

# Digital service overview

Sleepstation is evidence-based and underpinned by more than 10 years of real-world evidence as an NHS provider.

Sleepstation provides **human-to-human sleep support** through its online platform, including a guided programme of cognitive behavioural therapy for insomnia (CBTi) - recommended by NICE as the first standard treatment for people with long-term insomnia.

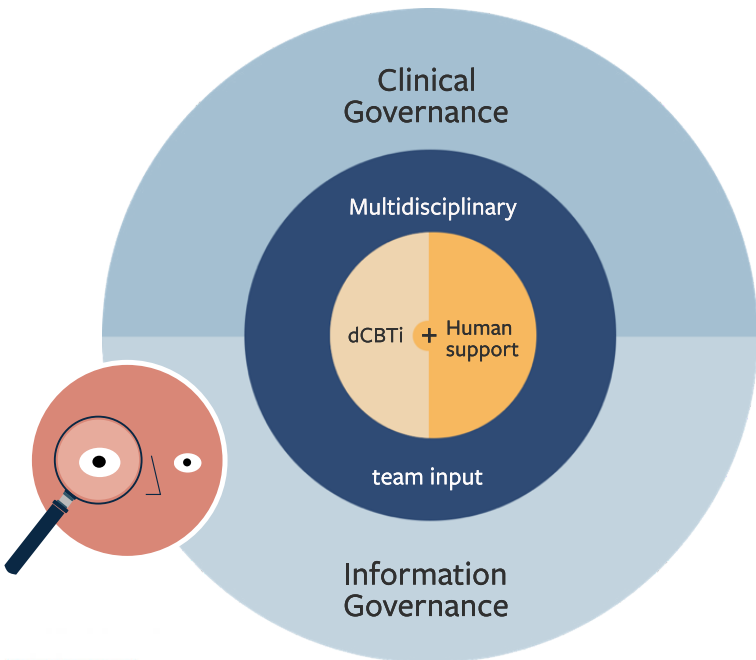
There are **no waiting lists**. Sleepstation has capacity to support large numbers of NHS patients to achieve reliable outcomes with **long-lasting benefits**.

Sleepstation's digital care pathway includes screening, assessment support, care navigation, and **individually tailored programmes of sleep support**.

Sleepstation CBTi **resolves insomnia symptoms, improves quality of life and supports deprescribing**.

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.

**Sleep and wellbeing coaches** equip service users with the skills, knowledge and confidence for **effective self-management**.



Providing NHS services

Results presented here are from a 2023 multi-site snapshot cohort of 16,400 NHS patients referred to Sleepstation across 41 ICS regions in England.

# 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:

**68%** reduction in symptoms of moderate-severe depression (PHQ9)

**62%** reduction in sleeping pill use

**59%** reduction in symptoms of moderate-severe anxiety (GAD7)



# 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 are signposted or self-refer directly (online/phone/email).  
NHS numbers are **verified before processing.**

2

## Onboarding support

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

## 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 the MDT.

Low intensity support available includes a range of self-help tools and resources, direct support from sleep coaches for 1-2 weeks and a single sleep improvement therapy session, designed to help the individual to develop healthy sleep habits.

A personal report is provided following the sleep review, which summarises self-assessment results and outlines recommendations for next steps.

**Low intensity sleep support is all that's needed in many 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.