

Xyla 2024 Terms and conditions – Childrens & Young People

Service Specification

Service Description

Xyla Digital Therapies covers the provision of digital/remote psychological therapy services for mental health services for Children and Young People, including assessment and treatment. Where appropriate, to be provided to suitable CYPs referred to the Supplier according to agreed referral criteria. All services will be provided by appropriately trained clinical staff, including Childrens Wellbeing Practitioners, CBT Therapists, counsellors, EMDR Therapists and Supervisors, and in accordance with NICE guidelines through a technology-based solution that enables assessment and treatment to be conducted outside of normal operating hours.

The Supplier is providing a service to receive referrals from the Buyer (via a web form) in order to arrange and conduct assessment and/or treatment for referred CYPs, based on CYP suitability criteria determined by the parties as applicable. Assessment and/or treatment shall be completed by the Supplier using suitably qualified persons and in accordance with this Specification, and the recording/reporting of such treatment shall be transmitted by the Supplier to the Buyer via the iaptus system.

For the avoidance of doubt, any additional or expanded service scope shall be agreed between the parties, prior to service commencement.

Deliverables

Reports to be provided by the Supplier to the Buyer shall be provided on a monthly basis, upon request, and shall contain the following information as per the minimum data set:

- Referrals received
- Time from referral to treatment
- Appointments offered
- Appointments attended
- Appointments DNA
- Routine Outcome Measures

And any other information as reasonably requested by the Buyer as available through iaptus, and which doesn't require any additional modification or development to provide.

Service access criteria

In order to ensure that an efficient service is being run which adheres to national guidance, all referrals are audited. Services who have referred people who are outside of the inclusion criteria will be contacted to discuss the referral to address the issue.

Accessibility

CYPs can access the services at the Buyer's premises via smartphone, tablet, laptop or computer.

Supplier Staff

The Supplier will have a fully compliant workforce including the undertaking of DBS checks, checking of references, ensuring that Staff have their right to work status checked, and completion of all mandatory training.

Service levels

Reporting will be provided through iaptus against the Minimum Data Set (MDS) agreed with the Buyer.

- Operational times for treatment shall be between the hours of 08:00 – 22:00, Monday to Sunday.
- A Supervisor / Clinical Lead shall be made available by the Supplier and on-call during operational hours of 09:00 – 17:00.
- Referrals will be received by the Supplier from the Buyer via the web form, which the Supplier shall in its absolute discretion choose whether to accept.
- The parent or guardian or Buyer representative of the CYP will be contacted by the Supplier within 2 Business days of acceptance of a referral by the Buyer to the Supplier to arrange an appointment.
- Where permission by each Referred CYP is provided, the Supplier will send an SMS through iaptus to confirm each relevant appointment time with each referred CYP. The Supplier shall also correspond via email with the Referred CYP.
- The webform with the appropriate questionnaires will be sent automatically to the CYP through iaptus by the Supplier.
- The CYP will be required to complete a webform prior to the appointment which populates back into iaptus.
- The Supplier shall contact the CYP at the agreed appointment time, with a suitably qualified therapist. This will be via a SMS with a URL link to begin therapy with iaptus (Video and messaging platform).
- The assessment and/or treatment sessions will be conducted, and notes recorded within the clinical contact section of iaptus. Notes should be appropriately detailed with a brief summary of treatment given and audited to ensure good quality note keeping.
- All sessions will be completed by staff appropriately qualified for the level of intervention required. This includes CWP's, CBT's, Counsellors and Counselling Psychologists as appropriate.
- The Supplier shall send all corresponding letters to the relevant organisations, including the GPs and the parent / guardian of the CYP. In the event the Buyer has iaptus, letters are available for the Buyer to view through iaptus.
- Supervision/oversight of assessment and/or treatment will be provided by a Supervisor / Clinical Lead.
- The Supplier will advise of discharged CYP's on monthly basis.
- At end of contract, The Supplier will advise any CYP's which have not been discharged so that The Buyer can extract and save data as above.

Clinical care pathway

The Supplier follows the iThrive Model for common mental health problems. The iThrive model is a system of delivering and monitoring intervention so that the most effective, yet least resource-intensive, intervention is delivered to the person using the service. This model is recommended by the National Institute for Clinical Excellence (Common mental health disorders - Identification and pathways to care. National Clinical Guideline CG123) (2011).

Referral pathway

The Supplier's referral pathway process is designed to be flexible according to the Buyer service needs.

Referral process

The Supplier shall receive referrals through its access to the iaptus online system. The Buyer shall complete all details as part of the referral as contained at Annex A.

A referral is deemed to have been received at the point at which all details required as contained at Annex A have been confirmed as received by the Supplier.

The Buyer shall assess CYPs according to its criteria for providing support to children and young people mental health services and shall only refer CYPs meeting criteria for support.

Referrals missing any information as detailed at Annex A shall not be deemed valid or accepted by the Supplier until any missing information is provided.

Assessment only

The Xyla Digital Therapies service will receive referrals from the Buyer via a webform. These referrals will be received into the Xyla Digital Therapies iaptus.

Referrals will include basic CYP demographic information including NHS number, email and mobile number. After checking for possible duplication of CYP record, the administrator creates a new CYP from 'incoming referrals' section.

Having accepted the CYP, they now appear in the referral form. The referral will first need to be triaged to check eligibility criteria is met for access to the service. If it does not, then the referral will be returned to the referring service, with an explanation as to why it has been rejected. If the referral is accepted, it will be allocated to the appropriate part of the care pathway. CYPs are now moved along the care pathway ready to be contacted.

CYPs are contacted by Xyla Digital Therapies to book an assessment, asking firstly for their date of birth and full name for data protection purposes. They are asked what time is convenient, confirming their mobile and email address. An available assessment slot is then booked in with the CYP, options are offered to the CYP and then confirmed.

A webform is attached to a confirmation email address with the appropriate outcome measures, and explanation provided that webforms will be sent to the CYP via email, to be completed beforehand.

Outcome measures will automatically populate back into iaptus. In the event of being unable to contact a CYP, a record is kept to log how many times contact is attempted with a CYP in order to book an assessment. This will be a note in the clinical contact.

The CYP will receive a SMS reminder that will be sent automatically 24 hours prior to their appointment, and appointments confirmed with the appropriate therapist to inform them about the new CYP booking.

Entry into Getting help pathway

A CYP can enter getting help treatment pathway in several ways in the Supplier's pathway; following an assessment from the Supplier, following assessment from the Buyer, or being stepped down from getting help treatment pathway.

If the CYP has been referred for commencement of getting help therapy, the first appointment will need to ensure that the CYP is on the correct care pathway and if not, to discuss this within supervision and make the appropriate decision regarding step up or step down.

Once within the treatment phase of the care pathway, CYPs will be reviewed within clinical supervision as per Xyla Digital Therapies Supervision Policy and Guidelines. At the end of an initial assessment appointment, therapeutic options will be considered and a recommendation will be made to the referring service.

Following assessment from Xyla Digital Therapies or as a referral from a referring service, the CYP is moved along the care pathway into therapy.

Step up to getting more help treatment pathway

If the CYP has not made sufficient progress, then getting more help treatment pathway may be considered following a review of needs with the CYP and in clinical supervision (where step up criteria are met). Any potential step ups will be discussed with the referring service before agreement with the CYP.

Agreement needs to be made whether treatment will take place from the referring service or continues to be delivered by Xyla Digital Therapies. This will be dependent on the contract with the referring service.

The CYP will be offered commencement of getting more help pathway in line with CYP and service availability. A break may be agreed between the end of the getting help pathway and the beginning of the getting more help pathway. Both the referring service and the GP will be made aware of this.

CYPs are advised to consult their GP if they are concerned about their wellbeing, whilst waiting for treatment or between appointments.

Entry into getting more help treatment pathway from assessment or referral from Buyer service

A CYP can also enter getting more help treatment pathway following an assessment from Xyla Digital Therapies, where the Buyer contract allows for this, or a referral from a Buyer service. If the CYP has been referred for commencement of getting more help therapy.

The first appointment will ensure that the CYP is on the correct care pathway and if not to discuss this within supervision and make the appropriate decision regarding step up or step down.

Once within the treatment phase of the care pathway, CYPs will be reviewed within clinical supervision, at the end of an initial assessment appointment therapeutic options will be considered and recommendations made.

Following assessment, the CYP is moved along the care pathway into the treatment stage of getting more help therapy.

CYPs are contacted to book an assessment, asking firstly for their date of birth and full name for data protection purposes. They are asked what time is convenient, confirming their mobile and email address.

Service available identifies and available appointment, and options are offered to the CYP and then confirmed and booked in.

A webform is attached to a confirmation email with the appropriate outcome measures. Explanation is provided to confirm that the webforms will be coming to the CYP via email and are to be completed beforehand. The outcome measures will automatically populate back into iaptus.

Contact events record how many times contact is attempted in order to book a review. This will be noted in the MDS clinical contact.

The CYP will receive a SMS reminder automatically 24 hours prior to their appointment.

Entry into getting more help treatment

A CYP can also enter getting more help treatment following an assessment from Xyla Digital Therapies, or a referral from the referring service.

If the CYP has been referred for commencement of getting more help therapy, the first appointment will need to ensure that the CYP is on the correct care pathway and if not to discuss this within supervision and make the appropriate decision regarding step up or step down.

Once within the treatment phase of the care pathway CYPs will be reviewed within clinical supervision. At the end of an initial assessment appointment, therapeutic options are considered, and recommendations may be provided.

Following an assessment from Xyla Digital Therapies or as a referral from the referring service, the CYP is moved into the getting more help treatment pathway.

Referral to Crisis services

CYPs who present with levels of distress, risk and complexity which cannot safely be managed within a digital service will require referral to their GP or referrer to a more appropriate service.

The CYP will be referred back to the Buyer service for referrals.

DNA (did not attend)

A DNA shall be recorded if a CYP is not available for an agreed appointment within 15 minutes of the scheduled time and nothing is heard from them with an explanation about the reason for non-attendance.

Xyla Digital Therapies will tolerate two DNAs before the CYP is referred back to the Buyer.

A DNA occurrence will be charged at 60% of the quoted service cost, as detailed in our pricing document.

Lateness

CYPs are asked to attend sessions on time, as they would a face-to-face appointment. CYPs are also asked to inform Xyla Digital Therapies if they know they are going to be late, with reason, in order that a session can be rearranged or, subject to service availability, delayed or postponed.

If no prior notice is given, and a CYP is up to 15 minutes late for a scheduled telephone appointment, the CYP shall be informed that the session will expect to finish at the original scheduled time. Judgment and service availability will determine whether the session can continue to its original length.

If a CYP is more than 15 minutes late, for any session, the session should normally be regarded as a DNA and will be recorded and charged as such on iaptus and rearranged accordingly.

Cancellation

CYPs are asked to give at least 24-hour notice of cancellation. Failure to do this without good reason will result in a DNA being recorded.

Contacting the service in the event of lateness or cancellation

CYPs are given the telephone number and e-mail stating Xyla Digital Therapies operating hours for appointments. Outside of hours, messages can be left.

Once the CYP has been allocated an appointment, they will be given a secure e-mail directly to their assigned therapist and can use this as first point of contact to notify of same day cancellation or lateness. CYPs should be told that if their appointment is not within working hours, they must inform Xyla Digital Therapies directly by e-mail of lateness or cancellation.

Any incidences of lateness and/or cancellation/DNA will be recorded on iaptus, within CYP contacts.

CYPs are discouraged from contacting the Buyer once they have been referred to Xyla Digital Therapies.

A DNA occurrence or a cancellation with less than 24 hours' notice will be charged at 60% of the relevant cost as shown above.

Discharge

Xyla Digital Therapies will attempt to make contact at least 3 times with CYP once the referral is received from the service.

Where a CYP has been referred for assessment or treatment but does not respond to attempts made via phone and e-mail to book an appointment within 14 days of the first contact attempt, the CYP will be discharged from the service. The GP will be informed of this via letter. The referring service will be informed of this via letter of agreed method.

Where a CYP is accessing getting help or getting more help treatment, the GP will be informed of the exact nature of discharge. This will include the point of discharge. (For example: 'recovered after 3 sessions') and a brief description of the therapy undertaken. Where the CYP completes a full complement of assigned sessions or is signposted to another service, they will be discharged. The GP will be informed of the discharge via an e-mailed letter including the point of discharge and reason for this. The referring service will be informed of this via letter or agreed method.

Reasons for discharged are recorded as follows:

- Completed scheduled treatment - CYP completed intervention offered.
- Dropped out of treatment (unscheduled discontinuation) - CYP stopped attending (after attending at least once) without agreeing an ending with therapist.
- Suitable for service, but CYP declined treatment that was offered - CYP decided against referral/using service before intervention started/offered appointment.
- Not suitable for service - no action taken or directed back to referrer - Refer to clinical contact for reason.
- Not suitable for service -signposted elsewhere with mutual agreement of CYP - Signposted to community services or third sector organisation.
- Not suitable for service – significant risk identified - Requires step 4 help or specialist intervention e.g., psychosis, alcohol and drug or eating disorder services.
- Discharged by mutual agreement following advice and support - Reached an agreed ending with the therapist. This may include those CYPs that might be stepped up, or agreed after treatments sessions that this is no longer for them.
- Referred to another service.
- Referred back to Buyer service for treatment - Referred back to Buyer service for treatment other.
- Referred back to Buyer service for treatment (getting help)
- Referred back to Buyer service for treatment (getting more help)

- Never attended - CYPs never attended despite attempts to arrange/offer initial appointment or CYP being offered one or more appointments.

Documentation and record keeping

Xyla Digital Therapies makes use of iaptus as the electronic clinical record system. All staff are contractually bound to work within Xyla Information Governance and Confidentiality policies. As part of their contract of employment, each worker will have signed a Personal Confidentiality Agreement to ensure that they abide by the Data Protection Act (2018) and have agreed to the conditions of contract to maintain confidentiality and should understand their responsibilities under the Data Protection Act when using or communicating personal data and information. Risk Assessment and Risk Management Risk assessment and management is guided by national guidance on best practice and local policy.

Managing risk

The principles are for the service provision to target those not presenting with any risk but recognise that risk can change dependent on many factors including situational, illness driven and relational therefore all workers need to be trained in risk management and risk assessment and be aware of policies relating risk assessment and management.

The key principles for effective risk management are as follows:

- Risk management plans are based upon consideration of risks to self, risks to others, risks of neglect, and risks from others;
- Risk management is built on the recognition of a person's strengths and emphasises recovery and positive management;
- All risk assessments and management plans are recorded, dated and electronically attributed on iaptus to the assessing practitioner;
- All staff are able to access support from senior colleagues in managing risk;
- Risk management is an integral part of peer support, regular Case Management and Clinical supervision for all practitioners;
- All staff involved in risk management receive relevant training annually.

Where necessary, the CYP's consent for sharing information should be sought, although the duty of confidentiality can be overridden if there is a clear risk of harm. The local policy on information sharing governs this process. Xyla Digital Therapies aims to develop a culture that promotes openness, learning, and safety in response to adverse events and near misses, through discussion in team meetings and operational management meetings.

Supervision

Supervision is an essential component in the delivery of a high quality, safe service. It is expected that each individual in the Xyla Digital Therapies service will receive both management supervision and clinical supervision.

Supervision guidance, as detailed, applies equally to all staff working therapeutically within the Xyla Digital Therapies service, including those who are delivering high or low intensity interventions. Clinical supervision is a formal relationship in which there is an agreement that staff will present their work (with clients) in an open and honest way, that enables their supervisor to have insight into the way in which the work is being conducted. The purpose of supervision is to ensure safe practice, to optimise outcomes and to promote greater insight and the development of therapeutic skills for the supervisee. Supervision levels exceed that of the governing body recommendations.

Performance management and review

Xyla Digital Therapies will collect data for the service that are required under the Key Performance Indicator (KPI) reporting structures. Xyla Digital Therapies also carry out regular audits of the service to ensure best practice, evaluate the service, set targets and evaluate outcomes.

Complaints and feedback

Learning from those who use the service is vital for the effective delivery of the service. Xyla Digital Therapies is committed to the early resolution of complaints either by an immediate informal response from frontline staff or by investigation by staff empowered to deal with complaints and in accordance with the prescribed Xyla Complaints Policy.

All complaints and comments will be taken seriously and viewed as a constructive means of gaining feedback from people who use services. Where necessary, people who use the service and/or their carers will be made aware of the relevant complaint procedures. In order for the service to learn and develop, complaint responses will be sensitively shared with staff involved, complaints themes, compliments and CYP feedback.

Complaints will be received centrally to the Supplier. The Supplier will be required to respond directly to complaints within Buyer timeframes.

Training

The CYP service recognises the importance of continuing to update and develop knowledge and clinical skills to maintain and deliver a high-quality service. Training for the service will fall into two categories:

1. Mandatory training
2. Specific training

All staff will be required to complete mandatory training specifically to Xyla Digital Therapies which will be detailed and decided by the organisation.

Lone Working

All staff who are working outside of core hours will be required to follow the Therapist Guidelines for Home working and the Lone Working Policy. If a member of staff has concerns about the CYP's presentation or concerns regarding their risk, then they must contact either the senior professional on duty. They should inform the CYP that they are going to discuss their concerns with another professional.

Use of Equipment

Our primary systems for working with CYPs are iaptus and Outlook, via Azure virtual desktop. Staff are expected to use their own equipment in conducting their work from home.

CYP Suitability Criteria

CYPs suitable for the Service shall be defined as;

1. **Problem Identification Inclusion Criteria**
 - Depression
 - Anxiety

- OCD (Obsessive Compulsive Disorder)
- Health anxiety
- LTC (Long Term Conditions)
- Stress
- Panic disorder
- Specific phobia
- PTSD (Post Traumatic Stress Disorder)
- Social phobia
- BDD (Body Dysmorphic Disorder)
- Relational problems
- Grief
- Self harm behaviours

2. Problem Identification Exclusion Criteria

- Eating disorders
- Psychosis
- Enduring or high-risk self-harm
- Drug and/or alcohol abuse
- Attachment disorders
- Gender and body dysphoria

3. Other factors contributing to suitability

- Specific focused problem
- Informed of the nature of digital therapies
- Informed of the nature of CBT
- Minimal previous episodes indicating treatment failure
- Willing to engage in therapy
- Have an internet enabled device
- Have a mobile phone
- Have an email address

Additional services, or extended scope of services not covered within this service specification shall be agreed between the parties, and subsequent pricing shall be agreed in writing and incorporated into this Contract via the Variation process.

Glossary of Terms

Business Day:	a day (other than a Saturday, Sunday or public holiday) when banks in London are open for business
iaptus:	the CYP management software for the collection of clinical outcomes data from psychological therapy sessions
month:	a calendar month
CYP:	A child or Young Person suitable for assessment within a child or young person mental health service, referred to the Supplier by the Buyer via the webform
Personal Data:	has the meaning set out in the Data Protection Legislation
Policies:	the policies, rules and procedures of the Supplier from time to time, including but not limited to those relating to risk, internal grievances and complaints

Prices:	the prices of the Services as determined in accordance with pricing document
Referral:	the initial referral information of a CYP to be provided by the Buyer to the Supplier through iaptus, including (but not limited to): Name, NHS Number, Address, Gender, Ethnicity, Disability, Sexuality, Nationality, SMS allowed, DOB, Mobile telephone number, Email address and GP details
Services:	the psychological assessments and reports to be provided to suitable CYPs referred by the Buyer, by a fully qualified psychological wellbeing practitioner (under the supervision of a qualified step 3 clinician/supervisor),
Service Levels:	the levels of service specified
Staff:	any person (including employees, agents, subcontractors) engaged directly or indirectly by the Supplier in connection with this Agreement

Annex A: Referral Web Form

Referrer details	
Referring organisation	Free text field
Name of referrer	Free text field
NHS number	Free text field
Child/young person's details	
Title	Drop Down List
First name	Free text field
Last name	Free text field
Preferred pronoun	Drop Down List
Date of birth	Date field
Primary mobile phone number	Free text field
Email address	Free text field
Alternate phone number	Free text field
Address line 1	Free text field
Address line 2	Free text field
Town	Free text field
Postcode	Free text field
Gender	Drop Down List
Is gender the same as assigned at birth?	Drop Down List
Ethnicity	Drop Down List
Do Social Services have parental responsibility?	Drop Down List
If yes, please provide their contact details	Free text field
Referral in reason	Drop Down List
Please describe the frequency and severity of the presenting issue	Free text field
Current medication	Free text field
Has the child/young person been referred to Mental Health, Psychological Services, or Social Services previously?	Drop Down List
If yes, please give details	Free text field
Is there any history of self-harm/self-injury?	Drop Down List
If yes, please give details	Free text field

Is there any history of threats or actual harm to others?	Drop Down List
If yes, please give details	Free text field
Is there any history of alcohol, drugs, or solvent use?	Drop Down List
If yes, please give details	Free text field
Is there any history of mental health difficulties in the child/young person's family?	Drop Down List
If yes, please give details	Free text field
Is the child/young person aware of this referral being made?	Drop Down List
Has the child/young person been made aware of, or given consent for, an assessment and/or treatment, and for other professionals to be contacted before the initial assessment?	Drop Down List
Legal status	Drop Down List
School name	Free text field
School year	Drop Down List
Do you need to send additional documents to support this referral?	Drop Down List
Select how many documents you are sending	Drop Down List