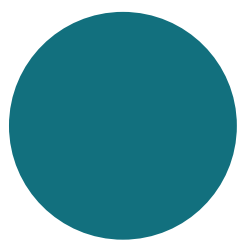




21/22

Annual report

canopi.nhs.wales



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Foreword

I am pleased to provide the foreword for the first Canopi Annual Report following the inclusion of the social care workforce.

I would first like to convey my gratitude to everyone working in the social care sector and would like to thank them all for their incredible dedication, commitment and passion for the work they do, in what has been an incredibly difficult few years.

We have been through truly testing times recently, and we know that we face challenging times ahead too. Through it all, many people have been providing outstanding service in social care every day and night, right across Wales. People who deliver compassionate and dignified care that is central to our ethos in Wales. In particular, care and support that is truly centred around the needs of the individual. Care and support that is focused on improving outcomes for people and on helping them to live healthy lives and to live independently.

It is important that we recognise the importance of the wellbeing of our workforce. Canopi now providing their free, confidential mental health support to the social care workforce, as well as the NHS, is such a significant development of essential support.

This report shows the vital service that is currently being provided by Canopi and the ongoing work to support the social care and NHS workforce, including additional treatment options.

I am really encouraged by this and very much look forward to seeing how the service grows and continues to make a difference to the frontline staff in Wales.



Albert Heaney CBE
Chief Social Care Officer for Wales

Director's summary

The impact of the Coronavirus pandemic continues to be felt across healthcare in Wales.

At Canopi, we have played an increasingly important role in supporting staff throughout NHS Wales.

Our service has seen a number of changes to meet the needs of staff, including expanding our team with increased administration support and the number of doctor advisors and therapists we have available.

Another significant change to our service has been our name. Previously known as Health for Health Professionals Wales or HHP Wales, we are now known as Canopi.

In April 2022, we were pleased to open our services to staff in social care in Wales and felt a broader name that represents a safe and protected space was a better fit. We continue to support health professionals across Wales but with this exciting new expansion, we have chosen to rename the service to reflect the increasing diversity and roles of the individuals using our services.

We have been able to add a range of alternative options for people to receive support with the aim of providing more choice, increasing access and better meeting the full needs of people working within the NHS and social care in Wales.

Please take the opportunity to find out more about us and what we can offer by visiting our website:

canopi.nhs.wales



Professor Jon Bisson
Director, Canopi

Introducing Canopi

We're pleased to announce that Canopi is here to offer an integrated approach to mental health and wellbeing support in Wales across both Social Care and NHS workforces.

Since the start of the pandemic, Health for Health Professionals Wales (HHP Wales) has offered free mental health and wellbeing support to all staff working in the NHS in Wales.

Under the new name Canopi, launched in April 2022, we will continue to offer the same free, confidential, and professional mental health support to all NHS Wales staff, but we're here to do more.

With this exciting new expansion, we chose to rename the service to reflect the increasing diversity and roles of the individuals using our services.

In 2021, there was no better time to expand the service and make it available to all NHS staff in Wales. And now in 2022, we're pleased to open the service further to support staff in Social Care in Wales.

Why Canopi?

Chosen through workshops with our Public and Strategic Advisory Groups and key members of the social sector in Wales, Canopi, the Welsh translation of the word "canopy" refers to a group of trees that intertwine to form a protective layer from strong winds and storms. It also creates an environment to support growth and sustainability.

In the same way that a canopy offers protection and safety, Canopi provides people with a safe place to share and talk about their challenges, while also encouraging growth and offering support as part of a system working together.

What are we trying to do?

Our mission

Canopi offers free mental health and wellbeing support to NHS and social care staff in Wales.

The current Canopi service arose from the team's past experience in offering this service to doctors living and working in Wales.

Through the Coronavirus pandemic, the service has expanded and seen a continued increase in the number of people referring themselves for support, not just those on the front line but throughout NHS Wales.

With a further expansion in April 2022, staff working in social care in Wales that need help can also access it quickly through Canopi.

Funded by Welsh Government and administered by Cardiff University, our service now covers a wide range of professionals and supporting staff working within the NHS and social care sector in Wales.

Aims

- To offer timely, confidential and free mental health support to those who are seeking a confidential service
- To help break down the stigma around the disclosure of mental health challenges that people face in the workplace
- To extend the services and therapies available through Canopi to make sure we have a service that offers clients a diverse choice of appropriate therapies and services.
- To build on and increase our collaborations with organisations such as Health Education and Improvement Wales, the National Centre for Mental Health, the British Medical Association, Social Care Wales, the Association of Social Services, NHS England and the Welsh Ambulance Service.

Who's who



Professor Jon Bisson
Director



Dr Jake Hard
Deputy Director



Dr Gill Toms
Deputy Director



Dr Thomas Kitchen
Deputy Director



Professor Fiona Verity
Deputy Director

Support team

4 Specialist Dr Advisors

52 Therapists

11 Dr Advisors

11 Wellbeing Allies

Strategic advisory group

Professor Debbie Cohen, Chair

Dr Majd Al Shamaa, Health Professionals

Dr Sheila Brennan, Psychological Therapies

Jeremy Brown, Care Home Managing Director

Peter Hunt, MyMEDIC Team Leader

Dr Julia Lewis, Addictions and Psychiatry

Dr Adrian Neal, Employee Wellbeing

Lucy Warner, NHS Practitioner Health

Stacey Taylor, Community Resource Team

Administration

Naomi Marfell

Lizzie Hobbs

Catherine Aymar

Dylan Johns

Aled Morris

Westley Nash

Catrin Hopkins

Lindsey Michels

Public advisory group

Natalie Harper, Chair

Gareth Bowdler

Geraint Jones

Jade Smitherman

Canopi team



Achievements

April 2021 -
March 2022

This infographic shows some key figures from our activity over the last year.



1670

people accessed our services this year



78

Advisors and therapists supporting our clients



48k

visits to new website



1080

people received Cognitive Behavioural Therapy



740 visits to Welsh pages



4

members in our Public Advisory Group



87

people accessed peer support



9

members in our Strategic Advisory Group



123k

social media impressions



3.5K

visits to our blog

How to access our service

To ensure people are able to refer themselves for support at any time on any day we offer an online form on our website. They are then contacted for an appointment with one of our Dr Advisors. Through this conversation, they are able to discuss an individually tailored approach to the support they need.

Below is the structure of support that will be available under Canopi:



Our services

● Self-help

In collaboration with Health Education and Improvement Wales (HEIW) and the NHS England Practitioner Health service, we are able to sign-post to numerous applications, self-help guides, virtual groups and other services.

● Guided self-help

Following initial consultations with either a SilverCloud or Canopi therapist, individuals are directed to specific self-help materials. As appropriate, a follow-up consultation reviews the need for additional support.

We have recently introduced Therapist-Guided CBT offering evidenced-based materials for clients to access through Canopi with support from a select group of therapists. In conjunction with Traumatic Stress Wales, we also offer access to a PTSD guided self-help service for mild-moderate PTSD.

● Wellbeing Allies

This gives users access to volunteer wellbeing allies.

Doctors are directed to the services run by the British Medical Association (BMA). Other health and social care staff are directed to a Canopi service.

● Virtual face-to-face consultations

Individuals can receive up to eight sessions of Cognitive Behavioural Therapy (CBT) from a British Association for Behavioural and Cognitive Psychotherapies (BABCP) accredited therapist.

● Alcohol service

Individuals are supported through a specialist alcohol use assessment and accessing onward interventions where appropriate.

We recognise that an individual's mental health can be affected by many aspects of their personal and professional lives.

We work with an organisation called [Able-Futures](#) to offer support to those experiencing challenges with relationships, finance, housing, working environments as well as other difficulties.

Who accesses our service?

The number of clients accessing support through our service from non-professional and other specialist areas of NHS staff has continued to grow.

The numbers below give an idea of the broad spectrum of people we supported in 2020-21:



Medical and dental

231 Dr
153 Medical student
21 Dentist



Nursing and midwifery

380 Nurse
27 Midwife



Healthcare science and admin

12 Health Visitor
44 Clinical Scientist
3 Finance
14 Switchboard



Allied health professionals

154 Administrative
35 Pharmacy
7 Mental Health
49 Occupational Therapist
50 Physiotherapist
15 Radiology
13 Speech and language
4 Opthamology
2 Podiatry
3 Pathology



Welsh Ambulance Service

99 Paramedic
31 EMT
22 Call handler
6 Urgent care assistant

Carol's story

Carol* was a specialist nurse in Intensive Care. It wasn't until she started to experience symptoms of mental and physical exhaustion, that she sought help through her GP who referred her to Canopi.

"I remember my last shift in Intensive Care. Whilst handing over the unit to a fellow ward sister, I completely broke down. I knew I needed to get help; I hated the person that I had become.

"The signs of burnout had all been there, albeit gradual. It started with a feeling of dread, and before long, colleagues started to notice that I was visibly stressed: becoming irritable, snappy and crying during the working day."

Carol sought help from her GP, who referred her to Canopi's services. After an initial consultation with one of our Doctor Advisors, Carol was referred for eight weeks of Cognitive Behavioural Therapy.

"It took five to six sessions before I started to feel a real change and focus fully on my recovery.

"My therapist helped me to question unhelpful thought patterns, understand burnout and prioritise my own wellbeing and happiness. This took some practice.

I gradually learnt to be kind and caring towards myself, focusing on the things that make me happy. Most importantly, I was able to do these things without feeling guilty."



Carol also discovered that she was experiencing moral injury in her line of work. This led to her applying for a new role with more structure and 'normal' shift patterns, to ease her insomnia.

"I was successful in applying for a 9 to 5 specialist role. Despite mourning the loss of my old job, I am enjoying all it entails and the new work-life balance. And nine months later, I am starting to feel more like myself again.

"Once I returned to work, I slowly opened up to my colleagues about what had happened. I wish had done this sooner, because I discovered that I'm not alone.

"Since then, I regularly check in with my colleagues, listening to their experiences and sharing my own coping mechanisms for work stress.

"I would recommend Canopi's services to anyone who is suffering. Canopi saved me when I needed saving, and I will be forever grateful for the support and service that I received."

**Services users have been anonymised.*

Service user feedback

It is important to us that we're always working to improve and streamline the service from the feedback we receive from our clients. We're pleased to share the results of our survey which was completed by 309 service users over the last two years.

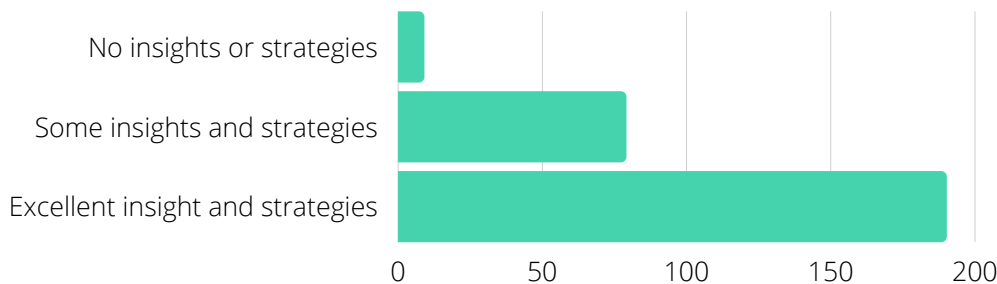


93.2% of clients found their contact with a Dr Advisor helpful or very helpful.

The Dr Advisor was so thorough and reassuring - she was honestly just lovely and made me feel so much better about the process.

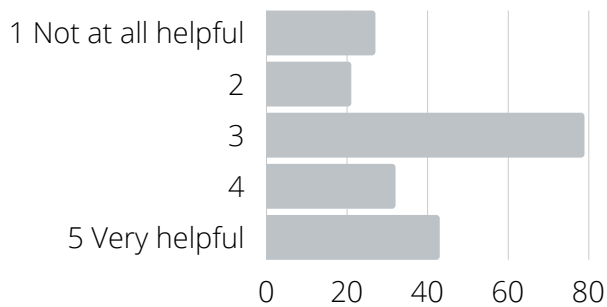
The Dr Advisor was very sympathetic and empathetic and put an ease to everything.

At a time when I was at my lowest ever in my life. The kind caring attitude of the Doctor made all the difference to me.



Did you leave therapy with insight and strategies that may help you in the future?

Service user feedback



After speaking to a Dr Advisor, how helpful did you find the self-help resources you accessed?

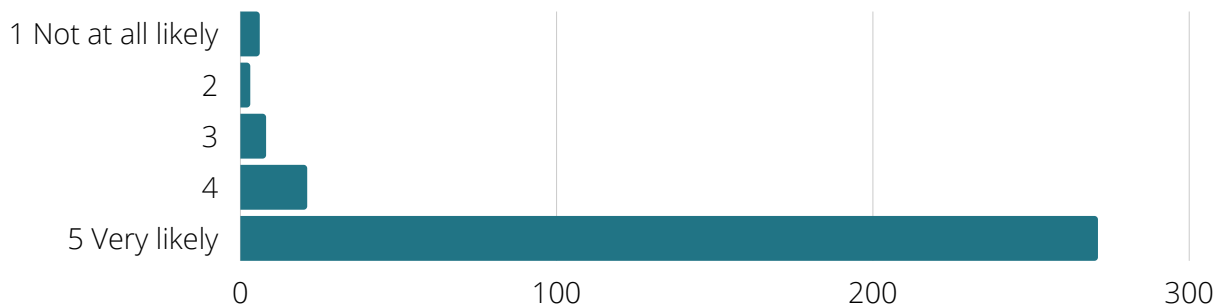
“

The self help resources did help in many ways and I was able to identify some traits and triggers that I didn't realise I had experienced for a long time

”



68% of clients who accessed peer support got all the support they needed through their provider.



How likely would you be to recommend this service to others?

“

I hope this service continues to grow and expand; more people need to know about it and how much it helps healthcare workers like me.

Thank you so much to the team for all their guidance, support and care.

”

I didn't know I had PTSD

From experiencing trauma through personal tragedy as well as working in a high-stress environment, Amanda* found herself living in a constant state of fear. She has kindly shared her experience and what led her to seek support for her mental health.

We lost my mum suddenly in 2008. I was in the middle of my midwifery degree when she had to be taken to A&E. I was totally unprepared when she died suddenly in front of us from a cardiac arrest.

Instead of dealing with my grief, I carried on with my intense degree. Partly losing myself in it so as not to deal with her death but also knowing I couldn't let her down.

After what happened to my mum, I was afraid to bond with my little boy when he was born in December 2009. I wanted to save him from feeling what I had when my mum died.

When he was about seven to eight weeks old, I realised what I was doing and thought, I have to deal with this.

My worrying continued to get worse. Between having my daughter in 2018 and returning to work in the hospital, as well as complications I experienced when I was in for an elective surgery, I was living with a constant fear of death.

My role at work changed due to the pandemic and I started receiving counselling.

I was pointed in the direction of Canopi and filled in an online referral form. It was recommended that I complete the Spring programme and a therapist took my case on.

Spring was developed by Cardiff University's Traumatic Stress Research Group and Healthcare Learning Company, informed by people with lived experience of PTSD and health professionals working in PTSD.

Through completing Spring, an eight-step online programme, I found ways and means to cope with what I'd experienced. I am able to rationalise my thoughts so much better now.

Obviously, it's hard work revisiting everything you've experienced but I could see how it was helping me process it.

I'm in a much better place than in 2020 and I know without a doubt that's due to the support from the team and the Spring programme. I cannot thank the service enough.

The support from Canopi changed my life, and I'm not exaggerating.

*Amanda, whose name has been changed, hopes that sharing her story will encourage others to ask for help when they need it.

New connections

Collaboration with our partner and stakeholder organisations is essential to ensure the Canopi service is reaching everyone within NHS Wales and our new partners in the social care sector.

We continue to regularly liaise and collaborate with a range of partner and stakeholder organisations both within and outside Wales.

We've been particularly keen to build relationships and develop network links with occupational health departments and wellbeing teams across Wales.

Our work with HEIW, NHS Practitioner Health and the Scottish Workforce Specialist Service has provided many opportunities to collaborate and share information as the situation and environment we have been working in has been rapidly evolving.

Other stakeholder groups include all NHS Wales Health Boards and Trusts, The European Physician Health Group, the Samaritans, Welsh and UK Government officials and the British Medical Association (BMA).

Canopi has presented to a wide number of organisations to support increased collaboration and we are grateful for all the work done to promote the service.

These include the BMA Welsh Council, Academy of Medical Royal Colleges in Wales, Royal College of Midwives, the Royal College of Nursing, Unison and other Trade Unions, The Royal Pharmaceutical Society and the Chartered Society of Physiotherapy.

With our new focus on social care in Wales, we are pleased to welcome Professor Fiona Verity and Dr Gill Toms as our new Deputy Directors and essential links within the sector.

We're also looking forward to working more closely with Social Care Wales to ensure we're meeting the needs of staff in this vital area.

Canopi has a growing team of volunteer Wellbeing Allies providing peer support. If this is something you might be interested in being part of then please get in touch: canopi@cardiff.ac.uk

Where next for Canopi?

After another successful year of further expansion, we're excited at the new opportunities ahead of the team under our new name and branding.

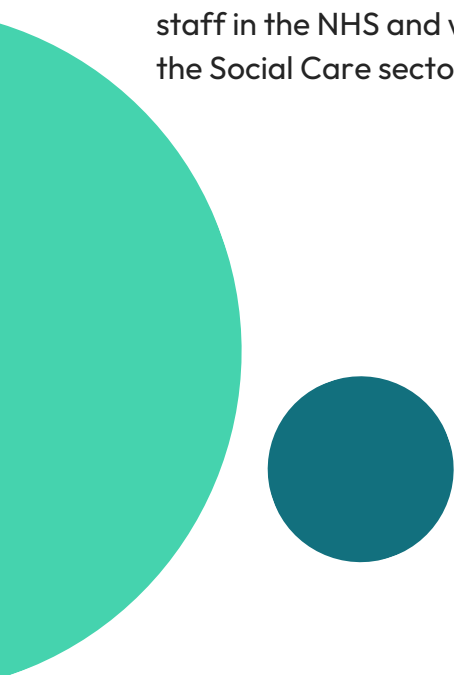
We will continue to work to provide the best resources and services for those accessing Canopi, with a new therapist-guided Cognitive Behavioural Therapy currently being adapted.

We plan to continue with our efforts to raise awareness amongst people working within NHS Wales and to introduce the service to our new audience in Social Care.

Through our Strategic Advisory and Public Advisory Groups, we have benefitted from the advice of experts, including those with lived experience of using Canopi. Thank you to our members with whom we have collectively developed and enhanced the service we provide.

Thanks also go to our administration and service delivery team which has continued to grow and train, to enhance their skills and ability to help Canopi realise its aims.

We're confident that Canopi has established itself as a vital service to staff in the NHS and will do the same for those in seeking support from the Social Care sector.



Enquiries



canopi.nhs.wales



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Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government