**All Supporting Excerpts for Each Theme and Subtheme**

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| **Theme** | **Subtheme** | **Supporting Excerpt** |
| Perceived treatment benefits | “I felt enjoyment”: Overall positive experience | *-* P06*: I felt enjoyment. Yeah, 'cause it was fun.**-* P06*: ...lots of really different fun games.**-* P21*: I thoroughly enjoyed it and I found it helpful.*- P02: *Uhm. It's a break from other things in the ward.**-* P10*: Having engagement and something to do like standing appointment every, every few days. I enjoyed that.**-* P11*: It just felt like a good, good, you know, good use of my time.* |
|  | “More capability than I was realising”: Improving cognition and metacognition | *-* P12: It helped me to… look at my thinking… and my thinking patterns.*-* P28*: Help me the most was um, looking through the task that I did. And thinking about what I can improve on.**-* P10*: I learned through doing the therapy that I have more capability than I was realising.**-* P24*: ...the therapy was to improve and develop my cognitive function... Skills... And also my memory and concentration skills... And... I think... All three of them have developed.* |
|  | “Drawing those parallels”: Strategy use | *-* P06*: ...We would do a game and then we'd talk about the strategy that it could apply to in life and it was really nice drawing those parallels.* *-* P11*: The most useful thing was... ...it explicitly shows exactly what strategies I use and also, uh, whether they're effective or not.**-* P17*: Techniques of how to remember things that are organising, writing stuff down, using the telephone more often...**-* P10*: Umm. I didn't like that I had to... ...you know before you do a task you can pick from a list of… approaches…* |
|  | “Now, I’ve started”: Help with goals | *-* P06*: Uhm one of my goals in CRT was just to have a job interview but with my… I actually did a job interview and got the job.**-* P08*: I think the CRT has given me building blocks and tools to be able to deliver my deliverables at work, basically, yeah.*- P12: *Yeah, ‘cause I've started to go out now, before I wasn't going out at all. Now, I’ve started to go out.**-* P10*: I feel like I have other issues that can't really be dealt with through doing the CRT, although it was useful and I found it helpful.* |
|  | “How to work the computer”: Improve technology skills | *-* IN*: … what is the most important learning point that you'll take away from his experience?* P04: *Um, how to work the computer and how to answer questionnaires on the computer.**-* P06*: … I expanded my horizons with with technology a little bit.* |
| Remote versus in-person | “Greater flexibility”: Remote advantages and preference | *-* P08*: I think it's just the greater flexibility of being able to fit it across school schedule, timetable and your commitments really.**-* P10*: I feel like having um… somebody there in the room with me would have made me feel a little bit of pressure. I would have been worrying about other things instead of just, you know, the task and the talking.**- P17*: *The advantages? You don't have to go somewhere, you can do it from the comfort of your own home sometime.**-* P24*: I think there's a heightened level of concentration... ... I'd say it's much more appropriate than face to face.* |
|  | “Body language”: In-person advantages and preference | *-* P12*: Um… You can read body language and, eye contact… and… stuff like that.**-* P14*: Face to face is better.* *-* P02*: The therapist with me. Rather than on the screen.* |
|  | “I feel like it depends”: Individualistic suitability and preferences | - P11*: I don't know whether it would be good to do it u, can you say like fifty-fifty ...**-* P08*: I feel like it depends on your circumstances, and what your preferences are. That's my honest answer.**-* T02*: ... I think certain cohorts would be much easier to deliver online and certain cohorts would be much easier to deliver face to face.* |
|  | “But at the same time”: Misalignment between personal preference and best format | *-* P21*: I think it would be better if it were face to face.* --- Later in the interview ---P21*: ...I'd probably prefer to have it remotely.* *-* IN: *So do you think that this therapy would be better, worse, or the same if it was conducted face to face?* P12*: Probably better.* --- Later in the interview ---P12*: Umm. Well, on the computer, I wouldn't feel intimidated by another person being there. Umm… watching over me.**-* P15*: I think it would be better because um I've done therapy with [Other Personal Therapist] face to face and it helps because you will see the expression on, on one's face. Then you'll have the confidence and relax to do the therapy.* --- Later in the interview ---P15*: …Um, but at the same time, now we're living in a world of technology so... That works well as well.**-* IN*: Yeah, so do you think that this therapy will be better, worse, or the same if conducted face to face?* P28*: It could be better.* --- Later in the interview --- IN*: OK. And so considering the advantages and disadvantages we've mentioned, if you could choose, would you prefer to have this therapy remotely or face to face?* P28*: Remotely.**-* IN*: Um, so do you think that it would be better, worse or the same if it was conducted face to face?* P34*: Better*. --- Later in the interview --- IN: *And so thinking about the good and the bad of doing it on the computer and doing it in person, if you could choose, would you rather do it remotely or in person?* P34*: I'd do it remotely.* |
| The therapist's role | “Really supportive”: Multi-faceted support | *-* P08*: Oh yeah, my therapist was really, really good. She was- she was um, really flexible with my timetable. We discussed homework on time, so she was on top of everything, and she was really supportive in terms of things going on in my work situation, she was really supportive.**-* P10*: She was supportive and she validated me and stuff and encouraged me. That was helpful.**-* P11*: Yeah, I think in the way that I just said the one where, in helping me think about what I could do in a real-life situation. In terms of setting a strategy to you know, to solve a particular problem.* |
|  | “Insights that I didn’t see myself”: Facilitate metacognition | *-* P10*: It wasn't difficult to talk to her and I was able to get insights that I didn't see myself.**-* P02*: Umm. She made me think about… Why and how I've made decisions.**-* P27*: When I reached a sort of dead end in in my perspective on things, just just... Um prodding me to sort of see... more...* |
|  | “Safe and secure”: Create safety and self-assuredness | *-* P06*: Um, [Therapist] was really strong and very good at what she did and made me feel, you know, feel sort of safe and secure...**-* P32*: I would like I would be rushing, panicking and then she was talking to me on the phone throughout and I find that really helpful. So I'll just like a big calm calm.**-* P24*: ...most importantly, just the participant knowing that there's somebody there... To assist them throughout. I think it brings more comfort and... Confidence.* |
|  | “Knows what they’re doing”: Importance of expertise | *-* P08*: Cause… there are things that you wouldn't spot, if- if someone wasn't a qualified therapist, there were things that they wouldn't spot...**-* P13*: I think a therapist that's there knows what they're doing, they know what to say, they know how to answer someone's question. So yeah, it's important.**-* P25*: I think a therapist might be needed because they might understand what you're going through.* |
|  | “A therapist needs to be there”: Essential to therapy | *-* P06*: Oh no, that would be horrible. Absolutely not. That would completely dehumanise you. Yeah, I don't like that.**-* P13: *A therapist needs to be there.**-* P17*: Um... Depends on the person.* *-* P27*: I would not have gained so much had I just had this virtual... Thing to do myself, a package you know, go online and do this. I think... Not having the support would have made it daunting... And... Not as enriching.**-* P34*: Can be, but I'd still like the therapist, like someone to show you you're doing it right.**-* P38*: Absolutely. I mean, obviously I could have got through it, um, by myself, but um, the support, they definitely did sort of add a different element to it, it felt like... It was sort of therapy as opposed to just being like, dealing with the computer.* |
| How could it be better? | “Some exercises are a bit, erm...”: Unbalanced challenge and difficulty | *-* P25*: I just like how it was challenging me each time really. IN: Ok so you like the challenge of it? P25: Yeah.* *-* P15*: Some exercises are a bit erm, difficult to concentrate, so... I won't say I dislike them, but umm, they were too hard.**-* P22*: Yeah there was a point which it got too difficult.**-* P10*: Uhm, I sometimes get a bit bored. I don't know if I did it enough to increase the difficulty of it though, a lot of it was quite easy. And it, it wasn't challenging.* |
|  | “Fix it up before the next session”:Attendance barriers | *-* P10*: I suppose my own mood and emotions and stuff and uh my circumstances sometimes make me forget...**-* P16*: Uh, yeah, I had to make uh arrangement with my workplace to get time off twice a week to attend the session. But because it was only half an hour, I was able to do that.**-* P13*: …I wouldn't be able to potentially do it to the best I can because of the, the function of the laptop…**-* P22*: Um, I had to update software in the end to fix the problem, because between the two of us we weren't able figure it out [inaudible] then I had to check it if it needs updated, and then I managed to go up and fix it before the next session.* |
|  | “Maybe there’s a voice”: Unsuitable for active psychosis | *-* P06*: For me, technology is a real sort of part of my psychosis, I feel people are spying on me and people are sort of feeding into my brain with a computer.**-* P08*: Maybe motivation to attend all sessions? Um, and sometimes concentration as well...* *-* P13*: … whenever they're trying to do a task, maybe there's a voice telling them that they "can't do it", or they're "not good enough"... … discourages them and makes them lose confidence ...**-* P08*: … obviously we're taking medication and it's, it's quite tiring sometimes.**-* P32*: ... at least that two days I'll get... Like a break from the voices...* |
|  | “That would be, even better”: Possible improvements | *-* P10*: Maybe if you were able to make it available on smartphones... ...That would be, even better than providing laptops.*- P08: *I think just having a list of your overall strategy. That you use during the CIRCuiTS game, would be helpful…**-* P06*: I think maybe having a taster and sort of realising that it's fine online...**-* P10*: I would have liked to know more about that and be able to... pick... you know, an area and do tasks related to that...**-* P10*: ... have the difficulty increase or maybe even choose a difficulty or something like that.**-* P02*: It was, just went on too long.**-* P12*: Umm… I enjoyed it…. Um, I would have liked to have been able to continue on my own without a therapist.* |

Note: Quotes for each theme are categorised by subthemes. IN=Interviewer; P(Number)=Participant number.