

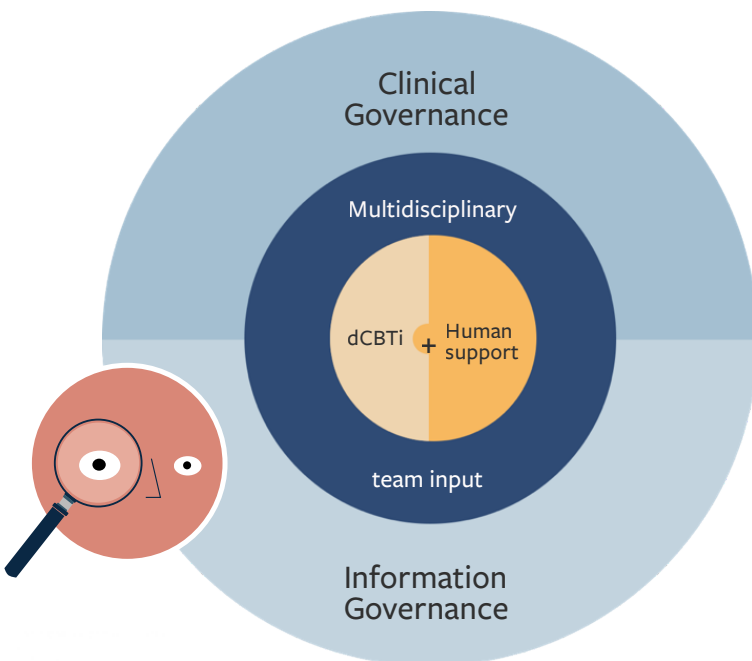
Digital service overview

Sleepstation's digital sleep clinic offers screening, assessment, care navigation, and **clinically validated** programmes of sleep support, including a full online programme of **cognitive behavioural therapy** for insomnia (CBTi). **NICE recommends** CBTi as the first-line approach for chronic insomnia.

Sleepstation delivers **effective and uniquely personalised remote care at scale** to support NHS patients to resolve their sleep problems and recover at home. Our CBTi programme **typically resolves insomnia symptoms and improves quality of life for more than 80%** of service users who engage. We also **deliver meaningful sleep improvements** for those who access lower level intensity coaching and sleep support services.

Our digital care pathway, that's delivered by a multi-disciplinary team and underpinned by powerful technology, is truly person-centred and incorporates **dedicated, proactive human support from highly trained sleep coaches** from first point of contact, through to 12-month follow-up.

Sleepstation equips service users with the skills, knowledge and confidence for **effective self-management and supports deprescribing, with long-lasting benefits for NHS patients.**



NHS
Providing NHS services

Sleepstation

87%

of NHS patients who engage with Sleepstation's CBTi programme sleep better within 3-4 weeks.



By tackling sleep problems head-on, Sleepstation also delivers:

69%

reduction in moderate-severe depression symptoms

62%

reduction in sleeping pill use

Digital service overview

Sleepstation

1

Clinical referral

Clinical referrals are screened before processing.
All referrals are **processed within 3 working days.**

Or

Self-referral

Individuals can self-refer online or by phone/email.
Self-referrals are **verified before processing.**

2

Onboarding support

Our onboarding team mitigate digital exclusion by contacting individuals directly to explain the process and provide setup support, if needed.



Self-assessment and screening

The first step is a short online self-assessment. Our team review and screen all self-assessments to ensure that referrals are appropriate.



Care navigation and triage

If our services are not deemed suitable, we explain why and can signpost the individual to alternative support. Otherwise, individuals are assigned to a support team.

3

Detailed sleep review and low-intensity sleep support

A detailed sleep review is carried out over a typical week, during which the user will have multiple contact points with our MDT.

Service users can access **personalised support from sleep and wellbeing coaches until discharge**, an expertly curated **library of self-help resources for 12 months**, and an introductory therapy session that supports them to develop foundations for better sleep.

Following completion of a sleep review, a personal report is provided outlining recommendations for next steps.

Low intensity sleep support is all that's needed in some cases.



Digital CBTi and therapy services (higher intensity support)

- ☛ CBTi can be made available straightaway for those who need it, with **no waiting lists**. Therapy service users benefit from direct and ongoing access to **personalised sleep support** from their sleep coaches for up to 12 months.
- ☛ Regular **progress reviews** and **MDT input** into care plans, help us to tailor the duration and intensity of sleep support to individual needs.
- ☛ We provide **weekly checkups and therapy sessions asynchronously**, allowing service users to access support and guidance when it's most needed and best received.
- ☛ Individual outcomes are reported when service users reach a pathway end-point.

4

Onward care navigation

Where appropriate, service users can be signposted to relevant local support services.



Follow-up

Proactive follow up at 3 months and 6 months.
User-initiated follow-up for 12 months.



Discharge

Service users are discharged after final follow-up or after 6 weeks on an incomplete pathway.