

# Onebright Clinician's Toolkit



# Foreword by Clare Price, Director of Clinical Services

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The provision of mental healthcare during the COVID pandemic has required clinicians to adapt to change rapidly. Assessment and therapy sessions prior to the pandemic were either provided in person or remotely. However, COVID-19 pushed all therapy sessions to remote sessions, and referrals for the provision of care soared, with many people still waiting to receive the right care for them.

Through online programmes and self-guided therapy sessions, Onebright clinicians continued to support their clients throughout the pandemic.

More than ever, healthcare professionals required a support network of their own, to ensure they were not only providing the best possible care to their clients, but also looking after themselves. That is why Onebright is introducing new tools and creating a leading platform to partner with our clinical

staff to flourish in their practice; supporting them with specialised training, supervision, and leading technology, creating a leading platform for our clinical associates.

To ensure we continue to make these great strides in mental healthcare, the team at Onebright looks to continuously invest in our greatest asset, our clinicians.

I hope this toolkit provides further insight into a day in the life of the Onebright clinical team, and how we are supporting our clinicians through further investment in their careers, whilst also supporting their health.

Yours sincerely,

**Clare Price**



**We are  
Onebright**

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Onebright has been providing mental healthcare services in the independent sector for 21 years. With more than 3,000 clinicians currently providing treatment in 49 languages. We are stronger, brighter and better together, united in our aim to build a new way to deliver mental healthcare.

As a result, Onebright now has one of the largest networks of specialist clinicians in the UK, and an industry-leading clinical governance structure. It is supported by a highly advanced digital technology platform that is creating new benchmarks in mental healthcare for all.

All of our clinicians have a high standard of clinical care and we treat all of our clients as individuals, supporting them to achieve the best outcomes for our clients. We want to ensure that all our clinicians

can measure their success and demonstrate their ability to give their clients hope and help them to move into the future and re-stabilise their life into recovery.

We are living and fully aligned to our clinical governance and always maintain our duty of care and professional code of conduct. Onebright creates an environment where excellence in clinical care thrives. We have been providing mental health services in the independent sector for 21 years. We take accountability for continuously improving the quality of our services and the safeguarding of high standards of care.

Our comprehensive clinical governance framework is supported by an expert team of industry-leading clinicians and clinical advisors who pull on a wealth of experience and a wide portfolio of professional practice (academia, research, teaching, supervision, business etc.). We are at the forefront of improving standards, quality, and outcomes in mental health due to our collection and application of data.

## Onebright has six core values:

- 1 We are committed to quality of care
- 2 We lead with integrity and compassion
- 3 We have the courage to lead the way
- 4 We support each other
- 5 We are curious
- 6 We bring hope

# Training for clinicians



We pride ourselves in our Continuing Professional Development (CPD) and Training for our clinicians. CPD and training are a core part of our clinician proposition because they act as both an engagement tool for clinicians and a quality enhancement to our clinical supply.

Our aim is to further develop a community of practice that attracts top clinicians that share our values. We run quarterly in-house training sessions for our network of therapists to provide business and service updates, and ensure all clinicians know about new processes and services.

Additionally, all Onebright therapists have exclusive access to a world-class specialist CPD programme. Our exclusive CPD training programme offers you access to online resources, training, events and support for your continuing professional development, all delivered by a network of world-leading clinicians from Bespoke Mental Health. Some workshops include:

- An overview of CBT for Psychosis
- Treating Later-Life Depression
- Brief Behavioural Activation
- Working with Children and Young People with PTSD

- Optimising outcomes in the cognitive behavioural treatment of OCD

The clinicians delivering the workshops are leaders in their clinical fields. The level of CPD we can offer our team ensures that our clients have access to the very best clinicians, with world-class CPD resulting in enhanced clinical service delivery and patient care.

Professor of Translational Psychology, Roz Shafran, and Dr Pam Myles, Director at Bespoke Mental Health, are working in partnership with Onebright to deliver an annual specialist CPD programme including 24 training days, webinars, and masterclasses (see training topics and speakers shown below).

# Online Events Programme 2022/23



Half-day workshop

Full-day workshop

90-minute webinar

Topic	Speaker
Process-based Therapy	Stefan Hofmann
When it is Darkest: Understanding and Preventing Suicide	Rory O'Connor
An Overview of CBT for Psychosis	Emmanuelle Peters
When our patients want CBT for anxiety but...	Cory Newman
Treating Later-Life Depression	Dolores Gallagher Thompson, Larry Thompson & Ann Steffen
Evidence-Based Supervision: Take-away points from research to guide best practice	Aisling McMahon
Transdiagnostic approaches for emotional disorders across ages	David Barlow & John Weisz
Brief Behavioural Activation	Carl Lejuez
CBT for Self-Esteem	Reena Vohora
Culturally Sensitive Low Intensity CBT	Taf Kunorubwe
Working Therapeutically with People who Self-Injure and Self-Harm	Andrew Reeves
Culturally Sensitive CBT	Taf Kunorubwe
Emotion Regulation Therapy	Douglas Mennin & David Fresco
Cognitive Therapy for Social Anxiety Disorder in Adults and Adolescents	David Clark
Working with Children and Young People with PTSD	Richard Meiser-Stedman
Psychological Treatment of Insomnia	Kirstie Anderson
Brief CBT for non-underweight eating disorders: An evidence-based approach	Glenn Waller

Topic	Speaker
Cognitive Therapy for Depression	Rob DeRubeis
Adjustment to a diagnosis of a long-term physical condition	Rona Moss-Morris
CBT for Generalised Anxiety Disorder	Colette Hirsch
Trauma and PTSD: understanding and assessment at LICBT	Nick Grey and Clea Alber
CBT for Health Anxiety and Medically Unexplained Symptoms	Winfried Rief
Honing Psychoeducational Group Skills	Liz Ruth
CBT for Mental Contamination	Maureen Whittal & Roz Shafran
CBT for Post-Traumatic Stress Disorder	Jennifer Wild
Working with autistic clients	Will Mandy & Richard Pender
Using Imagery in Cognitive Therapy	Susie Hales
CBT for Body Dysmorphic Disorder	Fugen Neziroglu & Sony Khemlani
Psychological Approaches to Covid and Long Covid	Daryl O'Connor
Making the most of routine outcome measures	Jaime Delgadillo
Optimising outcomes in the cognitive behavioural treatment of OCD	Roz Shafran
CBT for ADHD: An Implementation-Focused Approach	J Russell Ramsay
Schema Therapy: A brief guide	Jeffrey Young
Working with Parents of Children with Anxiety	Cathy Creswell
Working with complicated and complex PTSD	Kerry Young

# The Onebright Clinician's Standard

The British Association of Behavioural Cognitive Psychotherapists (BABCP) is the lead organisation for the theory, practice and development of Cognitive Behavioural Therapy in the UK. It signals the gold standard of expertise of a CBT therapist and the quality of the therapy.

Any counsellor, psychotherapist or CBT therapist can be a BABCP member. But achieving accreditation with the BABCP demonstrates that the CBT therapist has met the stringent criteria around qualifications and clinical experience. At Onebright we have a strong team of BABCP Accredited clinicians and also look to provide the necessary support to our clinicians who are looking to become accredited.

Onebright also looks for accredited members from the following governing bodies to join our ever-growing network of clinicians:

- The British Psychological Society
- Nursing and Midwifery Council
- British Association for Counselling and Psychotherapy
- General Medical Council
- The Health and Care Professions Council

At advertisement, interview and onboarding, we are transparent about our expectations of our clinicians. We are a recovery-focused service, placing the client at the heart of everything we do. We foster a culture in which clinicians can do the job they were trained to do.

Whether a clinician is employed or held on a network relationship, everyone is provided with a named clinical lead to support them, give feedback and provide guidance as required and we use our extensive range of data and insights to inform meaningful interventions via our clinical leads.

Our clinical leads offer coaching and support, providing reflective space and drawing out the skills,

knowledge and expertise of the therapists. Clients presenting on different pathways have different profiles, so clinical leads can provide contract-specific population context.

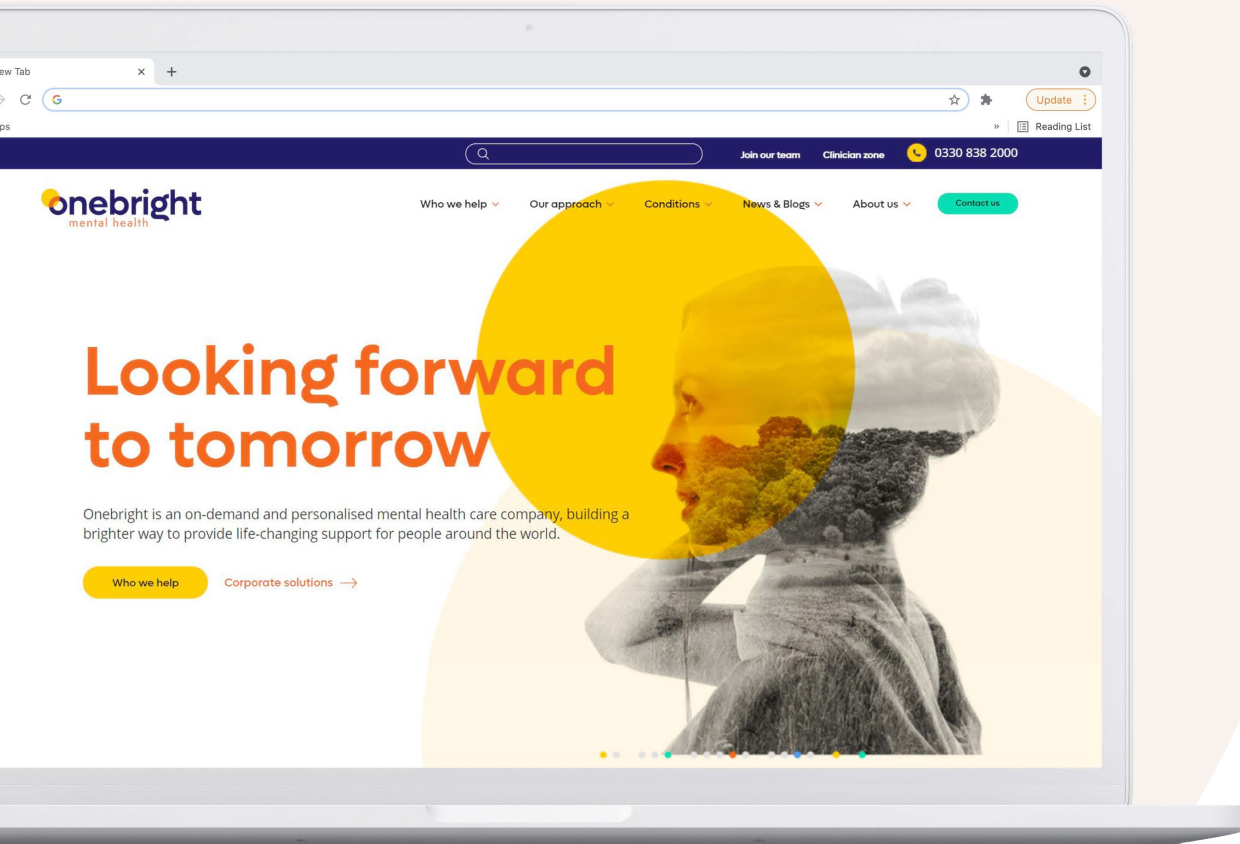
Our recognition of within-group differences is a factor in our achievement of 87–92% recovery rates, compared with the NHS IAPT services at 54%.

Onebright applies a routine outcomes framework, as endorsed within NICE guidelines. These clinical outcomes allow for benchmarking against statutory services. We also use a standard outcome dataset consisting of six clinically proven measures for adults, which have been demonstrated to be reliable and valid instruments in the screening of mental health disorders and provision of indicative diagnosis. We use different validated and reliable measures for children and young people.

The outcome measures are completed in advance of the clinical assessment process, to enable symptom severity to be determined and future changes in symptoms and functioning to be evidenced; the scores support future clinical decision-making.



# Digitising Mental Health



Ensuring that mental healthcare is accessible to all is at the forefront of our work at Onebright. We want to ensure that we can continue to provide the best level of mental healthcare to anyone who needs it.

To ensure we deliver on-demand and personalised mental healthcare, we have developed our brand-new Morpheus platform which enables us to match the right clinicians to the right client.

We want to ensure that mental healthcare is quickly accessible when needed and, with our in-house platform, we are able to ensure that clinicians can easily help individuals and manage their recovery needs without endless screenings. Our system operates a perfect match algorithm which enables us to recommend the best clinicians and the best possible treatment pathways for our clients.

# A word from our Clinical Director, Psychiatric Services - leading the way on clinical governance at Onebright

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**Dr Gabrielle Pendlebury**

Onebright creates an environment where excellence in clinical care thrives. We are at the frontier of improving standards, quality, and outcomes in mental health due to our collection and application of data. We have an extensive clinical management team to deliver best in-class clinical governance and clinical leadership.

We are committed to clinical excellence and providing life changing therapy for all. Our clinical team is at the heart of our plans as our business continues to grow. Whether you work for us in-house as a remote therapist, or are part of our associate network, you'll be working with a forward-thinking company driving change in mental healthcare. You'll also be working within an industry leading clinical governance and safeguarding structure.

# How Onebright has adapted to help support Clinicians



**Flexible caseloads supported by our clinical team**



**Autonomy for clinical decisions in line with NICE guidelines**



**Support with business administration tasks**



**Development pathways with CPD opportunities**



**Latest technological innovation**



**Best Clinical Practice**



**Peer to peer support**



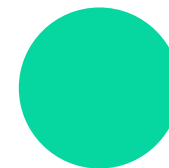
**Knowledge and Professionalism**



**Exposure to a range of specialist clinical environments and cases**



**Quality woven into the fabric of the organisation's clinical approach**





# A day in the life of a Onebright Clinician

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**// It is a busy role, but the team is fantastic. I really value my colleagues and their knowledge and professionalism. We are growing and learning all the time. The job is certainly very rewarding.**

**- Elizabeth Simon**



## Elizabeth Simon - BABCP Accredited Therapist, Supervisor and Trainer Deputy Clinical Lead

### Tell us a little bit about you and your work

I am one of the Deputy Clinical Leads that works in the management team. I am an accredited BABCP therapist supervisor and trainer. My focus is on assisting quality and supporting the internal therapists that work with us.

### What does a typical working day look like for you?

Busy, but rewarding. Everyday there are lots of discussions across the business and beyond. I have a caseload of clients, so my day usually involves one client contact. Outside of that, I supervise other clinicians, meet with the wider team and support the treatment coordinators with their role. I get to speak to people a lot all day which when working remotely, really is a plus.

### How do you start your working day, what are your key steps to a successful working day?

Coffee and a plan that allows for breaks away from the screen from time to time. I tend to work with a to-do list with the priority task first.

### How does the training and support offered by Onebright assist you throughout the day?



I get a lot of support from my manager in terms of the referrals and what their requirements are. In addition, I get lots of support to manage the admin aspect of the role.

### Do you receive any daily business/practice management support from Onebright? What does this look like and how does this help?

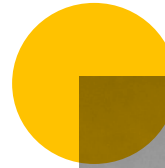
Yes, there are lots of people in the operations team to ask if I need support.

### How did you first hear about Onebright? What made you decide to join?

I saw an advert for a remote CBT therapist and joined as a team leader 18 months ago. I was pleased to find like-minded therapists and from my conversations with Clare Price, I knew that I wanted to be part of the growing team and help to make Onebright a further success.

**// Onebright has been a great introduction into working in the private sector and I have been working with them since September 2020. I enjoy the variation in the work. I always have regular clients and if I have an available slot it is without doubt filled by the end of the week. The governance team is very supportive and on hand to answer any queries promptly. The training provided is second to none and I feel working for Onebright has enabled me to grow further as a clinician.**

**- Cilem Hussain**



## Cilem Hussain - Senior Cognitive Behavioural Psychotherapist

**// I find the training invaluable to top up my knowledge as a CBT therapist and to keep me updated with new interventions and protocols. //**

### **Tell us a little bit about you and your work**

I trained as a CBT therapist at King's College London. I work part time for the NHS alongside my work with Onebright. I help people to understand the connections between their thoughts, feelings and behaviours and how to break the cycles which are maintaining their difficulties.

### **What does a typical working day look like for you?**

I see between 5-6 people. I usually split my day by taking a break after every two clients. This gives me some time to process the sessions, complete admin tasks, and grab that all important cuppa! Taking these regular breaks for me also ensures I give my best at each session.

### **How do you start your working day, what are your key steps to a successful working day?**

Before the start of my day, I look at my diary to remind myself who I am seeing that day, I check to see if questionnaires have been completed and read over the last session notes to remind myself what we have done and what homework tasks were set. The key is to organise my day in a way that allows me regular breaks, whilst maximising the number of sessions I can offer without burning out by my last client. The first break is half an hour and the second one an hour. As much as possible I stick to a 50-minute session to allow me 10 minutes to upload my notes and send an email with homework tasks. I try to take a walk during at least one of my breaks to get away from my desk and get some fresh air. I also

give myself half an hour after my last client to finish up any remaining admin tasks.

### **How does the training and support offered by Onebright assist you throughout the day?**

I find the training invaluable to top up my knowledge as a CBT therapist and to keep me updated with new interventions and protocols. For example, recently I attended a workshop on chronic loneliness which I found really helpful in understanding a particular client's presentation and how I can further support him.

### **Do you receive any daily business/ practice management support from Onebright? What does this look like and how does this help?**

On a regular basis Onebright book clients into my diary as and when I create availability. They send me information on the requirements for the client. I also have peer review sessions every three months and receive clinical supervision once every four to six weeks.

### **How did you first hear about Onebright? What made you decide to join?**

I initially joined in September 2020, through recommendation of a friend who had previously worked here.



**// If you want more flexible working hours and to work more independently, I could not recommend working for Onebright enough. They have very skilled and dedicated practitioners that make for a good productive working environment. //**

**- Adrian Cockx**



## Adrian Cockx - Cognitive Psychotherapist

**// Onebright offers a wide choice of training that not only helps in the delivery of care but keeps my accreditation up-to-date. //**

### **Tell us a little bit about you and your work**

I am a Cognitive Psychotherapist trained in Cognitive Behavioural Therapy and Schema Therapy approaches. I have been working in the field of Mental Health since 1991 starting out as a Psychiatric Nurse and eventually working my way up to my current position. I have worked in both the NHS and as a University Lecturer and have co-authored two books on Assessment and Case Formulation in CBT.

### **What does a typical working day look like for you?**

I have chosen to work 4 days a week and my clinic hours are 12-9pm for 2 days, 5-9pm 1 day, and 12-7pm the other. My hours are mostly determined

by client availability but I have found that working 4 days a week gives me more time to focus on other activities outside of work and meet familial commitments. I like to start work about an hour earlier than the start of my clinic in order to get paperwork and emails done.

### **How do you start your working day, what are your key steps to a successful working day?**

I think it is important to look after yourself, so getting exercise in the morning is helpful. Also planning my day ahead by starting an hour earlier helps with organisation and planning.

### **How do you work alongside Onebright daily?**

I communicate with the admin team daily to ensure

client referrals and the appropriate nature of the referral meets my skills and knowledge. I also have supervision and peer reviews to undertake.

### **How does the training and support offered by Onebright assist you throughout the day?**

Onebright offers a wide choice of training that not only helps in the delivery of care but keeps my accreditation up-to-date. They have some very good speakers from the field and research is always up-to-date.

### **Do you receive any daily business/ practice management support from Onebright? What does this look like and how does this help?**

Peer reviews are helpful in not only the delivery of treatment but the additional knowledge that comes when working with experienced practitioners.

### **How did you first hear about Onebright? What made you decide to join?**

I joined the company before it was re-branded. Since the formation of Onebright, the company has more resources which is only a good thing.

# Clinician's thoughts

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We asked our clinicians how they feel being part of the Onebright team, here's what they had to say:

PG Dip CBT, BABCP-accredited CBT Therapist:

**// I have now left my NHS therapist role to work with Onebright. I feel that after 25 years in the NHS, I am finally able to do the role that I was trained to do. //**

PG Dip CBT, RN (MH) BABCP accredited CBT Therapist:

**// Onebright is a really progressive organisation, and it is so refreshing. //**

PG Dip CBT, BABCP accredited CBT Therapist:

**// I find working with Onebright a real pleasure. I appreciate the humanism, professionalism, governance system and support. //**

# Adapting and growing within a changing world

Adaptation is something that society has always done. Adapting to change means adapting to the way we do things – in all areas of our lives – to respond to the changing circumstances. It means not only protecting ourselves against negative impacts, but also making us better able to take advantage of any benefits and new opportunities which might present themselves.

The majority of us value stability in our daily lives and careers. As clinicians, we help our clients adapt to the forever changing world around us.

Here are some top tips on how clinicians can adapt in a rapidly changing environment:



## 1. Accept the change

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The best use of your valuable energy is that when change happens, you can do nothing about it - you accept it and own it.



## 3. Prepare your emotions

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Negative emotions will have an impact on your energy levels, so it is important to be kind to yourself.



## 2. Be curious

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Asking questions and listening rather than making assumptions will help you to explore fresh perspectives and new experiences.



## 4. Relax and pace yourself

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Taking time out for relaxation and creating moments of calm by pacing yourself, will help you to deal with your situation with a clear head.



## 5. Be positive

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Having a positive attitude about change and how you adapt to it is by far the best mind-set to cultivate.



## 6. Get support

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A supportive work team can help you to get another perspective as you learn to adapt.



## 7. Challenge your perspective

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It is important to examine the changing situation from all angles and ask yourself: what else could this mean?



## 8. Chunk up change

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Concentrate on the step you've reached, rather than the bigger picture.



## 9. Make a plan

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Prioritise what you need to do and then start by taking one small step at a time.



## 10. Take time for you

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Make sure you take regular breaks, find a change of scenery and reset when you might feel overwhelmed.



# Looking to the future - joining us in 2022

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Our organisation is pioneering in its approach to mental health services and management of clients.

With such an enormous and diverse client community, it's not surprising that our teams face every conceivable challenge. This makes us both an exciting and rewarding place to be part of our employed therapy team.

Email our Head of Strategic Supply if you have any questions about applying for a role at [davidmattock@onebright.com](mailto:davidmattock@onebright.com) or call him on **01904 933545**. Alternatively visit [onebright.com/join-our-team](https://onebright.com/join-our-team) for more information.



## We deliver

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- Clinical excellence with 86% successful treatment outcomes during some very challenging times working directly with, and in collaboration with our partner organisations across the mental health space.



## We offer

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- An excellent package of benefits, opportunities and support for you to look after your health and wellbeing and enable you to be yourself at work.
- Exciting and rewarding experience supporting our engaged clients from a diverse population.



## We are committed

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- To become an inclusive organisation, with equality of opportunity afforded to all staff and diversity is reflected at all levels in the organisation.



## We encourage

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- Individuals to lead change and help to improve the quality of client care and working lives.
- Continuous professional development through our extensive training courses and seminars.
- Remote working using our cutting-edge technology platforms. Or if you prefer, we are able to offer some face-to-face interventions for some clients.



# Looking forward to tomorrow

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| [onebright.com/join-our-team](https://onebright.com/join-our-team)