

How to use the IAPT/CORE 10 Outcome Toolkit in Counselling YP

Tool	Who completes	When is the tool completed and how often ?	Discuss results of completion with YP	Pass form to admin for inputting data	Request charts from admin to discuss with YP, in supervision or in team mtgs
1. Referral form	<ul style="list-style-type: none"> - Agency counsellor making referral to advice team or GP completes form in discussion with the YP - Check if a CAF (if YP just turned 18) has been completed to avoid asking them for repeat info - GP making referral to the YIACS - Other internal (advice team) or external agency making referral to the MtP, completes in discussion with YP 	<ul style="list-style-type: none"> - At first contact to ensure services being offered are appropriate to meet YPs needs 	<ul style="list-style-type: none"> -Referrer discusses and explains referral options -Referrer explains process re referral -Referrer supports YP to access services agreed with them 	<ul style="list-style-type: none"> - Referral form passed to Admin for inputting on to database when completed by GP, counsellor and advice worker 	

Tool continued	Who completes	When is the tool completed and how often ?	Discuss results of completion with YP	Pass form to admin for inputting data	Request progress charts from admin to discuss with YP, in supervision or in team mtgs
2. Consent form	- Completed by the YP at referral stage (form at back of referral pack)	- At first point information being recorded about a YP (at referral form stage)	- Explain to YP that any information collected about them will not be used to identify them in any way with out their expressed consent. - Agency's policy applies re sharing information when YP is at risk of harm or YP risk of harm to self/others	- <u>Pass completed form</u> to admin to input on database (after all partners completed – GP, Advice and Counselling staff)	

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3. PHQ-9	<ul style="list-style-type: none"> - Client completes - Counsellor completes with client if literacy /language difficulties - Can also be completed over the phone 	<ul style="list-style-type: none"> - <u>Must be completed</u> pre counselling assessment - Just before a review session if you think it would be helpful - <u>Must be completed</u> one but last session or before the last session starts <u>Remember</u> You must have a first and last completed form to be able to show the YPs journey – otherwise waste of yours and YPs time 	<ul style="list-style-type: none"> - Discuss with YP in counselling assessment and first counselling session their scores and the interventions to be offered - At review (if you use the tool here) use scores to discuss change/or no change/or worse between first session and review. If no change or worse review interventions offered and discuss other options - At last session use scores to discuss with YP change over all the sessions 	<ul style="list-style-type: none"> - <u>Pass completed pre form</u> to admin to input on database. (explain you'll need copy of scores for first counselling session) - Pass completed review form to admin to input on database (explain you'll need copy of chart/scores for review session) - <u>Pass completed end</u> of counselling form to admin to input on database. (explain you'll need copy of chart/scores for final counselling session) <u>Please note</u> the last scores will replace the review scores if you did them. You will just get the YPs last and first score (to show distance travelled). 	<ul style="list-style-type: none"> - Request from admin or print yourself if you have access the scores to discuss with the YP. - <u>Please note</u> some YP like to take the graph with their first and last scores on when they leave as a record of the work they have done

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4. GAD-7	<ul style="list-style-type: none"> - Client completes - Counsellor completes with client if literacy /language difficulties - Can also be completed over the phone 	<ul style="list-style-type: none"> - <u>Must be completed</u> pre counselling assessment - Just before a review session if you think it would be helpful - <u>Must be completed</u> one but last session or before the last session starts <u>Remember</u> You must have a first and last completed form to be able to show the YPs journey – otherwise waste of yours and YPs time 	<ul style="list-style-type: none"> - Discuss with YP in counselling assessment and first counselling session their scores and the interventions to be offered - At review (if you use the tool here) use scores to discuss change/or no change/or worse between first session and review. If no change or worse review interventions offered and discuss other options - At last session use scores to discuss with YP change over all the sessions 	<ul style="list-style-type: none"> - <u>Pass completed pre form</u> to admin to input on database. (explain you'll need copy of scores for first counselling session) - Pass completed review form to admin to input on database (explain you'll need copy of chart/scores for review session) - <u>Pass completed end</u> of counselling form to admin to input on database. (explain you'll need copy of chart/scores for final counselling session) <u>Please note</u> the last scores will replace the review scores if you did them. You will just get the YPs last and first score (to show distance travelled). 	<ul style="list-style-type: none"> - Request from admin or print yourself if you have access the scores to discuss with the YP. - <u>Please note</u> some YP like to take the graph with their first and last scores on when they leave as a record of the work they have done

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5. IAPT Phobia Scale	<p>Only use the tool if</p> <ul style="list-style-type: none"> - Clients says they may have a phobia or counsellor believes they may - Client completes - Counsellor completes with client if literacy /language difficulties 	<ul style="list-style-type: none"> - Must be completed pre counselling assessment - Just before a review session if you think it would be helpful - Must be completed one but last session or before the last session starts <p>Remember You must have a first and last completed form to be able to show the YPs journey – otherwise waste of yours and YPs time</p>	<ul style="list-style-type: none"> - Discuss with YP in counselling assessment and first counselling session their scores and the interventions to be offered - At review (if you use the tool here) use scores to discuss change/or no change/or worse between first session and review. If no change or worse review interventions offered and discuss other options - At last session use scores to discuss with YP change over all the sessions 	<ul style="list-style-type: none"> - Pass completed pre form to admin to input on database. (explain you'll need copy of scores for first counselling session) - Pass completed review form to admin to input on database (explain you'll need copy of chart/scores for review session) - Pass completed end of counselling form to admin to input on database. (explain you'll need copy of chart/scores for final counselling session) <p>Please note the last scores will replace the review scores if you did them. You will just get the YPs last and first score (to show distance travelled).</p>	<ul style="list-style-type: none"> - Request from admin or print yourself if you have access the scores to discuss with the YP. - Please note some YP like to take the graph with their first and last scores on when they leave as a record of the work they have done

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6.CORE-10	<ul style="list-style-type: none"> - Client completes - Counsellor completes with client if literacy /language difficulties 	<ul style="list-style-type: none"> - <u>Must be completed</u> pre counselling assessment - Just before a review session if you think it would be helpful - <u>Must be completed</u> one but last session or before the last session starts <p><u>Remember</u> You must have a first and last completed form to be able to show the YPs journey – otherwise waste of yours and YPs time</p>	<ul style="list-style-type: none"> - Discuss with YP in counselling assessment and first counselling session their scores and the interventions to be offered - At review (if you use the tool here) use scores to discuss change/or no change/or worse between first session and review. If no change or worse review interventions offered and discuss other options - At last session use scores to discuss with YP change over all the sessions 	<ul style="list-style-type: none"> - <u>Pass completed pre form</u> to admin to input on database. (explain you'll need copy of scores for first counselling session) - Pass completed review form to admin to input on database (explain you'll need copy of chart/scores for review session) - <u>Pass completed end</u> of counselling form to admin to input on database. (explain you'll need copy of chart/scores for final counselling session) <p><u>Please note</u> the last scores will replace the review scores if you did them. You will just get the YPs last and first score (to show distance travelled).</p>	<ul style="list-style-type: none"> - Request from admin or print yourself if you have access the scores to discuss with the YP. - <u>Please note</u> some YP like to take the graph with their first and last scores on when they leave as a record of the work they have done

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7.Service satisfaction Q	<ul style="list-style-type: none"> - Client completes - Counsellor/int-erpretor who has not worked with the client completes with client if literacy /language difficulties 	<ul style="list-style-type: none"> - Only once before the one but last session - Get someone else to ask the YP to complete to avoid them not being able to say what they think if they think you'll read it with them 	<p>Agency counselling services manager follows up any unsatisfactory comments with client</p> <ul style="list-style-type: none"> - Manager discusses comments with counsellor + agrees action - Results used in YIACS to improve services + delivery stds 	<ul style="list-style-type: none"> - Pass completed form to admin worker to input onto database 	

1. Must do's

- The referral form must be completed by the counsellor, advice worker and GP before it can go to admin for inputting. If the referral form is not completed, the other tools completed in the counselling and advice sessions are meaningless and it would have been a waste of everyone's time including the YPs.
- A YP must complete the data consent form, it is very important to explain the benefits of collecting this information (to YP, future delivery of services and development of the agency) and that information is not personally linked to them in anyway when it is used for e.g. to fund raise for the service.
- If YP does not want to agree to information being collected about them, you must accept that and it must not be detrimental to their access to the agency. If they continue to use the MtP services, their attendance cannot be recorded in any of the above ways.
- The counselling tool must be completed pre counselling and the one but last session. If it is not, the data is of no value at all, and you will have no information to show the levels of need and complexity and the YPs journey traveled in the project.
- The service evaluation question must be completed to ensure that the YPs view and experience of the project is known, for the agency to strengthen what they are already good at and to make changes to demonstrate learning from results.

2. Further information on each of the tools in the counselling outcome toolkit

2.1 Client Health Questionnaire (PHQ-9)

- Easy to use client self-administered questionnaire to measure **common mental problems**
- Can also be used over the telephone.
- PHQ-9 facilitates the recognition and assessment of the most common mental health problems.
- The PHQ-9 is the depression module, which scores each of the 9 DSM-IV criteria as "0" (not at all) to "3" (nearly every day).
- PHQ-9 scores of 5, 10, 15, and 20 represented mild (5), moderate (10), moderately severe (15), and severe depression (20), respectively.
- The tool can be used pre 1st counselling session, at every session and last or just pre, review and last. **We are asking you to just use it twice – first and last for the project.**

2.2 Generalised Anxiety Assessment tool (GAD 7)

- Easy to use self-administered client questionnaire.
- GAD-7 is a screening tool and severity measure for generalized anxiety problems.
- The GAD-7 score is calculated by assigning scores of 0, 1, 2, and 3, to the response categories of "not at all," "several days," "more than half the days," and "nearly every day," respectively, and adding together the scores for the seven questions.
- Scores of 5, 10, and 15 are taken as the cut off points for mild (5), moderate (10), and severe anxiety (15), respectively.
- When used as a screening tool, further evaluation is recommended when the score is 10 or greater.
- It is moderately good at screening three other common anxiety problems – panic (sensitivity 74%, specificity 81%), social anxiety (sensitivity 72%, specificity 80%), and post-traumatic stress (sensitivity 66%, specificity 81%).
- Tool can be used pre 1st counselling session, at every session and last session or just pre, review and last. **We are asking you to just use it twice – first and last for the project.**

2.3 IAPT Phobia Scale (IAPT PHB Scale)

- This screening tool is recommended for use together with the [PHQ-9](#) and [GAD-7](#) in the assessment of clients who may have a phobia.
- Self-completion questionnaire.
- All three questions are marked on a scale 0-8 depending on how much the client avoids the circumstances described.
- Clients should be asked to choose a number from the scale below, and then record the number in the box opposite the situation.
0 = Would not avoid it, 2 = Slightly avoid it, 4 = Definitely avoid it, 6 = Markedly avoid it, 8 = Always avoid it. In-between answers (1,3,5,7 are allowed)
- The measures are used as a good indication to assess the presence of a phobia particularly where the YP is avoiding feared situations to experience little negative effect, although it obviously is affecting the YPs everyday life.
- Only use tool if YP identifies a phobia or the practitioner identifies a need to check.
- Scale to be used at intake, review and last session. **We are asking you to just use it twice – first and last for the project.**

2.4 CORE-10

- The CORE-10 is part of the family of CORE measures, which also includes the CORE-OM, a 34-item measure often used at pre- and post-therapy assessment, which is available in various languages. As such, CORE-10 language translations can be formulated.
- The CORE-10 comprises 10 items from the original CORE-10 and was designed to be used to screen or review clients health and well-being in busy settings and to measure change in psychological health and well-being.
- To calculate scores add together the item scores and then divide by the number of questions completed to get the mean score then multiply by 10 to get the Clinical Score.
- **Quick method for the CORE-10 (if all items Completed add** together the item scores to get the Clinical Score. (database scores for you too)
- **Scoring** = Severe - Over 25, Moderately Severe - 20 to <25, Moderate -15 to <20, Mild - 10 to <15, Low Level - 6 to <10, Healthy - 0 to <6
- Can be used at intake, every session or review and just before the end of counselling. **We are asking you to use it just twice – first and last for the project.**

3. MtP service evaluation form

- Focuses on how satisfied clients are with the services offered and determines quality, efficiency and effectiveness of services delivered. The information gathered enables providers to redesign services and make overall improvements to better meet their client groups' needs.

4. Who benefits from completing the counselling outcome toolkit?

The primary purpose of these outcome measurements is to evaluate the benefits of the MtP for young people and to improve young people's experience of and the benefits of accessing your service. It also forms part of a collaborative service evaluation with feedback from young people at the heart of the process.

- Counsellor to discuss with YP changes from previous session or at review session to inform current/future sessions or consider a referral if counselling not working
- Supervisor and counsellor use scores as a learning tool to check clients progress and best ways to respond to their needs/refer on to specialist service
- Agency can use all the scores to discuss counselling team work as a whole and what they are learning about clients change in the agency
- Data can be used in the form of statistics to highlight:
 - level of needs YIACS working with
 - contribute info to help set local priorities
 - use with commissioners to make the case for funding
- Service evaluation feedback can be used as a learning tool from which information collected can be used to strengthen improve and make beneficial changes to YP in the agency.

Always remember

Although tools are useful, they should not be a substitute for practitioner judgment. The client's experience, history, family history and the existence of other factors should be taken into account when assessing mental healthiness, phobia, anxiety or depression.