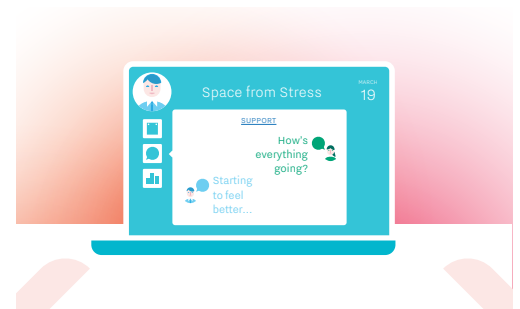
ONGOING

Include SilverCloud updates in weekly comms to Supporters

- Top SilverCloud supporter
- Total no of online clients
- Any updates/changes to processes

Monthly training session

- Different topic every month
- Identify areas that are going well, and areas that are not going well, e.g. using telephone sessions more than is ideal
- Ask Supporters to present success cases to the rest of the team



Create incentives for success

- Vouchers, or personal email from senior management team



KEY POINTS

4. Set clear goals and targets
5. Maintain top-up training and communication
6. Provide incentives