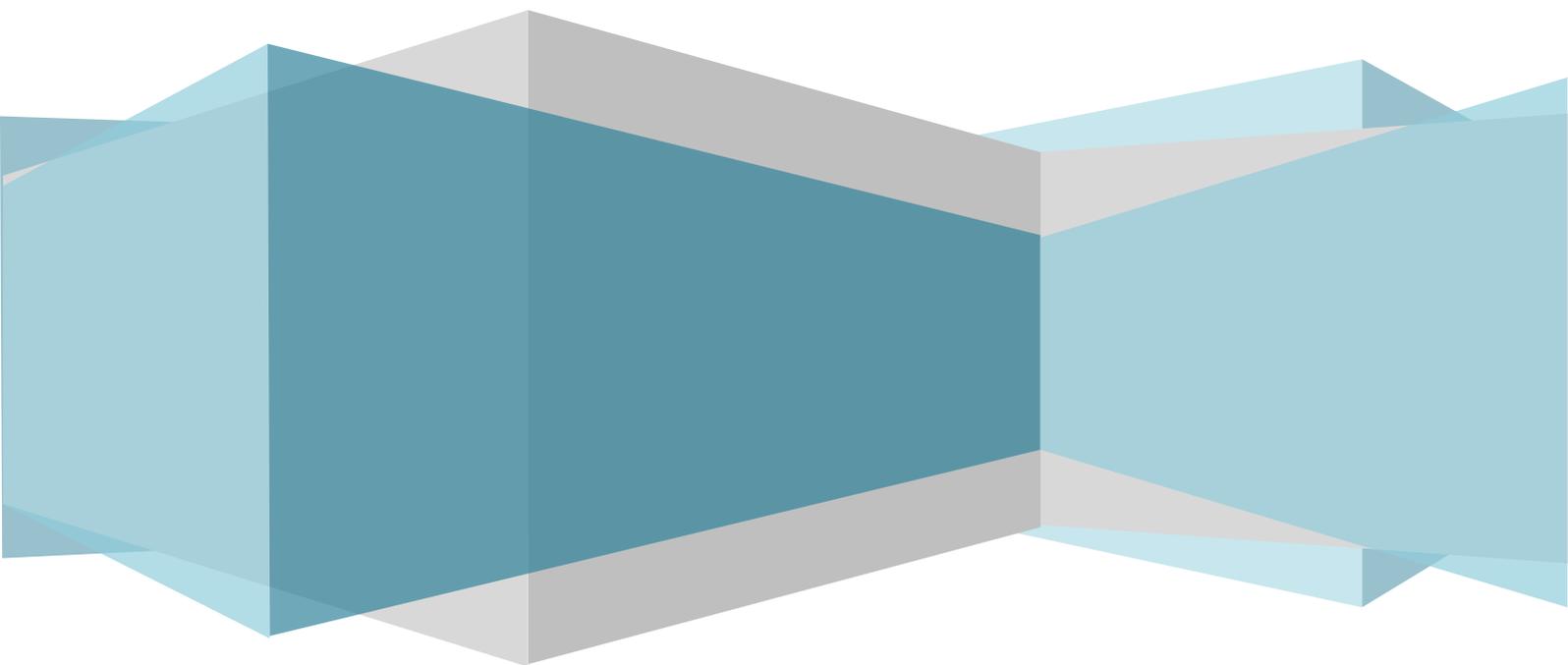


# Serenity

# Programme

## Frequently Asked Questions



## Introduction



This document helps answer some questions frequently asked by people providing the Serenity Programme on behalf of the [Parabl partnership](#).

## Who is eligible for the programme?

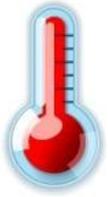
The Serenity Programme is used in the treatment of common problems such as low mood, anxiety disorders and stress of mild or moderate severity. People with more severe symptoms may be suitable for the Programme; decisions should be informed by clinical judgment and the participant's level of functioning.

Referrals from the Parabl talking therapies partnership are eligible for an assessment for CCBT. If people are interested in CCBT please refer them directly to Parabl on **0300 777 2257**.

## What if the participant doesn't have access to a computer?

The participant may be able to access the computers in one of the partner organisations. If they need additional support to use the computers, please arrange a time when you are available to help. If participants require privacy they may be able to use a laptop and work outside the partner's office suite, but you would need to remain with them. If participants do not have a computer and would like to work on the Serenity Programme at home, you may wish to photocopy key pages for them.

## What if the participant's assessment scores are high?



People will have been assessed by Parabl and referred to counselling or other services if their symptom scores are deemed too high for CCBT. However, if you are concerned about the welfare of a participant, please gather more information.

Especially consider whether the participant might present a risk to themselves or to anyone else. Review the participant's response to 'I have made plans to end my life' on the CORE-34 and other questions relating to risk factors. A score higher than '0' is a significant risk indicator and requires immediate action.

Ask what support they have and how consistent and available this support is. Consider the availability of means or methods of harm. Consider also the lethality and specificity of any plans made. Consider the extent of the client's preoccupation with thoughts of harm and whether these thoughts intrude into their daily life. If you have any concerns at all, please speak to the Parabl assessment team or contact the participant's CPN or GP straight away.

For additional information, please see the [helper's resources available from this link](#).

## What if the participant isn't interested in the programme?

Like other forms of self-help, the Serenity Programme requires participants to be motivated and to have a relatively high level of functioning. If participants don't seem interested in CCBT please discuss other options available to them.

Make sure you are aware of the other forms of support available through Parabl: 'drop-in', one-to-one counselling (there may be a waiting list), group therapies including confidence building courses, mindfulness courses etc. You can also refer the client back to Parabl.

## What if I can't get hold of the participant over the phone?



If you're unable to contact the potential participant prior to the initial assessment you can ask for a letter to be sent on your behalf. If there is no response to the letter it is your decision if you would like to try to call the client once more.

It's important that boundaries are discussed during the introductory meeting. At this meeting please explain that the participants will be supported by phone by Mind Aberconwy and that they should notify Mind directly if they are unable to keep an appointment.

If participants are no longer interested in the Programme or feel unable to complete it, Mind Aberconwy staff will ask them to complete the CORE 34 outcome measure. This can be done over the phone or they may wish to attend an appointment at Mind Aberconwy, if this is convenient for the participant.

## What support is available for the helper?

If you feel you need support with any aspect of your role please contact your Parabl partner organisation. All volunteers are expected to undertake clinical supervision, which will be arranged by Parabl.

## Can the introductory meeting be conducted over the phone?

Sorry, no. It is very important that you meet the client and that they are introduced to the programme in person. Meeting the client supports the development of a working alliance and reduces attrition from the Programme.

Intended audience: Serenity Programme volunteers working with the Parabl partnership

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