

Imagine a World Where.....

- Everyone is offered an appointment at the point of need
- Everyone turns up for that appointment
- Everyone is offered the treatment they need
- Everybody completes the treatment that they need

Help at the Point of Availability

- A person acknowledges that they have an emotional/behavioural problem that they would like to address and decides to correct the GP. Contacts the GP
- **WAIT**
- The person makes contact with their local IAPT service and is told that someone will phone to do a telephone interview
- > WAIT
- A telephone assessment takes place and referral is made to the appropriate intensity of treatment

Help at the Point of Availability - ctd

- > WAIT
- First session: Assessment/Case history/Case formulation/Paperwork/How much therapy is done?

 If no therapy bas been initiated.....
- > WAIT
- Therapy starts
- What is the total waiting time?

Help at the Point of Need: SST by Walk-in

A person decides that they have a problem that they would like to address and decides to talk to a mental health professional

The person goes to a valu-in clinic and completes a brief intake form

WAIT – (30-60 minutes)

Therapy begins

Help at the Point of Need: SST by Appointment

A person decides that they have a problem that they would like to address and decides to talk to a mental health professional

The person contacts an agency and selects SST. They are asked to complete a pre-session preparation form and to return it before they see the therapist.

- WAIT 2/3 days
- Therapy begins

EXERCISE 1 Views, Feelings and Concerns

- List your current views, feelings and concerns (doubts, reservations and objections) about single-session herapy. Please be as honest as you can be
- In particular, please make a hote of your concerns. My goal as a facilitator is to address everybody's concerns by the end of the session, so please ensure that you find an appropriate space to voice your own concerns in the group during the day

What to Call Single-Session Therapy?

- Single-Session Therapy
- Single-Session Counselling
- One-At-A-Time Therapy
- One-At-A-Time Counselling
- Single-Session, One-A-A Time Therapy
- Single-Session, One-At-A-Time Counselling
- Single-Session Consultations
- Single-Session Work
- What practitioners 'feel' most comfortable with
- What clients resonate with most

Definition of Single-Session Therapy

It is a purposeful endeavour where both parties set out with the intention of helping the client in one session knowing that more help is available, if needed

It is best seen within a care model that favours 'help at the point of need' than 'help at the point of availability'

Different Types of Single-Session Therapy

- 'SST by default'
- 'SST by design': 'One-off'
- 'SST by design': More is available
- Therapy demonstrations
- SST by walk-in
- Other uses
 - 'Second opinion'
 - Finding out what therapy is like

EXERCISE 2

Scenario 1

You conduct a first session with a client when you and the client are expecting this session to be the first of six sessions.

- What do you do to introduce the work and build rapport?
- What questions wouldwor as in the session?
- How would you recide what to focus on?
- How would you bring the session to a close?
- What feedback would you share with the client before rebooking for the second of six sessions?

EXERCISE 2 (ctd)

Scenario 2

The morning before you conduct the session, the client informs you that they are unexpectedly going away on business for a year the day following your session, but they still want to have the session with your hey do not want therapy by online platform.

Would you still see them, knowing that you would probably not see them again? If so:

- What do you do to infroor to the work and build rapport?
- What questions would you ask in the session?
- How would you decide what to focus on?
- How would you bring the session to a close?
- What feedback what would you share with the client before wishing them well?

If you would not see them, why not?

Approach, Mindset or Service Delivery?

- SST is not an approach to therefy or a technique
 - Therapists are informed by their pleferred approach
- It is a mindset

It is a way of delivering services

Clarify the Nature of SST

It is vital that the therapist is transparent about SST and what they can do and what they can appear appears and a second secon

Approaching the Session

The therapist appropries the session 'as if' it could be the last, irrespective of dagnosis, complexity or severity

▶ The Client Leads

The therapist recognises that the client is the best person to judge what they want from therapy. Thus, the therapist asks the client what they want to achieve from the session and works with them to accomplish this goal

▶ The Client Decides

The therapist recognises that, in effect, the client decides how many sessions to have and often opts to have one session. As Hoyt, Young & Rycroft say (2020: 224), "clients are far less interested in psychotherapy than are therapists and prefer brief therapeutic encounters"

▶ The Client is Satisfied

The counsellor appreciates that when opting for a single session, the client is frequently satisfied with that session (Hoyt & Talmon, 2014)

No Suitability Assessment Needed

The counsellor knows that the modal number of sessions clients have is '1' but does not know whether any particular client will come for one session or more. As such, the therapist decides to proceed with that client on the understanding that their first session may be the only session they have although more sessions are available to the client if they need more help. The therapist proceeds in this way irrespective of the client's diagnosis or the complexity or severity of their problems

Start Therapy From Moment One

The therapist recognises the importance of beginning therapy from the first possible moment rather than commencing the session with history taking, broad assessment or case formulation

Focus on the Client's Strengths and External Resources

The therapist considers that there is much value to be gained in identifying and working with the client's internal resources and the resources available to them in their environment.

► Meet the Client's Preferences for Being Helped

The therapist recognises that different clients may seek various types of help from SST. As such, the therapist seeks to understand what kind of service the client is seeking and endeavours to meet these treatment preferences unless there is a good reason not to do so (Norcross (2000 er, 2021)

> An Agreed Focus - Keep on Track

The therapist considers whenever possible and feasible that the client will get the most from the session if an agreed focus is identified early in the session and knows that it is mainly their (the counsellor's) responsibility to maintain this focus once agreed.

Solution Focus (if Relevant)

The therapist recognises the importance of helping the client to identify a 'solution' to their nominated issue and, in particular, one which they can integrate into their life.

► In-Session Practice (if Feasible)

The therapist sees the value of encouraging the client to rehearse the solution in the session if this is feasible.

Client Summary

The therapist considers that it is more important for the client to summarise the work done in the session than summarising that work themself

One Thing

The therapist sees the therapeutic value of the client taking away one thing from the session that can make a difference to them in their life and that a plan needs to be developed so that they can implement this.

End Well

The therapist considers that it is important to bring the session to a satisfactory conclusion so that the client leaves with their morale restored, knowing that they can get more help if needed.

Ideally the Client is......

- Clear about SST
- Ready to take care of businessnow
- Articulate, with assistance from the therapist, what type of help they are looking for
- Able to focus with resistance
- Actively involved in the search for a 'solution' if appropriate
- Able to be open with the therapist

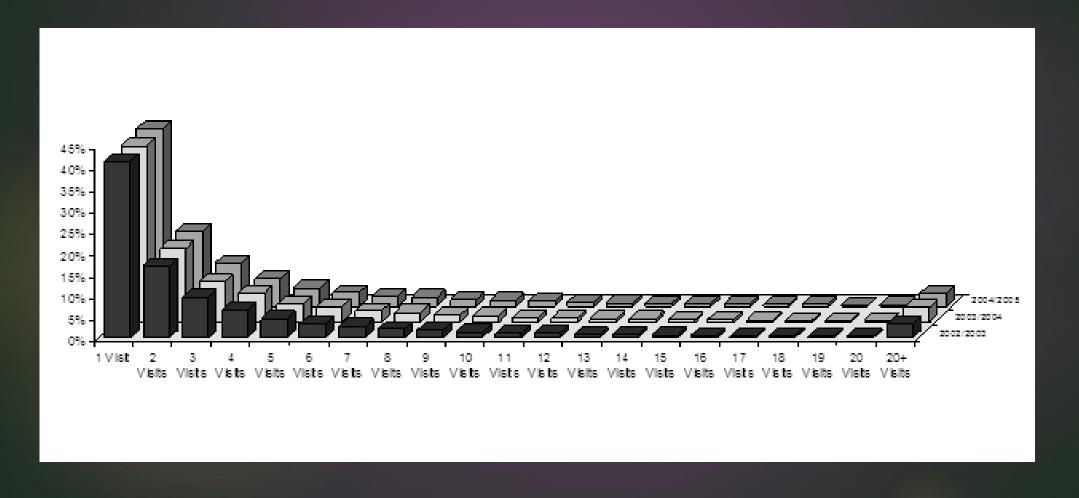
SST is a Way of Delivering Therapy Services

- SST by appointment
- SST by walk-in
- Sits alongside etke very ces offered by an agency
- Gateway service

SST reflects the behaviour of many clients in public and nonprofit therapy agencies where the most frequently occurring number of sessions is:

- 11
- Followed by '2'
- Followed by '3'
- **Etc.**

Collated statewide client visits for Victorian community health counselling services between 2002 and 2005. Source: The Victorian Department of Human Services



In a sample of 9,608 adults whe started therapy between January 1st 1999 and September 1st 2003 in PacifiCare Behavioral Health a US managed behavioural health care organisation with 5 million participants in the US, the modal number of sessions was 1. This fact suggests that the patient, rather than the therapist, most often determines the length of treatment (Brown & Jones, 2005)

University of West Scotland



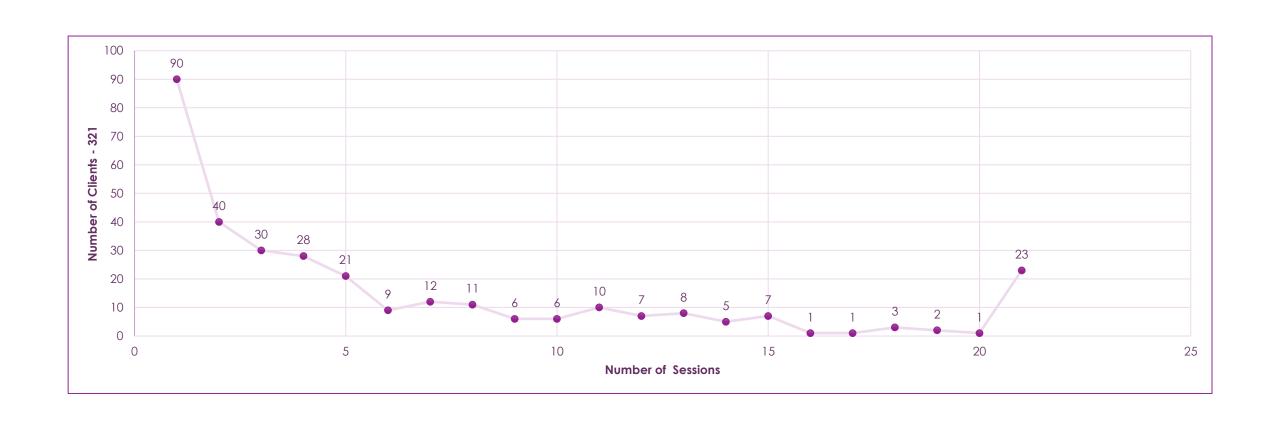
University of Aberdeen



Southampton Solent University June 2018 – June 2019



What Happens in Private Practice?



- 70-80% of those who have one session are satisfied with that session given their current circumstances
- Therapists are peop at predicting who will attend for only one session and who will attend for more, a proposition that has significant clinical and organizational ramifications

Help at the Point of Need

- It is better to respond to client need by providing some help straightaway rather than by waiting to provide the best possible help. Alternatively, present relevant information and invite the client to choose
- Providing immediate belp is note important than carrying out a full assessment and for a case formulation
- Therapy can be initiated in the absence of a case history
- People have the resources to make use of help provided at the point of need

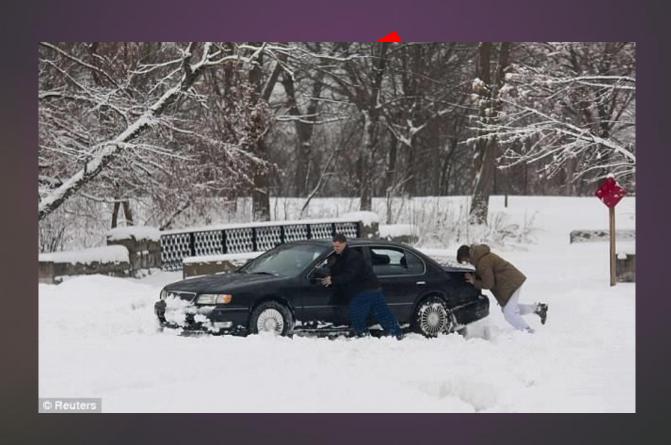
Help at the Point of Need (ctd)

- The best way to see if a client will respond well to therapy is by offering them therapy and see how they respond
- Therapy can be initiated straightaway and risk can be managed if this becomes an issue
- The client best determines the length of therapy
- When a person does not return for another session, this may well indicate that the person is satisfied with what they have achieved, although It may be the case that they were dissatisfied with the help provided.

Single-Session Walk-in Therapy

- "Enables clients to meet with a mental health professional at their moment of choosing. There is no red type, no triage, no intake process, no wait list, and no wait. Where is no formal assessment, no formal diagnostic process, just ane hour of therapy focused on clients' stated wants... Also, with walk-in therapy there are no missed appointments of cancellations, thereby increasing efficiency" (Slive McFheran Lawson, 2008)
- The person who uses a walk-in therapy service may return as many times as they want, although they usually do not, and it is for people who want a rapid response to a burning issue.

The Goals of SST/OAAT Therapy



The Goals of SST/OAAT Therapy

- To help the client get 'unstuck'
- To help the client take a few steps forward which may help them to travel the rest of the journey without professional assistance
- To help the client address a specific issue
- To give the client the space and opportunity to think and explore when needed
- To help the client see that they have the wherewithal to achieve their goals
- To help the client select possible solution
- To give the client the experience of the solution in the session, if possible
- ► To help the client develop an action plan

Who is Single-Session Therapy For?

Engage with the question, but how done?

-Assessment for SST

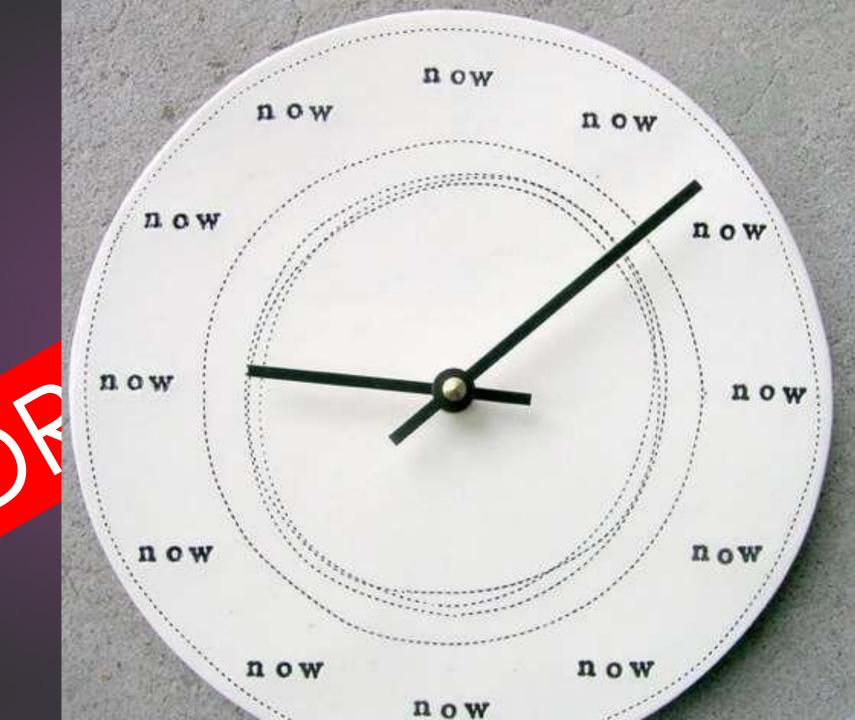
Walk-in

Client choice, refer to other services if necessary

The 'embedded' gateway approach – the Bouverie Centre On What Principles Does SST Rest?



► The Power of Now



Even a Brief Encounter Can be Therapeutic



Exercise 3 Being Helped and Helping Briefly

- 1. Think about an episode where you were helped through a brief encounter with another person. This might have been someone you knew previously or it might have been someone who was a stranger to you
- Who was the person and what did they to that was helpful to you?
- What did you take away from this excounter that was most helpful?
- Implications for SST
- 2. Think about an occasion where you may have helped someone through having a brief encounter with them
- What did you do that was helpful to the person?
- If you know, what did they take away that was most helpful to them?
- Implications for SST

The Expandable Nature of Therapy Length

Parkinson's 'Law of Psychotherapy and Counselling'

Example from Higher Education and the submission of required work

Therapy takes exactly the length of time allocated for it. When the therapist and client expect change to happen now, it often does" (Talmon, 1993)

Much Can Be Achieved if the Client is Ready and the Therapist can Capitalise on their Readiness

The case of 'Vera'

- The four components of charge leadiness
 - Knowing what is deschange
 - Having committed reason to change
 - Taking appropriate action
 - Being prepared to tolerate any costs involved

Strengths-Based



Factors External to Therapy May Be at least as Important than Those Internal to Therapy



Reciprocity in Openness and Feedback

- Therapist openness and feedback
 - Family therapy example

Reciprocity in Openness and Feedback (ctd) Client Openness and Feedback

- The problem they want to prioritise for the session
- How they think the therapist can best help them
- How they have addressed the problem in the past and the effect of their attempts
- What they would like to achieve from the session
- ► Their ideas concerning poter ial solutions to the problem
- What they think of the therapist's solution suggestions
- What they will take away from the session
- At follow-up, what they think about the service they have received. The therapist uses this feedback to modify their future service provision.

Favourable Conditions for SST

- ▶ Help is provided quickly in response to help being sought
- Both therapist and client hold realistic expectations about SST
- SST is intentional
- The client understands what is on offer and gives informed consent
- ► Time between help-seekirg and appointment is used well
- Clarity
- Effective goal setting
- Organisational and administrative support is provided. Including appropriate training and supervision
- ► Effective session structure

Unfavourable Conditions for SST

- Help is provided in response to help being available
- Blocks of sessions are offered
- Help is provided after certain conditions have been met
 - Full assessment
 - Case formulation
 - Case history
- There is a long gap between help being sought and help being provided
- The time between the client's initial contact and help being provided is not used or not used well
- There is a lack of organisational, training/supervision and/or administrative support

Helpful Therapist Characteristics for SST

- Can Tolerate Lack of Information About Clients
- Can Quickly Engage with Clients
- Can be an Authentic Chameleon (Lazarus, 1993)
- Is Flexible and Has a Pluralistic Option
- Can Think Quickly on Their Fact
- Can Help the Client Fecus Quickly
- Has Realistic Expectations of SST
- Can Move with Relative Ease from the Specific to the General and Back Again
- Can Use Metaphors, Aphorisms, Stories and Imagery and Tailor them to the Client

What is the Process of SST?

- Phase 1: Before the client and therapist agree to work together in SST
 - The explorer role
 - The enquirer role
 - The applicant role
 - The client role
- Phase 2: The pre-session preparation phase (once the client and therapist have decided to work together in SST)
 - Induction and seeding occur
- Phase 3: The early mase of the session
 - Alliance-building occurs
 - Any pre-treatment change is discussed and built upon
 - Goal-setting takes place

What is the Process of SST? (ctd)

- Phase 4: The middle phase of the session
 - A change-based refocusing is facilitated
 - Solutions for change are discussed, selected and rehearsed
- Phase 5: The late phase of the session
 - Action planning is done
 - Relapse prevention cc
 - Facilitating client takea vay
 - Leave-taking takes place
 - The possibility for future sessions is discussed
 - 'Reflect-dige' 'act-wait-decide' or another session
- Phase 6: The follow-through phase
 - Follow-up and evaluation take place
 - The client returns for more help if needed

Can Clients Be Helped to Prepare for SST?

Pre-session Questionnaire

I invite you to fill in this question aire before your single session with me. It is a very important part of the process so please engage with the suestions as much as you can. I have found that it helps people to prepare for their session with me so that they can get the most from it. It also helps me to help you as effectively as I can. Please return it by email attachment before our session.

Can Clients Be Helped to Prepare for SST? - ctd

- What is the single most important issue you would like help with now?
- How is this affecting your life presently?
- What would you like to achieve by the end of the <u>session</u> that would give you a sense that you had begun to make progress?
- What have you done in the past that has helped even in a small way with the issue? Include your own attempts to help yourself and any therapy you have received on the issue.
- What have you tried that has not helped with the issue? Again please include your own attempts to help yourself and any therapy you have received on the issue.

Can Clients Be Helped to Prepare for SST? (ctd)

- What have you tried that has not helped with the issue? Again please include your own attempts to help yourself and any therapy you have received on the issue.
- Who in your life can support you provide the issue now?
- What strengths do you have us a person that may help you to address the issue?
- Remember a problem that happened any time in your life that you resolved in such away that left you feeling proud of yourself. What did you do that you felt proud of?
- Is there anything you think it is vital for me to know in order to be able to help you with the issue?

What is Covered in SST?

Beginning the Session

- Explain the service that the client is being offered
- Explain confidentiality
- Obtain informed consent
- Make reference to and capitalise in any pre-session contact
- How can I best help you?
- What is the single most important concern that you have right now?
- Explore the most important type of help needed
- Agree the focus
- Check and maintain the focus
 - Check the focus
 - Maintain the focus
- Assess risk

Dealing with the Nominated Problem

- Understand the problem
- Identify problem-creating and ploblem-maintaining factors
- Discover and use the client's previous attempts to deal with the problem
- Set a realistic god for the session
- Identify and use innerstrengths and resiliency factors
- What to do if the client struggles to identify strengths and resiliency factors
 - Explain and give examples

Dealing with the Nominated Problem (ctd)

- Identify and use external resources
 - 'Which people on your team can help you as you address your problem and what help and or support can they provide?'
 - Organisations, 'apps and self-help books.
- Identify potential change factors
 - These include the inner strengths and resiliency factors and external resources discussed above.
 - They also include constructive alternatives to the problemmaintaining factors discussed earlier

Dealing with the Nominated Problem (ctd)

- Identify the solution (using the above factors)
 - "What would be the smallest change needed to show you that things are heading in the right direction?"
 - "From what we have disposed so far what would best help you to solve you woblem?"
- Encourage the plactice of the solution in the session
- Develop an action plan
- Identify and address any potential obstacles

Bringing the Session to a Satisfactory Close

- Ask the client to summarise what they will take away from the session
- Facilitate client 'takeaway'
- Encourage closure
 - What question(s) do you wish you had sked me when you got home today? Please ask them now.
 - Is there anything you would like more know that you have not told me before we finish? Please tell me now
- Revisit the issue of further h
- Explain the 'reflect-digest ac ton-walt-decide' process
 - "At this point, there are two ways to progress. First, you might want to make another approintment now. Second, you may want to reflect on what you have learned, digest this learning, put this learning into practice and see what happens before making a decision about making another appointment. Both approaches are equally valid. Which would suit you best?"
- Arrange follow-up

Demonstrations



Exercise: Peer Counselling Guidelines for the Counsellor

- Ask the 'client' to choose a genuine, current problem they would like help with
- In what way is it a problem for them?
- Negotiate a goal with them
- Discover past attempts to solve the problem. What was helpful? What was not? Encourage the client to use the former
- ldentify internal strengths and external resources that they can make use of in addressing the problem.
- Assess problem and deal with problematic elements
- Discuss possible solutions and select what seems the best
- Rehearse the solution
- Develop an action plan
- Identify and deal with possible roadblocks

Is It Possible To Follow-up Clients in SST and if So, How?

To Follow-Up or Not to Follow-Up?: That is the Question

- For advocates of strictly 'one-show's T, there would be no follow-up.
- The majority of people is the SST community hold the view that SST does not preclude further help being available and believe that SST can be enhanced by both pre-session contact and follow-up. So what are the reasons to follow-up clients who have had SST?

Is It Possible To Follow-up Clients in SST and if So, How? (ctd)

Why Follow-Up?

- A follow-up session provides a variety of opportunities. It provides:
- The client with an opportunity to reedback on what they have done in the time between the face to-face session and the follow-up session.
- The client with a opportunity to request more help if needed.
- The counsellor with ovicome evaluation data (i.e. how the client has done). This can help the therapist improve their delivery of SST.
- The service in which the counsellor works with service evaluation data (what the client thought of the help provided). Such data can help the organisation to improve its SST service.

Is It Possible To Follow-up Clients in SST and if So, How? (ctd)

When to Follow-Up?

- Follow-up for the counsellor's benefit
- Follow-up for the client's benef
- Follow-up for the organisation's benefit

Is It Possible To Follow-up Clients in SST and if So, How? (ctd) My Approach to Follow-up

Outcome

- I first inquire about matters to do with the outcome of the session
- I begin by stating the reason why the client came for help originally
- Has the issue changed (for better or worse or has there been no change?)
- What brought about the change, or what made the problem stay the same?
- Have others noticed any change? If so, what have they noticed?
- Have other areas of your life changed for better or worse?

Is It Possible To Follow-up Clients in SST and if So, How? (ctd) My Approach to Follow-up (ctd)

The Session

- I then ask about the client's experience of the session itself.
- What do you recall from the single session you had?
- What was particularly helpful or unheral?
- What use did you make of the session recording and transcript?
- ► How satisfied are you win the counselling that you received?
- Did you find the single session to be sufficient? If not, would you wish to resume therapy? If so, would you like to see another therapist?
- If you had any recommendations for improvement in the service that you received, what would they be?

Other

Is there anything else I have not specifically asked you that you would like me to know?

How Can SST Be Disseminated?

What Should Be Disseminated?

- How SST should be described
- How people can access SST
- The reasons a person should choose SST
- For what issues Sy can be helpful
- What SST involves
- Who provides SST

How Can SST Be Disseminated? (ctd)

How Should SST Be Disseminated?

- Websites and flyers
- Visual dissemination
 - Whiteboard an in ation

What is a Single Session Consultation?

- A Single Session Consultation is an exidence-informed, client-focused counselling session. Therocus of the session is on your greatest worry, challenge or difficulty and what you want to achieve from your meeting. Our aim is to you to leave the session with some ideas or strategies to five ut.
- Single Session Consultations are suitable for individuals, couples or families. They can be facilitated by one practitioner or sometimes two. A single session consultation involves a longer than usual counselling session and a follow up phone call to discuss the next steps.

Why should I choose a Single Session Consultation?

- People choose a Single Session Consultation for different reasons. The sessions can help to make sure you're getting the most of your first, and sometimes only, session. Experience tells us about half the time people will come back for further courselling, while the rest are happy with one session. Both outcomes are okay you are always welcome to return to RAV if you need further assistance.
- In a Single Session Consultation our practitioners aim to make the most of your time by focusing on your greatest concern. Single Session Consultations are appealing because they are collaborative and responsive; they focus on your key concerns and goals, and you and your practitioner work together on strategies for change.

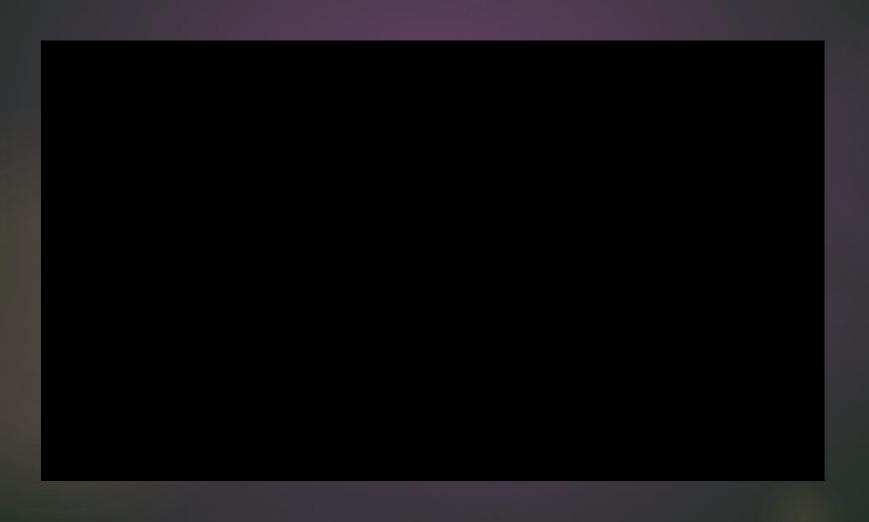
For what issues can Single Session Consultations be helpful?

- Single Session Consultations can be used for a wide range of issues. We work to help individuals, couples and formilies to improve their relationships and find ways to marage issues such as separation and divorce, grief and loss, mental health issues, life changes, family violence, managing emotions parenting issues and managing stress.
- In fact, people attend Storie Sessions Consultations for the same reasons as ongoing counteiling and other services. In a Single Session Consultation, however, we can offer a contained and immediate response to your most pressing concern. While Single Session Consultations focus on your greatest concern, they can still be suitable for those with multiple and or complex issues. You may have a lot going on, but still find a single session to be helpful to you and your circumstances.

What does a Single Session Consultation involve?

- Before you attend a session, you'll be sent a questionnaire to fill in, to help your practitioner find out more about your main concerns and goals for the session. You'll need to complete and return this questionnaire when you attend you'r session.
- After your session, you coun ellor will arrange a follow-up phone call to see how you're going and discuss options for further support. If you feel that the single session was sufficient and has met your needs, your practitioner will close your file with the understanding you are welcome to re-contact RAV at any time in the future.

How Can SST Be Disseminated? (ctd) Whiteboard Animation



What Doubts, Reservations and Objections Do Counsellors Have Concerning SST?

- SST is not therapy
- Real change happens slowly and gradually
- Effective therapy is built upon the therapeutic relationship which takes time to develop
- Relational depth cannot be achieved in SST
- SST is a quick fix
- SST is a sticking plaster solution
- SST means that people will not get what they need therapeutically
- People in charge of funding push SST because it saves money

What Doubts, Reservations and Objections Do Counsellors Have Concerning SST? (ctd)

- SST means one session and one session only
- SST is 5, 10 or more sessions "distilled" into one
- SST is only appropriate for single problems
- SST is not for vulnerable chemis
- SST means a restriction on therapy sessions
- SST practitioners thank that SST is the answer to everything
- SST is the same as crisis intervention
- SST is simpler than longer-term therapy because It is brief and focused

Single-Session Therapy (SST) and One-At-A-Time (OAAT) Therapy:

Help at the Point of Need

Windy Dryden, Ph.D

rationality publications

Single-Session Therapy (SST)

Windy Dryden

KEY POINTS & TECHNIQUES
Series Editor: Windy Dryden

