


Providing NHS services

 | Accredited
Service
collective mark



Free, nationwide, NHS commissioned
mental health support for children, young people
and adults



Who are Kooth Digital Health?

Founded in 2001, Kooth is a trusted NHS partner

NHS Local NHS Integrated Care Boards commission us, so that can provide **free** mental health support for **11 - 18 year olds** at **Kooth.com** and **18+** at **Qwell.io**

Our purpose is to build mentally healthier populations, leaving no one behind. We achieve this by providing everyone with safe and effective digital support from their first moment of need

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collective mark

**Accredited
Service**

Kooth is accredited by the leading professional association for members of the counselling professions in the UK
All **our practitioners are real people, not bots**

kooth

We provide immediate support

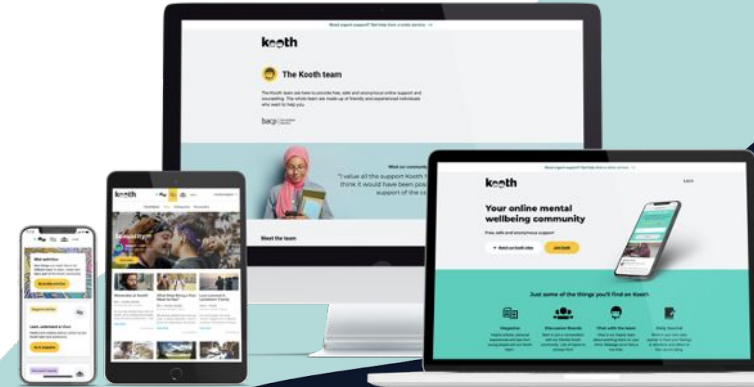
No referral is needed,
there's no waiting list or threshold to meet

Free, 24/7 365 days a year

12pm -10pm, weekdays

6pm - 10pm, weekends

Note: There could be an hour's wait to get a 1-1 chat, and possibly longer during busy periods. Chats with a practitioner are not 24/7

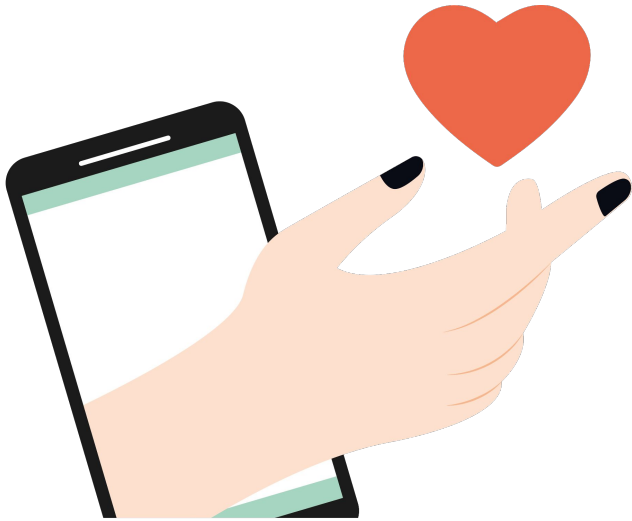


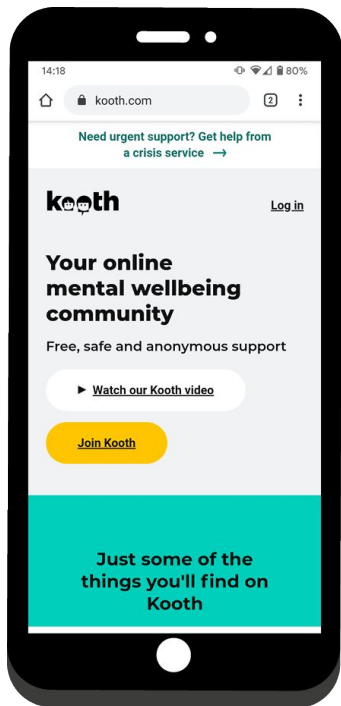
No problem is ever too big or small

If it's on your mind, we're here to help

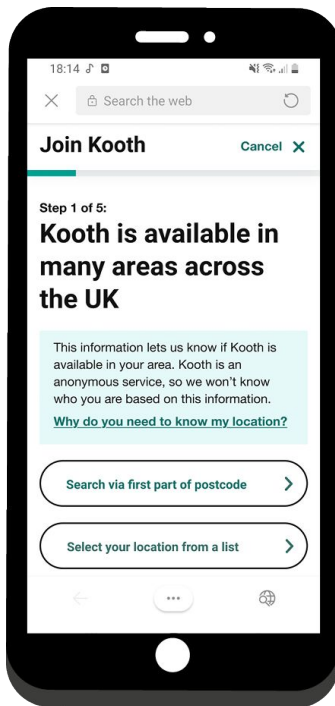
Some of the feelings or difficulties we support with include:

- **Stress**
- **Anxiety**
- **Confidence**
- **Friendships**
- **Exam pressures**
- **Moving schools**
- **Social media**
- **Loneliness**
- **Body image concerns**
- **Anger**
- **Eating difficulties**
- **Relationship issues**
- **Suicidal thoughts**



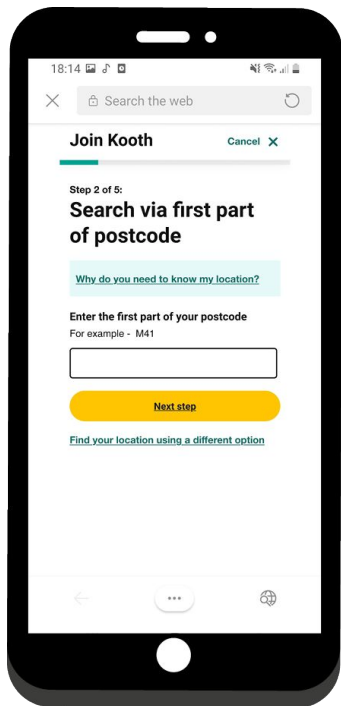


1. Select **Join Kooth**.

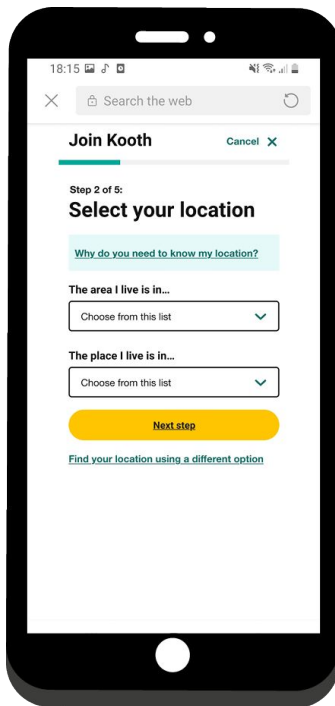


2. Sign up by postcode or select your location from our dropdown list.

How to **sign up**

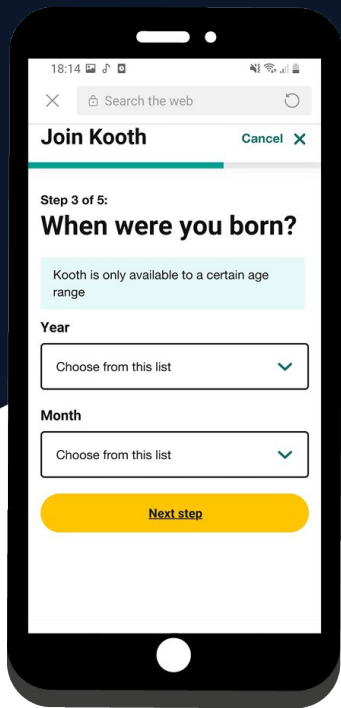


OR

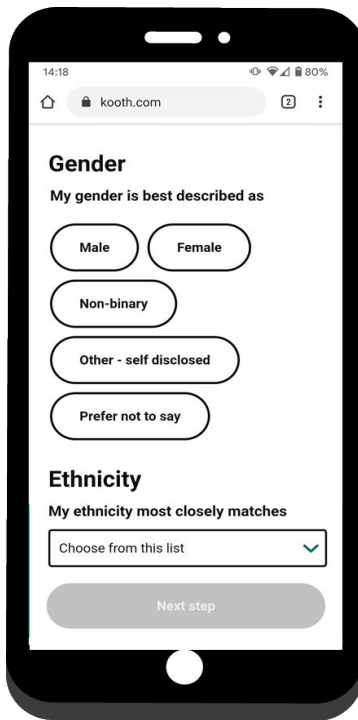


3. Enter the first part of your postcode.

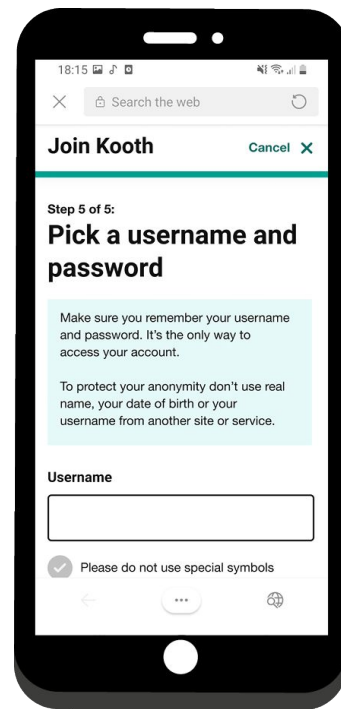
4. Choose your area from the dropdown.



5. Select your month and year of birth.



6. Select your gender and ethnicity.



7. Create an **anonymous (not your real name)** username and secure password.

Our range of support options gives
people **control over the support**
they choose,
when they want it

Kooth provides 365 & 24/7 access

Anonymous Users

Our users remain anonymous to protect their privacy, giving them confidence to speak out and access support without the fear of judgement

Therapeutic Choice

We offer a full mental health toolkit - giving our users the opportunity to choose what kind of support works for them, when they need it



Self-help Resources

Community Support

Practitioner Intervention

Goal Setting

Personal goals can be set and monitored in a safe moderated environment

Journal

A private yet simple and effective way to track mood and identify personal triggers

Activities

Our inclusive and accessible mini-activities support in building a range of healthy habits, combined with peer support

Discussion Boards

Our vibrant community interacts with other users via our peer to peer support forums

Magazine & Podcasts

Over 100,000 articles, pre-moderated and 70% user generated

Live Chat

Access to qualified practitioners (real people not bots) through drop-in or pre-arranged online chat

Messaging

If live chat isn't for you, you can message the online team at any time of the day and you will receive a response within 24-48hrs.

Safeguarding: our duty of care

- If someone is considered a risk to themselves or from others, our practitioner will ask for their personal details and their consent to share with external services
- Even if consent is not given, if we hold personal identifying information and our practitioner feels there is a safeguarding issue, then we will still refer, letting them know who we are passing details to and why
- When we feel a person is in danger we collaborate with emergency services



Safeguarding: our duty of care

- Where we don't have identifiable information, we work with the person to reduce risk and develop a safety plan, whilst attempting to understand and address the barriers to accessing other services. We'll also provide psychoeducation and signpost them to other relevant services
- We believe that our anonymity supports effective safeguarding, rather than acting as a barrier, and that someone who is actively choosing to sign up and seek help is taking a really positive step for themselves
- Our users consistently tell us that the anonymity aspect of our service enables them to share things that they wouldn't otherwise tell anyone

Safeguarding online is a balance of:

- Skillful engagement
- Robust clinical governance
- Clear protocols and guidance
- Clear risk management processes
- Seamless interdisciplinary work

Adapting our approach to support people with SEND

- Some people using Kooth or Qwell may have special educational needs or disabilities
- Our practitioners explore with them the different ways we can accommodate their needs in a person-centred and collaborative way
- Kooth follows web accessibility guidelines 2.1 Level AA



How we work alongside
other NHS mental
health services

- Support for those who **wish to remain anonymous**
- Somewhere for them **to connect with others** who have similar experiences
- Help for those on the **CAMHS or NHS Talking Therapies waiting list**
- Help if they **do not meet thresholds** or criteria for other NHS services
- **'Out of hours' support including out of school hours/ holidays** as our practitioners are online until 10pm each night
- Option to **try a 1-1 chat session** without committing to programme of F2F talking therapy

How we can support you to support your community

- Simply suggest young people try **Kooth.com** or adults try **Qwell.io**
- Give out our printed **pocket card or A5 leaflet**
- Put our printed **posters** up on display in public spaces (including backs of toilet doors)
- Promote Kooth and Qwell in your **newsletter, social media and website**
- Use our range of ‘grounding’ or ‘ice breaker’ **mental resilience activity sheets** in youth clubs or with perinatal groups
- Encourage colleagues to attend a **KoothTalks training session**



As your Kooth Engagement Lead I can provide you with **free resources** for Kooth and Qwell

Please email Chloe Symeou with any further queries or for resources csymeou@kooth.com

Thank you

Any questions?

