

# Our remote Working in COVID-19 Programme

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So far:

- Staff views on remote working (from our online staff survey)
- Qualitative study of service user views on remote working
- Umbrella review: systematic reviews on remote working pre-COVID-19
- Review of scientific evidence on telemental health during COVID-19

# Remote working pros and cons

- Has helped keep many services going somehow
- Accessibility, especially for people who find it hard to travel
- Efficiency and time saving
- Reduced environmental impact
- Facilitates work across teams, between staff at home/in office
- Some people content with interactions this way e.g. in new online support groups
- Can exacerbate inequalities through digital exclusion
- Assessment may be more challenging
- Therapeutic relationships may be harder to form
- Technological and staff training barriers
- Great variations in organisational and individual willingness & confidence to engage
- Privacy and confidentiality can be problematic
- Experienced as alienating and intrusive by some

## Remote working in mental health services: a rapid umbrella review of pre-COVID-19 literature

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doi: <https://doi.org/10.1101/2020.11.30.20240721>

**This article is a preprint and has not been peer-reviewed [what does this mean?]. It reports new medical research that has yet to be evaluated and so should *not* be used to guide clinical practice.**

Abstract

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### Abstract

Background during the planning ar not only on accumulate

**Results** Nineteen systematic reviews met inclusion criteria. Fifteen examined clinical effectiveness, eight reported on aspects of tele-mental health implementation, ten reported on acceptability to service users and clinicians, two on cost-effectiveness and one on guidance. Most reviews were assessed as low quality. Findings suggested that video-based communication could be as effective and acceptable as face-face formats, at least in the short-term. Evidence was lacking on extent of digital exclusion and how it can be overcome, or on significant context such as children and young people and inpatient settings.

**Conclusions** This umbrella review suggests that tele-mental health has potential to be an effective and acceptable form of service delivery. However, we found limited evidence on impacts of large-scale implementation across catchment areas. Combining previous evidence and COVID-19 experiences may allow realistic planning for future tele-mental health implementation.

# Some further questions for research on remote working

- What is likely to work best for whom in implementing telemental health across the mental health care system?
- What guidance, training and resources do staff need to be able to apply telemental health approaches in contexts where they are useful?
- Who are the digitally excluded and what is the impact of telemental health adoption on them?
- What innovations could improve the quality and reach of telemental health care in the NHS and beyond?

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