



COVID-19 Response:
Digital transformation of
Interventions for Young
People who Self Harm

effective : together

Registered charity no. 1125236



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Session Overview

- Key requirements : evidence base; professional, legal, ethical; communications
- Governance & Business Continuity
- Developing strategies for effective interventions

Centre for Mental Health Evaluation of WISH 2019

- 2 years of comparator data in Harrow and Merton for over 1000 CYP
- Evidenced 90% of CYP stopped or significantly reduced self harm
- Identified cost savings to statutory services such as health, education and social care including reduction in A&E admissions for self harm
- Recommends services using the WISH Model should be commissioned across the UK





Psychotherapy

Safe Step:

Early intervention and prevention of self harm and child sexual exploitation for children ages 8-12 years. Arts based and talking therapies. Children will be seen weekly at their Harrow School.

Safe to Speak:

Long term open ended therapy for young peoples ages 12-19 who are self harming or have experience of sexual abuse or exploitation. Young people need to be attending a Harrow school or be able to come to The Wish Centre in Wealdstone for sessions.

We can also offer 1:1 support for young people who self harm ages 19-25.

Groups

Self Harm Peer Support:

Young women and female to male or non-binary transgender young people ages 13-16 years can join our weekly group. The group is held weekly after school in our centre in Wealdstone.

Positive Changes:

Weekly peer support group for young people (mixed gender) ages 15-19 years with mental health vulnerabilities to develop new skills, friendships and confidence through volunteering and campaigning. The group is held weekly after school in our centre in Wealdstone.

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Outreach

Up to 4 sessions with our Youth Support & Participation Worker to explore the best options for you or for the young person and help them engage with Wish or other services. Young people can be seen in school or at the centre in Wealdstone.

We will not accept a referral if:

- The young person hasn't consented
- The young person is currently using class A drugs
- The young person has a recent history of violence or exploitation of others

Acceptance of referral for a young person who has made a recent suicide attempt or who is currently involved in high risk CSE will be dependent on the outcome of our risk assessment.

Refer now at
www.thewishcentre.org.uk



WISH Services

- 1:1 Psychotherapy – long term open ended : Face to face in schools and at our Centre; Skype and telephone and text offer
- Peer support groups : face to face weekly with digital group for ongoing support and text out of hours help
- Outreach and advocacy
- Projects and workshops
- Training. Packages, tailored etc

The psychological impact of quarantine and how to reduce it: rapid review of the evidence

Lancet 26 February 2020



There is evidence to suggest that support groups specifically for people who were quarantined at home during disease outbreaks can be helpful. One study²³ found that having such a group and feeling connected to others who had been through the same situation could be a validating, empowering experience and can provide people with the support they might find they are not receiving from other people.

Key requirements checklist

- Evidence base – Lancet Rapid Review
- Professional – BACP: Working online in the counselling professions
- Legal – ICO registered and compliant (GDPR)
- Insurance
- Risk Register
- NICE Guidelines
- Business Continuity Planning
- Service review – digitalising the offer; criteria for referrals eg age/Harrow/risks/tools
- Partner service and crisis service mapping review
- Safeguarding systems
- Active Governance
- Finance and funding

COVID-19 Statement:

The WISH Centre are continuing with our vital support services for young people during this difficult time.

Many of our face to face services will be digital and we will be checking with each young person to ensure our service remains accessible to all.

We are accepting new referrals as the evidence base shows the importance of connection and support during social distancing and quarantine.

Please share this information with young people who may need support. More information at www.thewishcentre.org.uk



Wish Digital Support

We're asking all young people at wish to take this quick form so we can make our services as accessible as possible during this time. Thankyou!

Do you have access to a mobile device?

- My own phone
- A parent/guardians

Do you have internet at home?

- Yes
- No

Do you have video call access e.g. skype/zoom/ Facetime/ Google Hang Out?

Yes

No

Do you have a space where you can talk privately/ confidentially?

Yes

No

What apps do you have for group video chats?

Your answer _____

Submit



The WISH Centre Digital Therapy Support Service.



We will conduct sessions using two methods of communications with Young People.
Telephone Sessions (25 mins) and Video Call Sessions (50 mins)

Technology

The Telephone Session is to take place using the Therapist WISH Mobile phone only.

The Video Session can be conducted on either: The Therapist WISH Mobile phone, the Therapist WISH iPad, The Therapist WISH Laptop.

Software for Video Calling at this time will either be Microsoft Teams (young people to download the app and create guest account with email address) or Whatsapp Mobile Video Calling

Contracting

As this is a new way of working there is the need for changes and additions to our initial therapeutic contract with Young People.

Internal Strategies

Staff – Office 365 Teams twice daily video team meeting (1000/1600)

Personal check in; updating on business continuity plan; operationalising work and related issues including safeguarding;

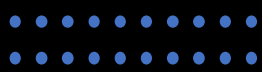
Fun “checkout” games eg Show and Tell; Don’t Say a Word to boost morale – organising virtual yoga etc

Use Salesforce as case management and comms for CYP

Whats App Team group for daily briefings/updating

wish
centre





Active Governance

Trustee's :COVID-19 Shared are on Teams for Trustee's and staff. Trustee's also have Teams App on mobiles

Trustee Whats App group

Governance –interim board meetings; key board leads eg Business Continuity Plan; Financial forecasting etc

“Live” documents on Teams eg Risk Register

- Decisions ie premises



What we are learning

- COVID -19 statement
- CYP have all switched to digital
- New referrals having digital outreach & triage
- Larger peer support groups
- Staff support critical
- Social Media use for good
- Enhanced web platform for groups/drop-in's/therapy sessions



wish centre

Deploy swiftly
Connect & Communicate
Support & Inspire hope

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