

NHS
Providing NHS services

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collective mark Service



®

kooth

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

bacp
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**

We provide immediate support

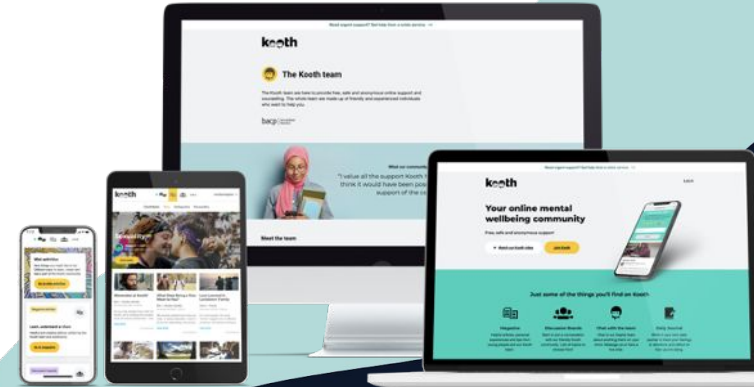
No referral is needed,
there's no waiting list or threshold to meet

Free, 24/7 365 days a year

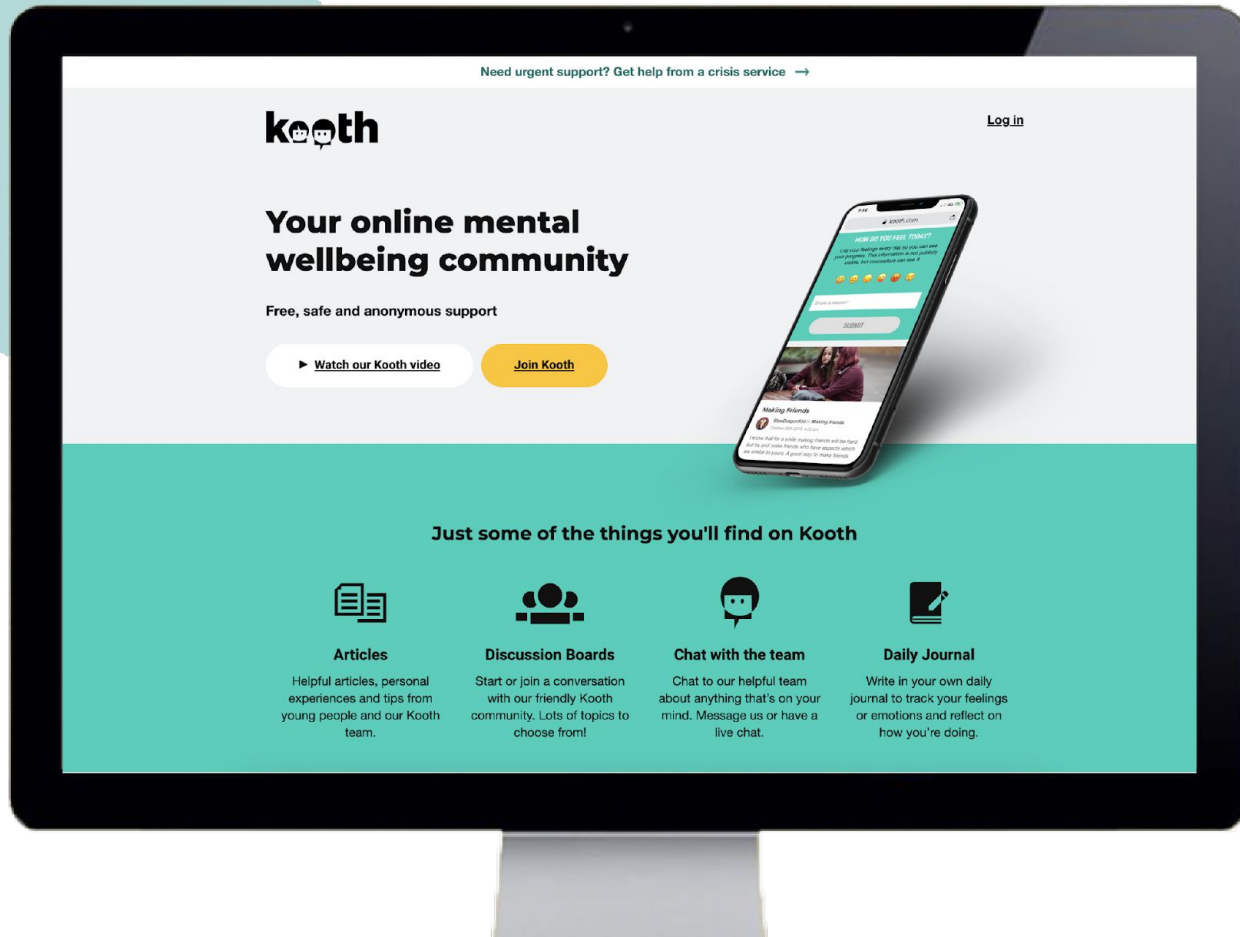
12pm -10pm, weekdays

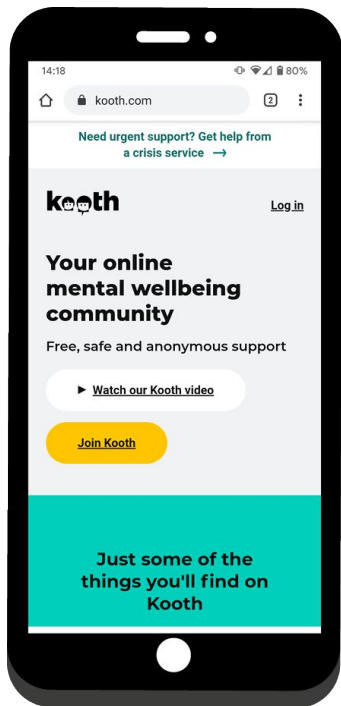
6pm - 10pm, weekends

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

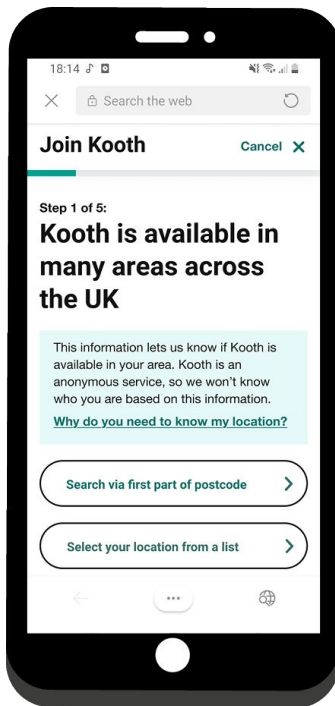


Click on the
'Join Kooth'
button to
get started



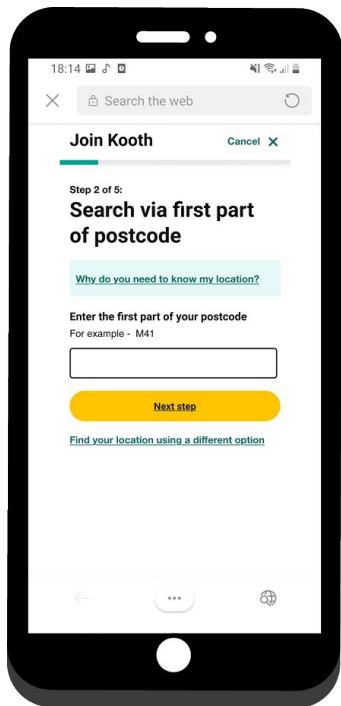


1. Select **Join Kooth**.

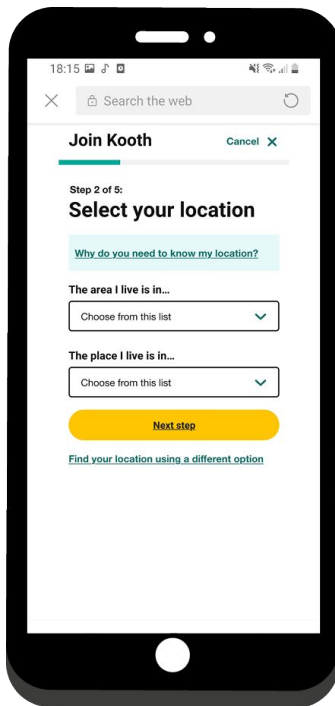


2. Sign up by postcode or select your location from our dropdown list.

How to **sign up**

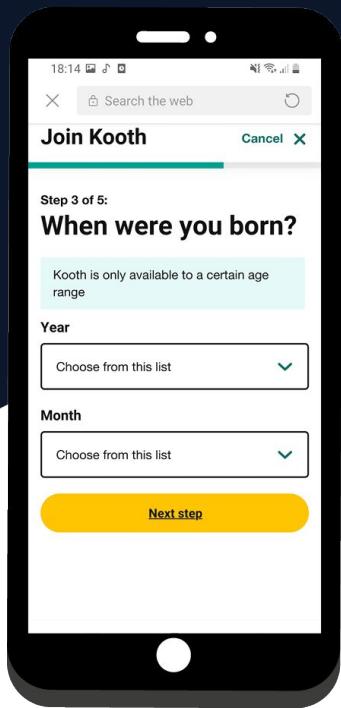


OR

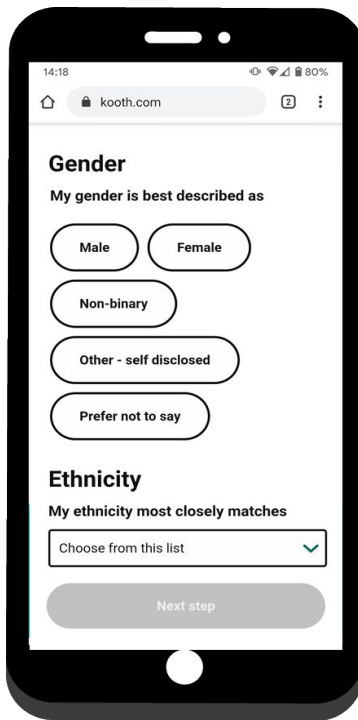


3. Enter the first part of your postcode.

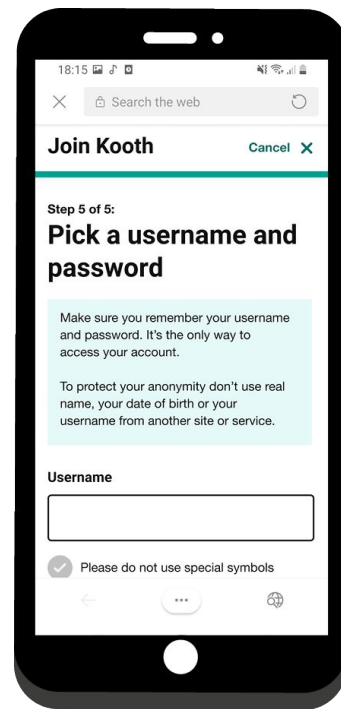
4. Choose your area from the dropdown.



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

We're anonymous

People remain anonymous to protect their privacy, **giving them confidence to speak out and access support without stigma or fear of judgement**

Personal Choice

We offer a full mental health toolkit which gives people the opportunity to choose what kind of support works for them each time they visit



Self-help Resources

Community Support

1-1 support



Personal Choice



Self-help Resources

Community Support

1-1 support

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



Personal Choice



Self-help Resources

Community Support

Activities

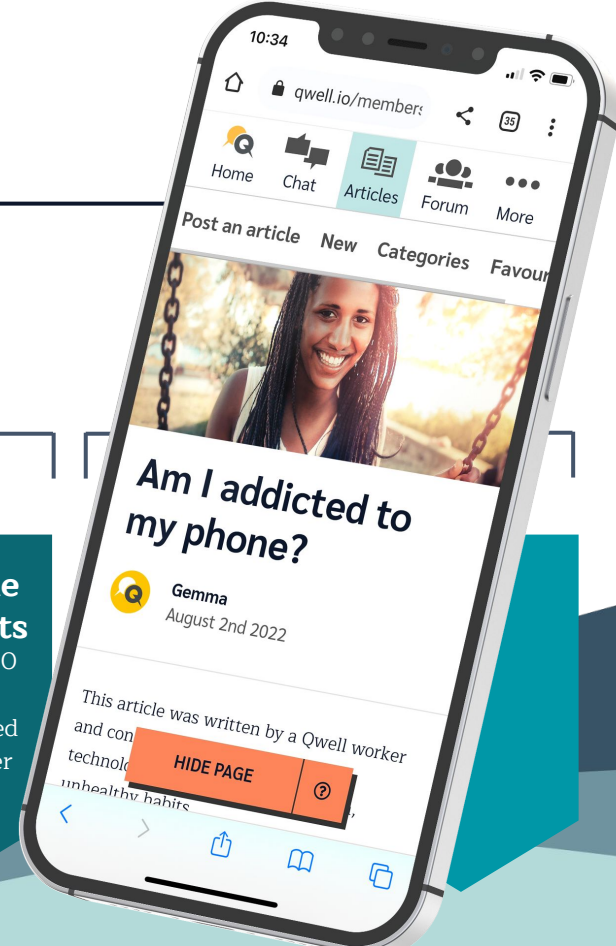
Our inclusive and accessible mini-activities support in building a range of healthy habits, combined with peer support

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



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

Personal Choice



Self-help Resources

Community Support

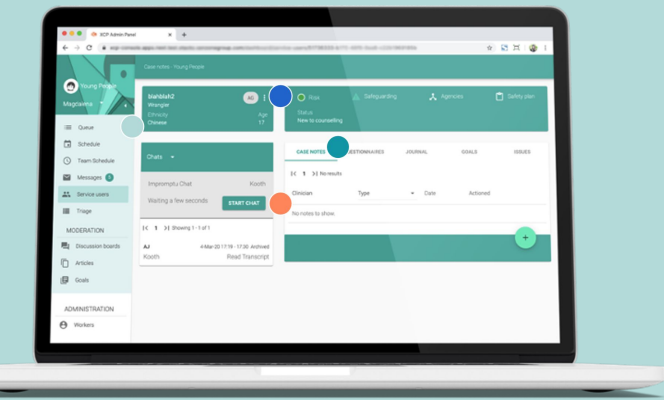
1-1 support

Live Chat

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

Messaging

Message any time of the day and receive a response from a practitioner within 24-48 hrs



**Emotional
Wellbeing
Practitioners**

**Senior
Practitioners**

Counsellors

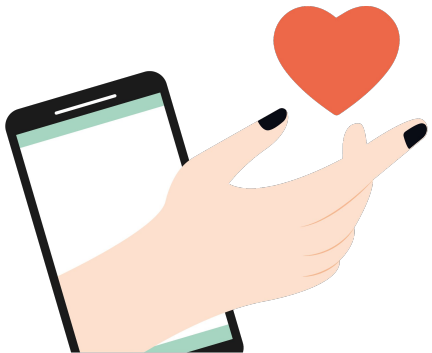


Our mental health practitioners are fully qualified and from a range of professional backgrounds including counselling, mental health nursing, social work and more

Working with Complexity

A number of our service users have complex presentations, or are currently living within difficult contexts or are at high risk of harm from either themselves or others

- Level of need is assessed at registration where **explicit routine enquiry** into past and present self harm, suicidal ideation & intent is embedded
- Kooth follow the standard assessment tool for therapeutic support: **CORE-YP & CORE-10**
- 65% of our users score 25+ which is considered as experiencing '**severe psychological distress**'
- These service users are offered a **named worker** for structured support
- Our 'out of hours' mental health support can **de-escalate risk**
- **Collaboration** with local services where possible is key
- Where needed we **signpost** to additional services



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

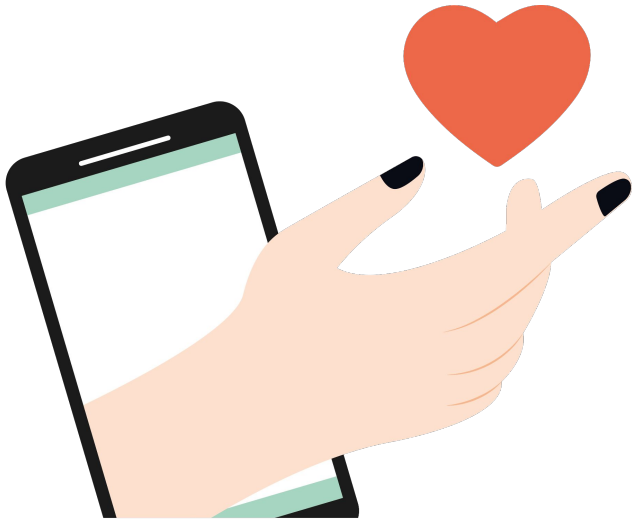
- Support for those who **wish to remain anonymous**
- Somewhere for them **to connect with others** who have similar experiences
- Help for those on the **CAMHS or NHS Talking Therapies waiting list**
- Help if they **do not meet thresholds** or criteria for other NHS services
- **'Out of hours' support 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

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**



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**

In summary

Kooth & Qwell are anonymous-by-default digital platforms,
commissioned by the NHS

We help level up health inequalities by providing instant access to discreet, stigma-free mental health and emotional wellbeing support through any internet-connected device

We support across a spectrum of needs, from prevention to more ongoing, structured support for high risk & severe needs

Access is immediate with no thresholds, no referral requirements, no waiting lists and out of hours service



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

Please email me with any further queries or for resources ncross@kooth.com