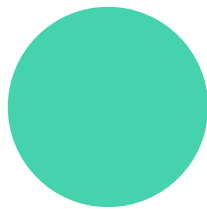




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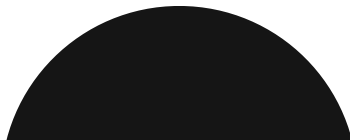
Annual report



Canopi is funded by Welsh Government
and administered by Cardiff University

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Foreword

As the health and social care workforce continues to navigate significant pressures, the Canopi service has been a beacon of hope, compassion, and practical support.

This annual report not only evidences the growing demand for confidential, independent mental health care but it also tells the stories behind the statistics. Stories of courage, recovery, and the transformative power of being heard.

The Welsh Government is proud to fund Canopi through Cardiff University, recognising how closely its work aligns with the Workforce Strategy for Health and Social Care in Wales and my CNO Nursing and Midwifery Strategic Vision 2025–2030.

Both place the wellbeing of our workforce at their heart, a reminder that caring for those who care for others is not an optional extra, but a shared responsibility. When we invest in the wellbeing of our staff, we invest in the quality, compassion, and sustainability of care for the people of Wales.

Canopi's reach across every profession and band within NHS and social care is impressive and essential. Whether it's a nurse, doctor, a care worker, an administrator or a paramedic, every individual deserves timely, compassionate mental health support.

The service's bilingual offer, its therapist-guided CBT model, and its peer-led wellbeing ally programme reflect a thoughtful, inclusive approach to care.

The evaluation data tells a powerful story: thousands have accessed Canopi, with outcomes showing genuine and sustained recovery. But what resonates most are the reflections and feedback shared by those who have used the service, the words of gratitude, hope, and renewal that remind us of its true impact.

Behind every statistic is a person, and behind every person is a ripple of wellbeing that reaches far beyond the individual.

Canopi is not only a response to need, but also a model of innovation and equity. The aim is to ensure that safe, confidential spaces like Canopi are not the exception, but the norm.

To everyone involved in delivering this service I would like to say thank you.

Your work is helping to shape a culture of care, courage, and connection. And to every member of the health and social care workforce: your wellbeing matters.

We see you; we value you; and we are committed to supporting you.



Sue Tranka

Chief Nursing Officer | Nurse Director NHS Wales

Co-Directors' summary

Canopi has continued to see the number of individuals coming to the service grow over the past year, demonstrating a persistent need for access to an independent, confidential mental health support service for the NHS and social care workforce.

This October will mark 25 years since the death of Dr Daksha Emson. Her death acted as a catalyst for the development of physician health services across the world. Yet this is not where Canopi has stopped.

Canopi is proud to be able to provide a service which is available to all of the NHS and social care workforce in Wales, regardless of grade or profession.

This report shows the number of clients with different roles and professions who have accessed the service this year. Encouraging and supporting workers from a range of diverse backgrounds to access the service remains a priority going forward.

To this end we are delighted to be able to share some stories. The first from one of our Welsh speaking therapists who highlights the importance of offering therapy in Welsh. The next two from male clients who have accessed the service and found seeking help via Canopi a positive and helpful experience. Canopi is committed to encouraging men within the workforce to speak up about their mental health concerns.

Matt's story also demonstrates the importance of word of mouth in helping to encourage and promote the service to people who may be more reluctant to access the service. 89% of clients who have accessed the service say they would recommend the service to a colleague.

In addition to this feedback information, Canopi continues to celebrate positive outcomes from clients who have accessed the service. We are particularly encouraged with the outcomes from those who have received support through our therapist-guided cognitive behavioural therapy (CBT) model.

Therapist Guided CBT provides a combination of self-help and support from our growing team of psychological wellbeing practitioners. Outcomes show that over 80% of people who access this support see an improvement in their symptoms to the extent that they would be considered to have recovered with nearly 70% showing a reliable level of recovery during their period of support with us. We believe that this is the only nationally accessible service of this type available in Wales.

The need, success and innovation of the Canopi service was recognised during the year when Welsh Government agreed to extend the service contract, allowing us to continue to provide mental health support to our NHS and social care workforce in Wales.

We hope that you enjoy reading this report and are encouraged by the stories and results from this year. We recognise that there remains more to do.

We call for the statutory provision of a non-employer based mental health support service be recognised in Wales such that there will always be a safe place for individuals working in social and health care to disclose their mental health concerns and find support.



Dr Jake Hard and Dr Thomas Kitchen
Canopi Co-Directors

What we do

Canopi offers free, confidential mental health and wellbeing support to NHS and social care staff in Wales, regardless of role or profession.

Our mission

Our mission is to ensure that every individual, regardless of grade or role within NHS or social care can access timely, compassionate and effective mental health support.

Funded by Welsh Government and administered by Cardiff University, the service is designed to be inclusive and accessible, offering support in both English and Welsh to anyone aged 18 or over working in a health or social care organisation.

Aims

- Provide free, confidential mental health and wellbeing support to those who are working in the NHS and social care in Wales
- Empower individuals who require support in expressing or disclosing their mental health concerns
- Help break down the stigma around the disclosure of mental health challenges that people face in the workplace
- Ensure support is accessible to everyone, regardless of role, profession or seniority within the NHS and social care sectors in Wales
- Offer bilingual support in both English and Welsh
- Extend the services and therapies available through Canopi to make sure we offer clients a choice of appropriate support tailoring to individual needs
- Continue to build on 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

Meet the team



Dr Jake Hard
Co-Director



Dr Thomas Kitchen
Co-Director



Dr Gill Toms
Deputy Director



Naomi Marfell
Service Manager

Strategic advisory group

Dr Majd Al Shamaa, Health Professional

Dr Sheila Brennan, Psychological Therapies

Jeremy Brown, Care Home Managing Director

Stacey Taylor, Health and Social Care Integration

Dr Julia Lewis, Addictions and Psychiatry

Peter Hunt, MyMEDIC Team Leader

Dr Adrian Neal, Employee Wellbeing

Lucy Warner, NHS Practitioner Health

Prof Fiona Verity, Social Work Professor

Administration

Lizzie Hobbs

Nicola Hole

Catherine Aymar

Zuleika Gregory

Betsi Doyle

Garmon Gruffydd

Jessica Forster Brown

Caitlin Acreman

Becs Parker

Catrin Hopkins

Support team

13

Doctor Advisors

1

Specialist Dr Advisors

2

Supervisor Doctor Advisors

15

Wellbeing Allies

8

Psychological Wellbeing Practitioners

43

Therapists

The people behind the purpose

The Canopi team are all committed to improving the mental health of all NHS and social care staff in Wales.





Mental health support in Welsh

Canopi is proud to offer bilingual support in both English and Welsh to the NHS and social care staff who work across Wales.

Meet Dr Eleri Powell - one of Canopi's Welsh speaking therapists.

I started with Canopi about three years ago. At the time, I was working in Occupational Health and Wellbeing for the NHS and was often referring people to the service. I reached out to Canopi to see if there were opportunities to work for them when I moved on from that role as I still wanted to support colleagues.

Why offering therapy in Welsh matters

It means an awful lot to me to be able to offer therapy in Welsh. Being able to speak about emotionally difficult things in their 'mother tongue' can be helpful and is often welcomed.

It can also be hard for clients if they have to translate mentally before speaking during therapy. These aspects can be distracting and impact on the therapeutic process. Sometimes, especially when talking about traumatic events, clients might switch from Welsh to English (and vice versa).

I'm happy to work in Welsh or English, or a bit of both - whatever people prefer, as therapy has to be client-focused. I find this flexibility helps to develop the therapeutic relationship.

Working for Canopi

It's very rewarding to be able to support colleagues in the NHS and social care in Wales. Everyone in the Canopi admin and management team is very helpful, approachable and supportive.

Working for Canopi is not just rewarding, it's a pleasure too!

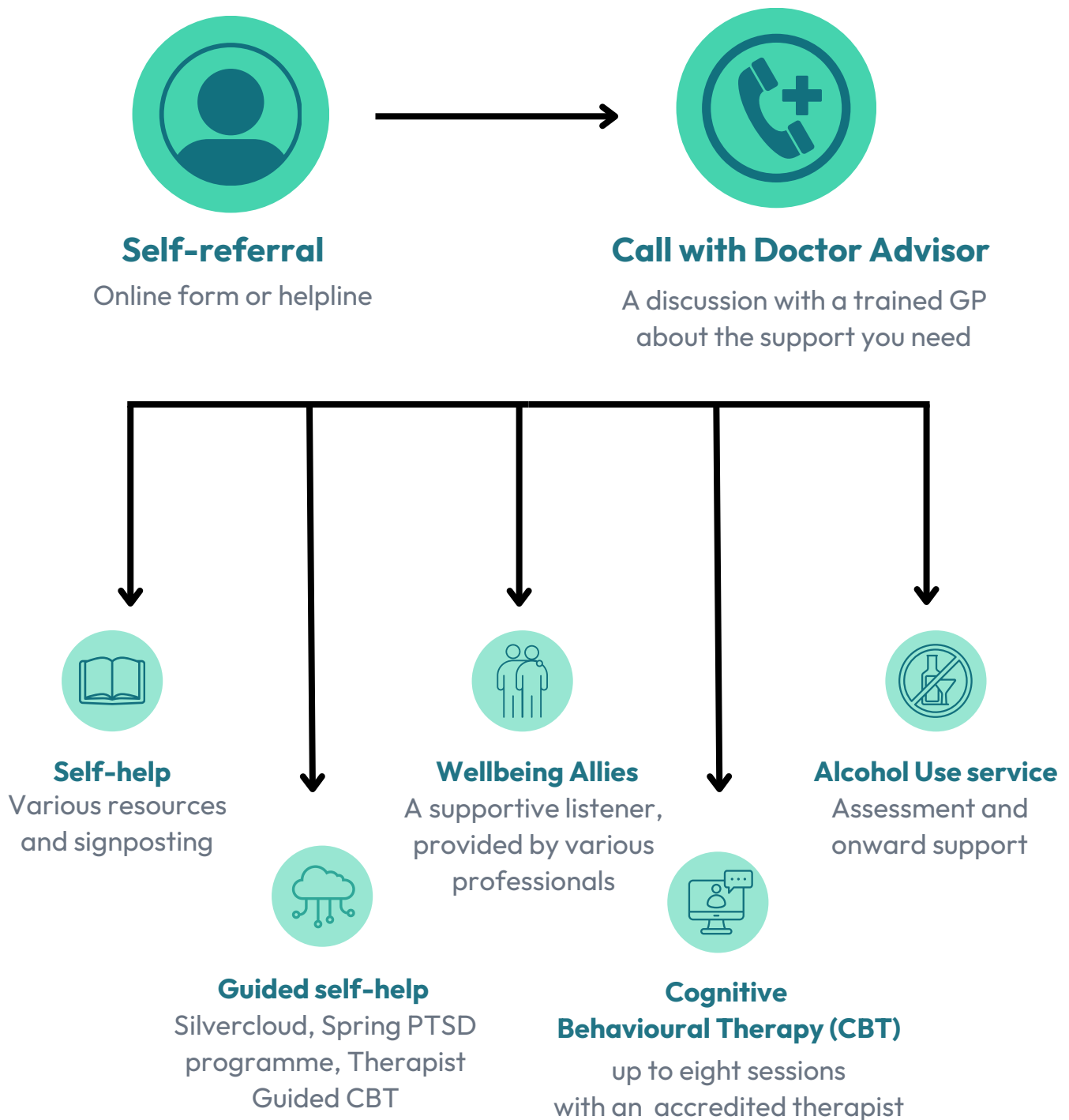
For people working in a system that can be very challenging at times, having somewhere as compassionate and supportive as Canopi to turn to is great.

Thank you | diolch yn fawr to Dr Eleri Powell for all the valuable work you do with Canopi.

How to access Canopi

You can self refer at any time using our online form or helpline. Once you have submitted a self-referral form, you will be invited to book an appointment to speak with a Doctor Advisor (DA). During your appointment, the DA will discuss support options and together you will decide on a tailored approach.

Outlined below is the range of support available through 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 an initial consultation with a psychological wellbeing practitioner (PWP) or therapist, individuals are directed to specific self-help materials which clients work through alongside support sessions with a PWP or therapist. In conjunction with Traumatic Stress Wales, we also offer access to a PTSD guided self-help service for mild to moderate PTSD.



Wellbeing Allies

Canopi wellbeing allies provide a safe space for clients to speak to a peer who can support them to work towards achieving their goals. Doctors are directed to the services run by the British Medical Association (BMA).



Virtual & face-to-face consultations

Individuals can receive 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 are signposted to onward interventions where appropriate.

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

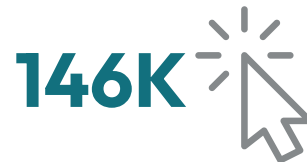
Our year in numbers

This infographic highlights some key statistics and achievements from our activity over the last year, showing our impact and progress.



3,784

people accessed
our service



146K

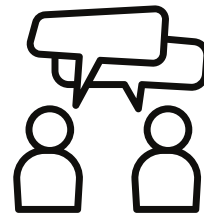
visits to our website

1,900



people signposted to
Cognitive Behavioural Therapy

142



people signposted to
Wellbeing Ally support

71



people signposted for
specialist PTSD support

600



views on our blog

100



followers on Instagram

501



o arolygon boddhad
cleientiaid wedi'u cwblhau

Who we've helped

This infographic shows some of the people we helped from the NHS and social care this year.

409 

Allied health professionals

104 

Ambulance staff

332 

Clerical and administrative

24 

Dental staff

54 

Estates team

147 

Care workers

23 

Health visitors

105 

Managerial roles

268 

Medical staff

86 

Midwifery staff

19 

Family workers

62 

Other non-clinical staff

74 

Scientific roles

109 

Social workers

42 

Technical staff

625 

Nursing staff

Client feedback

501 feedback forms were completed during year 3 representing a response rate of 21%.

Forms are sent out to clients when they have completed their therapy or wellbeing ally sessions or six months after being signposted to external organisations asking about their experiences of different parts of the Canopi service.

What people say about Canopi

90%

of clients found their interactions with the Canopi helpdesk helpful or very helpful.

"Very helpful and encouraging to me in a time of need."

90%

of clients found their interactions with the doctor advisor helpful or very helpful.

"Very clear questions in an empathetic manner, I felt heard, I felt understood and that I was important as I was told the process of support that I would receive."

81%

of clients felt that they got all or most of the help that they needed by accessing the Canopi service.

"My therapist challenged my thought patterns when they weren't helpful, and was very understanding and empathetic. I now have the tools and techniques and have been much better in wellbeing."

89%

of clients would be very likely or likely to recommend this service to other who were in need.

"I have already recommended Canopi to two of my colleagues who have since had support from yourself. A therapist actually believing me and all I have been through with unwavering doubt and fully present wanting to support was a huge thing for me! One of the key turning points in my life for sure."

Every profession, every person

Canopi offers free, confidential mental health and wellbeing support to NHS and social care staff in Wales, regardless of role or profession.

The service is designed to be inclusive and accessible, offering support to anyone working in a health or social care organisation, in any capacity.

“This experience showed me there is a team out there who can provide individualised, flexible tailored support to those in senior roles and help us even when we may be struggling internally but unable to show this externally within our professional roles.”

Senior physician

“Definitely worth a try - it was really helpful.”

Youth support co-ordinator

“Amazing service - definitely worth pushing out of your comfort zone to reach out for help.”

Call handler

“The therapist was very understanding and non judgemental - a pleasure to speak with”.

Catering assistant



You care for others, we care for you

At Canopi, we're committed to offering support to social care professionals in Wales.

Social care professionals face extraordinary pressures. We believe those who care for others deserve access to the same compassion and support they provide.

Canopi are dedicated to supporting social care professionals across Wales by providing free and confidential mental health support.



Real experiences, **real impact**

In March 2025, we reached our three year milestone of expanding our support to those working in social care.

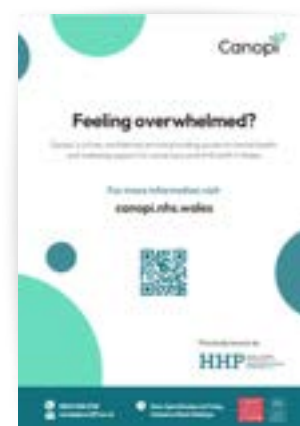
In our first three years we supported **1,224** people working in social care and received self-referrals from all regions of Wales.

Do you manage people working in social care?

Spread the word about our service by ordering some promotional posters for your workplace.

Email canopi@cardiff.ac.uk

"The help that Canopi provided was massive. I struggle to put into words how much it helped me to continue working in my job as a social worker."





Matt's story

Mental health challenges amongst healthcare professionals often go unnoticed and for many, reaching out for help can feel like an impossible step. Matt, a registered nurse, shares their journey.

I was talking with a colleague about my low mood and general struggles and she strongly recommended Canopi, telling me how much it had helped her.

At the time, I was in the early stages of a phased return to work. I'd just been diagnosed with a long-term health condition and was still processing what that meant for my life.

At work, I started experiencing episodes and panic attacks that made me feel like I needed to flee to a safe space, like my team's office. This was alarming, I knew I couldn't carry on like that.

Though I was only working part-time due to my phased return, the effects of my mental state were creeping into my personal life. I noticed how my reactions and mood at home were affecting my family - that was difficult to accept.

It's worth it, and you don't have to face it alone.

Once I connected with Canopi, I was matched with a therapist and started cognitive behaviour therapy (CBT) which really clicked with me as it matched the way I like to approach problems.

Now, I feel more in control. The hypervigilance I once struggled with is much less intense. Panic attacks are rare.

I'm calmer and more aware of my mental patterns, which makes a huge difference.

It's been such a positive force in my life that I want others to know this kind of help is out there and that it works.

If you're going through something similar, please don't keep it to yourself.

Many thanks to Matt - sharing your story takes strength and helps others feel less alone.

Chris's story

Sometimes, the hardest part of getting help is recognising when you need it. With encouragement from his manager, Chris, an NHS administrator, made the decision to reach out to Canopi for support.

At the time, I wasn't in crisis, but the stress and constant overthinking had become overwhelming. Work situations were becoming difficult to deal with. I lost trust in the workplace and felt isolated and guarded.

I basically didn't know who to trust, so I threw myself into my tasks and kept my head down just to get through the day.

But it wasn't just work it was affecting. The stress spilled into my personal life as well. Outside of work, I kept close to immediate family and avoided social situations unless absolutely necessary.

Everything started to shift once I started therapy with Canopi.

For the first time in a long time, I felt like someone truly listened. I felt like my therapist and I were working as a team. I realised I had a goal: to learn how to manage everything I was going through. Having someone by my side who genuinely cared helped pull me away from the darkness.

The changes didn't go unnoticed. One of the most meaningful moments was when my wife told me my sense of humour had come back. That meant the world to me. It makes me happy to know I can still make her laugh.

The benefits are huge. If you're in a similar situation, I'd urge you to take a step back and ask yourself: do I want to keep living in a cycle of overthinking and negative thoughts?

Or do I want to feel better and move forward? If your answer is the latter, then make use of the therapy that's available. It might just be the turning point you've been searching for.

With great thanks to Chris - sharing your story might be the encouragement someone else needs to take the first step to get support.



Client outcomes

Clients are asked to complete the Generalised Anxiety Disorder 7-item questionnaire (GAD-7), Patient Health Questionnaire-9 (PHQ-9) and Work and Social Adjustment Scale (WSAS) at the start and end of their therapy sessions.

The graph below shows the distribution of initial and final PHQ-9 scores.



At the start of therapy, the average PHQ-9 score was 14.3, showing moderate to severe symptoms of depression. By the final session, this had dropped to 6.8, indicating a strong improvement.

77% of clients began with scores in the moderate to severe range, while 76% finished with scores in the mild or subclinical range.

This data shows the valuable support Canopi provides, with clear signs of progress for clients and strong evidence that the service is making a difference.

Measuring recovery

Outcomes of low intensity CBT are measured in terms of recovery, reliable improvement and reliable recovery.

A patient has moved to recovery if they have clinical levels of depression or anxiety symptoms at the start of their treatment and subclinical levels of symptoms at the end of their treatment.

NHS England requires Talking Therapy Services in England to achieve recovery in 50% of patients to be considered as an effective service.

Reliable improvement

A patient has shown reliable improvement if there is a significant improvement in their symptoms following a course of treatment.

Reliable recovery

A patient has reliably recovered if they meet the criteria for both “recovery” and “reliable improvement” measures.

55 Canopi clients started and completed their Therapist Guided CBT (TG CBT) during year 3. Of these...

82%

had recovered

67%

saw a reliable
improvement in their
symptoms

68%

had shown reliable
recovery

Stronger through connection

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

Canopi continues to strengthen existing relationships with the NHS and social care sector, as well as developing new connections.

Over the past year, we've had meetings with local authorities, attended national events and have presented to teams and organisations across both the NHS and social care sectors. We have also distributed posters and flyers, helping us spread the word about Canopi.

We're committed to strengthening our relationships with the social care workforce through fostering clearer, more consistent communication.

These efforts reflect our ongoing dedication to building meaningful, lasting partnerships that enhance support for those working across health and social care.

We recognise the vital role these organisations play in supporting individuals and communities, and we're actively working to build stronger connections that ensure our service is more accessible and inclusive for those in need of support.

If you're part of an organisation interested in connecting with Canopi, we'd love to hear from you.

For more information, please contact
canopi@cardiff.ac.uk

Connect with us

Follow us on social media for more information on our service, updates and recruitment opportunities.



@canopicymru



Canopi mental health support



Looking to get involved?

Canopi have various opportunities for volunteering with the service including:

- **Join our public advisory group** Help us shape free and confidential mental health support for NHS and social care staff working in Wales.
- **Become a Wellbeing Ally** Our Wellbeing Allies provide confidential 'buddying' and emotional support to colleagues. Your time can make a real difference and can help others feel less alone.

More information can be found at canopi.nhs.wales/work-with-us

Help us spread the word

Visit our website to download posters and request postcards.

canopi.nhs.wales

