

Digital Remote Support

Relapse Prevention and Behaviour Change

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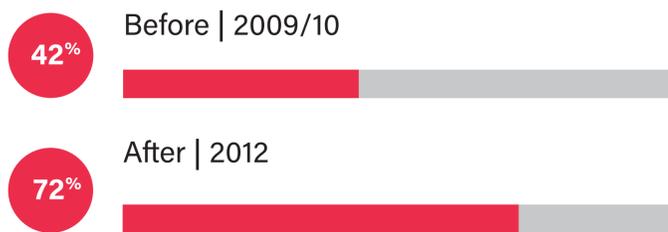
Aims

Provide alcohol dependant clients with remote support in order to prevent relapse and achieve longer term behaviour change by enhancing existing service provision through digital interventions.

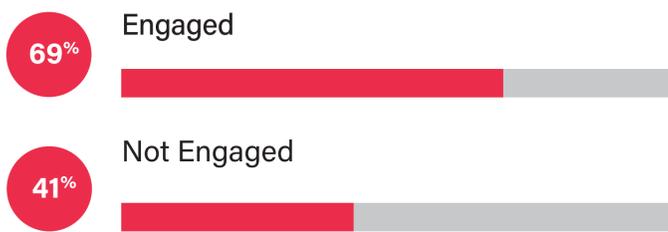
Objectives were to increase client engagement, retention and self-confidence, increase sustainability to extend psychological support, reduce representations to treatment and ultimately to reduce the cost to health and social care services associated with repeated treatment episodes.

Results

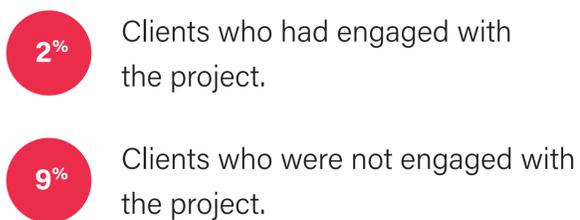
Engagement rates for clients enrolled on the project:



Completed treatment on project:



In-year re-referral rates:



Clients who enrolled on the project were found to engage with the services for longer and achieved better outcomes.

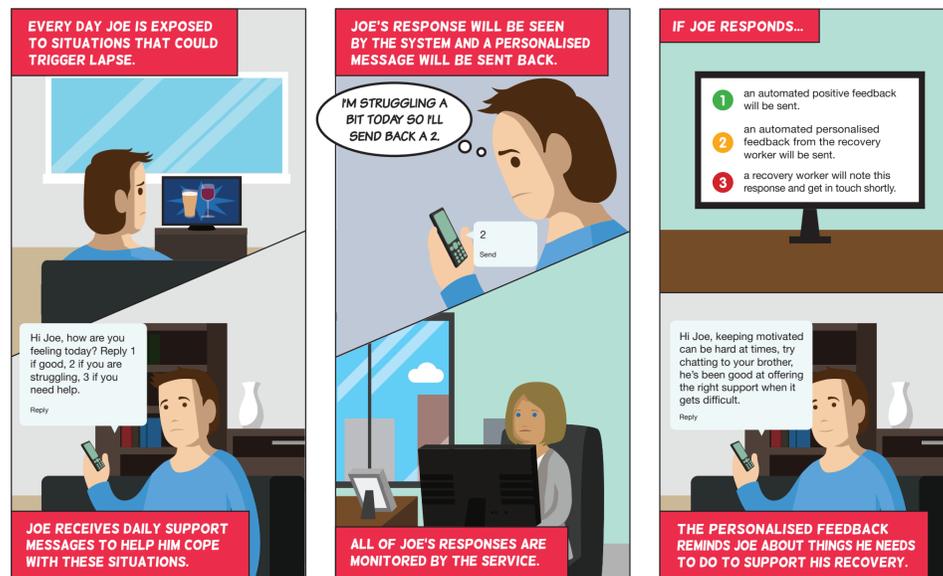
Conclusions

The main lessons learnt were not around the technical system; where clients and staff used the system they reported a valuable service and enhancement to their experience. The most valuable lessons were how change management needs to happen across all stakeholders for successful implementation.

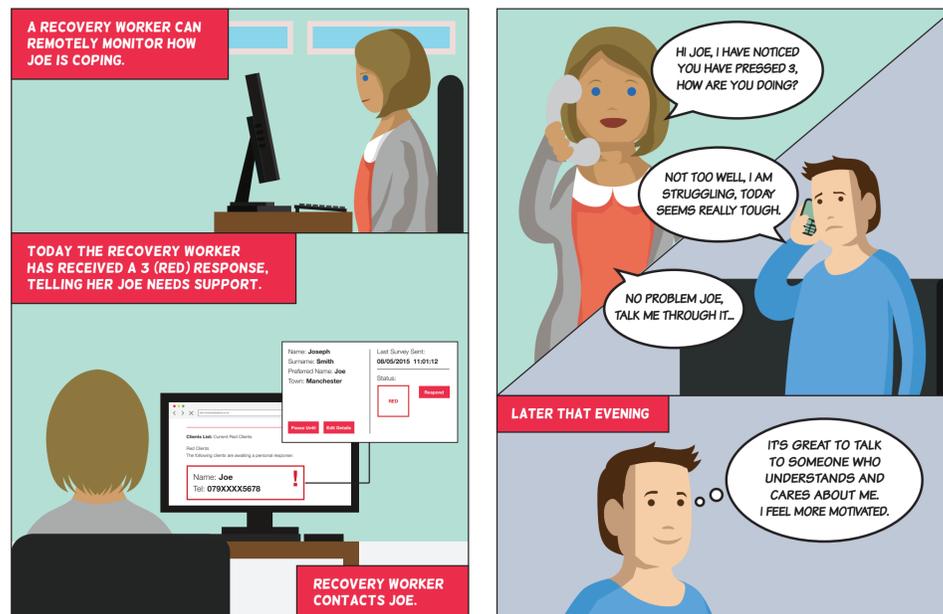
Methods

The digital service uses two-way automated personalised motivational SMS messages to influence behaviour change. It increases timely interventions, at the point of need, reducing professional workload.

Text Messages



Remote Monitoring



Over the last 5 years, the intervention was implemented into treatment services across the UK. Clients were given the opportunity to engage with the pilot and levels of engagement, changes in recovery oriented thoughts and behaviour and representation rates were evaluated and measured, via both quantitative and qualitative means.

