

Xyla Mental Health – CYP Service Specification

1. Service Overview

Xyla Mental Health provides accessible, high-quality digital psychological therapy for Children and Young People (CYP). We deliver assessments and evidence-based interventions through a flexible remote model, enabling timely support beyond traditional hours.

All clinical work is delivered by appropriately trained and accredited staff — including Children’s Wellbeing Practitioners, CBT Therapists, Counsellors, EMDR Therapists, Psychologists and Clinical Supervisors — in line with NICE guidelines and national CYPMH standards.

Xyla receives referrals from the Head Provider via secure webform and manages assessment, treatment and outcomes through iaptus.

2. Scope of Service

Depending on commissioning needs, Xyla can provide:

- Assessment only
- Treatment only (Getting Help or Getting More Help pathways)
- Full assessment and treatment packages

All clinical activity is securely recorded in iaptus and transmitted back to the Head Provider.

Any expansion of scope will be agreed jointly before implementation.

3. Deliverables

Monthly reporting includes, as standard:

- Referrals received
- Referral-to-treatment times
- Appointments offered/attended
- DNAs
- Routine Outcome Measures
- New risk presentations
- Any additional data available within iaptus without system modification

4. Referral & Access Criteria

All referrals are checked on receipt to ensure alignment with inclusion and exclusion criteria. Referrers are contacted where suitability is unclear.

Accessibility

CYP can access assessments and therapy using a smartphone, tablet, laptop, or computer at home or via the Head Provider's facilities.

Staff Compliance

All staff are fully vetted and compliant, including:

- Enhanced DBS
 - References and right-to-work
 - Mandatory safeguarding (Levels 2 & 3)
 - IG, GDPR, Data Protection
 - Autism awareness
 - Counter fraud
 - Professional accreditation (BABCP, BACP, HCPC where applicable)
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5. Service Standards

- Operating hours: **08:00 – 22:00, 7 days per week**
- Clinical Lead/CBT Supervisor available at all operational times
- Parent/guardian (or Head Provider representative) contacted within **2 business days** of referral acceptance
- SMS and email appointment confirmations
- Webforms sent and returned via iaptus prior to appointments
- All notes recorded within iaptus in line with clinical documentation standards
- Correspondence sent to GP and parent/guardian, visible to Head Provider in iaptus
- Monthly discharge updates

- Handover of all open CYP cases at contract end
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6. Clinical Care Pathway

Xyla follows the CYPMH stepped care model, ensuring CYP receive the least intensive, most effective intervention suited to their needs.

Referral Process

- Referrals received via webform/Prism into iaptus
- Administrator checks for duplicate records
- Eligibility triaged against agreed criteria
- Accepted cases allocated to appropriate pathway

Assessment

- CYP identity confirmed (DOB, full name)
- Appointment arranged at preferred time
- Outcome measures completed via webform
- Risk assessment completed at every contact
- Treatment recommendations shared with referrer

Getting Help Treatment

Entry routes include:

- Assessment by Xyla
- Assessment by the Head Provider
- Step-down from Getting More Help

Therapists confirm pathway suitability at first session, with step-up/step-down discussed in supervision as needed.

Getting More Help Treatment

Considered when:

- CYP does not progress at Getting Help level
- Presentation indicates need for more intensive support
- Step-up criteria agreed in supervision and with referring service

GP and referrer are kept informed of step decisions and transitions.

Referral to Crisis/Step 4

CYP presenting with high risk, acute distress, or complexity beyond digital treatment scope are referred back to crisis or secondary care services.

7. DNA, Lateness & Cancellation

- A DNA is recorded if the CYP is not available within 15 minutes without explanation
- Two DNAs result in discharge to the Head Provider (charged at 60% of session cost)

- Appointments can be rearranged depending on service capacity if lateness notified
 - Less than 24-hour notice without valid reason results in DNA
 - All attendance issues recorded in iaptus
 - CYP should notify their therapist directly via secure email for same-day changes
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8. Discharge Pathway

CYP are discharged when:

- Treatment is completed
- They decline treatment
- They do not respond after 3 contact attempts
- They remain uncontactable for 14 days after initial outreach
- Risk or presentation requires signposting or secondary care
- They discontinue without agreement

GP and referrer receive a summary letter detailing:

- Reason for discharge
- Progress made
- Sessions attended
- Outcome measures

- Next-step recommendations
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9. Documentation & Governance

- iaptus is used for all clinical records
 - Staff comply with Xyla IG, confidentiality and data protection policies
 - Risk assessments are recorded, dated, and attributed to the clinician
 - Annual mandatory risk-management training is required
 - Information may be shared without consent if safety concerns override confidentiality
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10. Risk Management

Key principles:

- Risk reviewed at every session
- Risk plans consider self-harm, harm to others, neglect and vulnerability
- Plans focus on strengths and safety
- Senior clinical support available during all operational hours
- Risk discussions integrated into supervision and peer support
- Culture of openness, learning, and improvement after incidents

11. Supervision

All clinical staff receive:

- Case management supervision
- Clinical supervision
- Additional support for complex cases

Supervision standards exceed governing body requirements to ensure high-quality, safe and reflective practice.

12. Performance & Continuous Improvement

- KPI monitoring aligned to contractual requirements
 - Regular audits
 - Practice improvements driven by data, supervision outcomes and clinical governance
 - Complaints managed in line with Xyla policy and responded to within Head Provider timeframes
 - Feedback from CYP and carers used to enhance service quality
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13. Training & Development

Staff receive:

- Mandatory compliance training
 - Role-specific clinical training
 - Annual refreshers
 - Training in safeguarding, IG, digital therapy, and risk
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14. Lone Working & Equipment

- Staff working outside core hours follow Xyla's Lone Working Policy
 - iaptus and Outlook accessed via secure portal
 - Staff use secure devices compliant with Xyla's IG policies
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15. CYP Suitability Criteria

Inclusion

- Depression
- GAD
- OCD
- Panic disorder
- Specific phobias (including emetophobia, needle/blood phobia)

- PTSD (single incident)
- Health anxiety
- Social anxiety
- BDD
- Trichotillomania / Dermatillomania
- Stress
- Bereavement
- Relational problems
- Self-harm behaviours (non-enduring, non-high-risk)
- Long-term condition-related distress

Exclusion

- Eating disorders
- Psychosis
- Enduring or high-risk self-harm
- Drug/alcohol dependency
- Attachment disorders
- Gender/body dysphoria (specialist pathways required)

Additional Suitability Factors

- Clear, focused problem
- Informed consent and understanding of digital therapy
- Access to internet-enabled device, email and mobile
- Willingness to engage in remote therapy