



Transforming healthcare for people with severe mental illness through predictive, data-driven care

CareLoop is a remote monitoring and relapse prevention platform that shifts psychosis care from crisis response to prevention - enabling better outcomes while reducing system costs.



50%

reduction in
relapse events

33%

reduction in
hospital admission
costs

14%

reduction in
clinical
administration
time

≥75%

annual patient
adherence

5

randomised
controlled trials
validate the
approach

The challenge

Psychosis affects one in 100 people, typically emerging in adolescence and young adulthood and remains a life-long condition for most, with only 20% achieving full recovery. About 80% of individuals with psychosis will relapse, with a one in four chance every year of experiencing a crisis event. Early warning signs appear three to 10 days before relapse, yet many people go up to 12 weeks between appointments. This creates a worrying gap that leads to preventable emergency admissions, increased risk of disability and significant trauma and disruption for those affected.

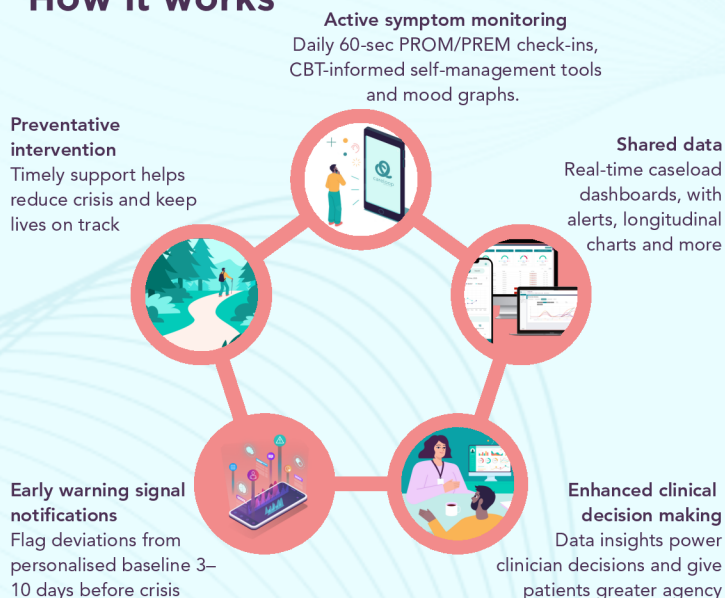
Less cost, more care

Despite affecting just 1% of us, psychosis accounts for 30% of NHS mental health spend and 75% of mental health inpatient beds. The lifetime cost of treating someone with psychosis is about six times the cost of treating someone with heart disease. CareLoop halves the chances of relapse in psychosis and keeps people with severe mental illness safely connected to their support teams, so their lives stay on track.

Stigma stifles innovation

The discrepancy between the burden of psychosis and innovation for the condition is huge – treatments remain largely unchanged since the 1950s. It is a highly stigmatised condition, which disproportionately affects those from marginalised communities. CareLoop is here to change this, empowering people to live full lives, extending quality care to underserved and remote communities and helping them manage their condition in the community.

How it works



STEP-BY-STEP GUIDE

01

PORTAL SET UP



Action: Introduce CareLoop benefits, guide app download, and assist with first check-in.

Time: 5-10 minutes

Action: Log into CareLoop clinician portal and create new service user account with unique QR code.

Time: 2-3 minutes



GUIDED ONBOARDING

02

PERSONAL BASELINE



Action: Service user completes daily check-ins consistently while system learns individual patterns and establishes personal norms.

Duration: 28 days

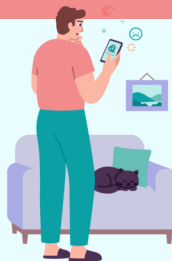
Action: Provide ongoing encouragement, gently reminding service user to continue daily questionnaire and checking progress during routine contacts.



ONGOING ENCOURAGEMENT

03

DAILY ENGAGEMENT



Action: Service user continues regular check-ins, and accesses CBT-informed tools. This encourages active participation in their care journey and provides valuable, real-time insights.

Action: Significant deviations from user's personal baseline are flagged as early warning signals (EWS) in the clinician dashboard for response by the care team.



EWS RESPONSE

04

DATA-INFORMED DECISIONS



Action: Use CareLoop insights during routine appointments to inform discussions and care planning.
Outcome: More personalised, evidence-based care decisions.

Action: Share learnings, best practice and trends with care team during regular meetings.

Outcome: Improved support strategies across caseload.



TEAM COLLABORATION

INTRODUCING CARELOOP



A FRAMEWORK FOR HOW TO OFFER CARELOOP TO A SERVICE USER

Introduction and benefits

I wanted to share something with you that other people with similar experiences have found really helpful for staying well. It's called CareLoop - an app that was developed with NHS teams at the University of Manchester, and we're now offering it here in our Trust.

How it works

Every day, the app sends you a gentle reminder to answer questions about how you're feeling - it takes around a minute. Your responses are securely shared with me through our NHS systems, so when we meet, we can use this information to have more meaningful conversations about your wellbeing.

What people tell us

Many people tell us it helps them spot patterns in their wellbeing they hadn't noticed before and feel more in control of their day-to-day experiences. For example, you might notice you sleep less before feeling anxious, and this helps us both spot that pattern early. It also means our conversations can be more focused on what matters most to you.

Early warning system

After you've been using it regularly for about a month, the app learns what's normal for you - a bit like how you might notice when you're having a good day or a tough day. If the app notices changes that might suggest you need some extra support, I'll get be notified. This means we can check in with you sooner if helpful, rather than waiting until our next appointment.

Tried and tested in the NHS

CareLoop has been tested in NHS Trusts and has been shown to help people stay well. People using it say they feel more connected to their care teams and better able to manage their wellbeing between appointments.

Important to know

I won't be checking the app every day, and you can't reach me or the team directly through the app. If you need to contact us, especially if it's urgent, please continue to use our usual phone numbers or email. The app includes contact numbers for our team as well as local services and national crisis lines

Your choice entirely

There's absolutely no pressure to use this - it won't affect your care with us in any way if you choose not to. The most important thing is that you're comfortable with your care. Your relationship with me and the team stays exactly the same. And if you do decide to try it, you can stop using it at any time, no questions asked.

Practical details

There's no cost to download or use the app, and it's designed to use very little mobile data. All your information stays securely within our NHS systems.

Next steps

I can get you set up on the system today and give you your unique access code. You can then download the app whilst your here - or later at home. To read more about CareLoop you take a look at their website.

If the answer is...



That's great! I'll set you up now. While I'm doing that, would you like to download the app to your phone? Then I can help you get logged in and show you how to complete your first check-in.



That's completely fine - lots of people prefer to stick with our current approach, and that works perfectly well too. The most important thing is that you're comfortable with your care. Would you like to take a leaflet anyway? That way, if you ever change your mind, you can always let me know when we next meet. Sometimes it helps us improve how we explain things if you're comfortable sharing what doesn't feel right about it for you - but no problem at all if you'd rather not.