

# Sleepstation CBTi (UK NHS) Instructions for use (v2.2)

## Table of contents

1. Introduction
2. Intended purpose
3. Benefits of Sleepstation CBTi
4. Who should and shouldn't use Sleepstation CBTi
5. Safety information and warnings
6. Side effects and unwanted symptoms
7. Additional resources for insomnia
8. What is Sleepstation CBTi?
9. Recommended use
10. User instructions
11. Getting support
12. Compatible devices and access requirements
13. Privacy, security and account protection
14. Reporting problems and serious incidents

## 1. Introduction

Sleepstation CBTi (NHS) is a web-based programme that delivers digital cognitive behavioural therapy for insomnia (CBT-I) to adults. It uses assessment questionnaires, a structured 7-day sleep review using diaries, weekly treatment sessions, progress tracking and secure messaging support.

**Important:** Sleepstation CBTi (NHS) is not an emergency service. It does not replace assessment and care from your GP or healthcare team.

## 2. Intended purpose

### **Intended purpose (NHS medical device version):**

To deliver digital cognitive behavioural therapy for insomnia (CBT-I) to adult users (18+) for the improvement of insomnia symptoms and the treatment of Insomnia Disorder. The software provides structured, human-supported digital treatment to improve sleep patterns and sleep quality, to reduce insomnia symptoms (including fatigue, cognitive impairment, and reduced daytime functioning) and promote long-term self-management.

### **Who this IFU applies to:**

This IFU applies to users accessing Sleepstation CBTi under an NHS-commissioned pathway (including self-referral routes where access is provided under an NHS contract).

## 3. Benefits of Sleepstation CBTi

Sleepstation CBTi is intended to help users:

- **Improve sleep patterns and sleep quality**
- **Reduce insomnia symptoms**, including fatigue and reduced daytime functioning
- **Learn practical cognitive and behavioural techniques** to support long-term self-management
- **Learn about insomnia and sleep regulation** through structured education and practical guidance
- **Apply CBT-I strategies consistently**, using step-by-step weekly sessions and daily prompts
- **Implement changes more effectively with support**, by using secure messaging to ask questions, troubleshoot difficulties, and get encouragement
- **Feel supported during treatment**, with access to a trained support team throughout the programme, helping users feel less alone in managing sleep difficulties

- **Track progress over time**, using sleep diaries and progress charts to understand patterns and changes.

**Note:** Individual results vary and depend on engagement with programme activities (especially diary completion and applying the weekly techniques).

## 4. Who should and shouldn't use Sleepstation CBTi

### Who should use Sleepstation CBTi (NHS)

Sleepstation CBTi may be suitable if you:

- Are aged 18 or over
- Have sleep difficulties consistent with insomnia symptoms or have been diagnosed with Insomnia Disorder
- Can access the internet and use a smartphone, tablet or computer regularly
- Can complete daily sleep diaries during the review and treatment phases of the programme
- Are willing to make behavioural changes recommended by the programme.

Sleepstation CBTi is currently available in English only. Users must be able to read and understand written English sufficiently to complete questionnaires, follow written guidance, and use secure messaging safely.

### Who should not use Sleepstation CBTi (or should seek clinical advice first)

Some CBT-I techniques (including changes to sleep scheduling) may temporarily increase sleepiness or affect mood in some individuals. Because Sleepstation CBTi is delivered remotely via software and does not replace medical care, it may not be suitable for everyone.

Sleepstation CBTi (NHS) is not intended for use in individuals with:

- A history of epilepsy or seizures
- Bipolar disorder with previous manic episode
- Schizophrenia, schizoaffective disorder, or previous psychotic episode

These conditions may increase the risk of adverse effects when using behavioural sleep scheduling techniques without specialist supervision.

Sleepstation CBTi is not intended for use if you have a severe or unstable mental health condition that is not currently managed, or where symptoms are associated with significant risk. If unsure, seek clinical advice before starting.

Sleepstation CBTi is not suitable if you:

- Are under 18
- Are unable to use a computer/smartphone and access the internet daily
- Are at high risk of falls
- Are currently detoxing from drugs or alcohol

Sleepstation CBTi is not intended for use in individuals with active suicidal thoughts or behaviour. If you are experiencing suicidal thoughts, seek urgent help via your usual NHS route.

### **Who should seek clinical advice first (or may be less likely to benefit)**

Sleepstation CBTi may be less suitable, or may require additional clinical advice/optimisation first, if:

- You have another sleep disorder (e.g. restless legs syndrome) which is not fully managed
- A circadian rhythm sleep-wake disorder is the primary cause of insomnia
- You frequently switch between day and night shifts
- You have PTSD (symptoms may temporarily worsen during early sleep scheduling)
- You are currently following a course of CBT elsewhere (it is usually best to complete this first)
- You are pregnant, particularly if you have pregnancy-related complications

Individuals whose role involves safety-critical responsibilities should seek clinical advice before starting sleep scheduling techniques.

If you are unsure, use in-platform secure messaging to ask for guidance, and/or speak to your NHS referrer.

## 5. Safety information and warnings

### Safety information

- Temporary increased sleepiness is common during the early weeks of CBT-I, if techniques that change sleep timing are tried.
- If excessive daytime sleepiness persists, this may indicate another sleep disorder or medical condition. Seek clinical advice.
- Sleepstation does not provide advice about medication. Do not make changes to prescribed medication without speaking to a clinician.

### Warnings for safety-critical activities

Do not drive, operate machinery, or undertake safety-critical work if you feel too sleepy to do so safely.

### Night-time safety (getting out of bed)

Some programme techniques may recommend getting out of bed if you can't sleep. If getting up at night is difficult or could be unsafe for you for any reason (for example falls risk, dizziness, mobility problems, caring responsibilities, or an unsafe home environment), do not follow this instruction until you have discussed safer alternatives via in-platform messaging and/or with your healthcare team.

### Sleepstation is not a crisis service

Sleepstation CBTi does not include crisis or emergency support. If you are in crisis or need urgent help, use your usual NHS urgent and emergency routes.

## 6. Side effects and unwanted symptoms

Some users experience short-term unwanted symptoms, particularly in early weeks, such as:

- Daytime sleepiness or fatigue
- Irritability or reduced concentration
- Reduced motivation
- Temporary increase in worry about sleep

- Headaches or dizziness (less common)

If symptoms are severe, persistent, or create a safety risk for you, pause the programme and seek clinical advice.

## **7. Additional resources for insomnia**

If you want more information, Sleepstation provides a library of sleep education and self-help resources within the platform (including guidance on insomnia and sleep habits). You may also find trusted NHS patient information about insomnia and sleep helpful. If you are concerned about your health or symptoms, contact your GP or healthcare team.

## **8. What is Sleepstation CBTi?**

Sleepstation CBTi is a structured digital CBT-I programme delivered via a secure web platform. Before Sleepstation CBTi is offered, all users must complete an online suitability assessment which includes:

- Initial screening questionnaires
- A structured 7-day sleep diary review and a report with guidance on next steps

If suitable, you'll be offered access to the CBT-I programme which includes:

- A weekly session-based sleep improvement plan with daily diaries and progress charts
- Guidance and education to support the core CBT-I techniques, including sleep scheduling (a key part of the programme that involves adjusting time in bed, sometimes referred to as sleep restriction therapy or sleep compression).
- Depending on your needs, the programme may also include support with keeping a consistent sleep routine, stimulus control strategies (linking the bed with sleep), managing unhelpful thoughts about sleep, and relaxation or wind-down approaches.
- Secure messaging support, including proactive check-ins from the support team.

The programme is delivered as software-based treatment with human support. It is not a clinical appointment or consultation service.

## 9. Recommended use

For best results:

- Complete the initial questionnaires promptly after registration
  - Complete the full 7-day sleep review diaries as instructed
  - During the programme, complete sleep diaries daily (ideally each morning)
  - Work through weekly sessions as they become available and apply techniques consistently between sessions
  - Use secure messaging early if you are struggling, worried about sleepiness, or unsure how to apply the recommendations provided in your weekly sessions.
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## 10. User instructions

### Step 1: Account set-up

Create your account and sign in through your web browser.

### Step 2: Initial assessment

Complete the onboarding questionnaires about your sleep, personal circumstances, general health and wellbeing.

### Step 3: Secure messaging support

You can message the support team via secure messaging. The support team may also message you proactively with guidance and encouragement.

### Step 4: 7-day sleep review (sleep diaries)

Complete seven consecutive sleep diaries. Diary data is reviewed and analysed, and you receive a report with guidance on next steps.

### Step 5: Sleep improvement programme (if suitable)

If the review indicates the programme is appropriate, you are enrolled. During the programme:

- You continue daily sleep diaries
- A sleep improvement plan will be recommended to you - tailored to your needs. Each week, you'll get a new advice session with step-by-step guidance (all delivered online through your Sleepstation account). Sessions aren't delivered at a set time, you can work through them whenever it suits you.
- You'll follow a sleep schedule
- You can view progress charts and tools
- You can access a wide-range of self-help tools and resources
- You can use secure messaging throughout, and may receive proactive check-ins.

## 11. Getting support

Support for using the platform and following the programme is available via in-platform secure messaging. Use messaging if you:

- Are unsure how to complete diaries
- Are finding changes difficult to implement
- Need to discuss adaptations to suit your personal circumstances
- Are experiencing increased sleepiness, distress, or safety concerns
- Need encouragement, support or help staying on track.

You can also contact our customer service team by telephone for general advice about the programme.

## 12. Compatible devices and access requirements

You need:

- A smartphone, tablet, laptop, or desktop computer (this can be a shared device, e.g. a library computer, if you don't have your own)
- A reliable internet connection

- A modern up-to-date web browser
- Ability to access the platform regularly (daily diaries are part of the programme).

## **13. Privacy, security and account protection**

Sleepstation CBTi contains personal information. Protect your privacy by:

- Using a strong password
- Switching on two-factor authentication
- Logging out if using a shared device
- Keeping your device protected (for example with a passcode).

## **14. Reporting problems and serious incidents**

If you experience a technical problem, contact the team via in-platform secure messaging or contact our customer service team by calling 0333 800 9404.

If you believe the software contributed to a serious deterioration in health, serious injury, or other serious incident:

- Stop using the programme if it is safe to do so
- Seek clinical advice via your usual NHS route
- Notify the Sleepstation team via in-platform secure messaging as soon as possible.
- You can also report serious incidents to the MHRA via the Yellow Card scheme (you can do this yourself, or ask a healthcare professional to report on your behalf)



## **Document control**

Version: 2.2. Effective: 10 February 2026

Manufacturer: Born Digital Health Ltd (trading as Sleepstation)

Device name: Sleepstation CBTi

Software type: Web-based software (browser accessed)

Language: English (UK)