

NHS

Providing NHS services

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**Free, nationwide, NHS commissioned
mental health support
for children & young people**





What this session will cover

1. How Kooth works as a mental health service for young people
2. How your child can access our support
3. Keeping young people safe
4. Qwell - free support for you
5. Tips for parents and carers when talking to children about their feelings

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

10 - 25 year olds at **Kooth.com**  **kooth**

and

Adults at **Qwell.io**  **Qwell**



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**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

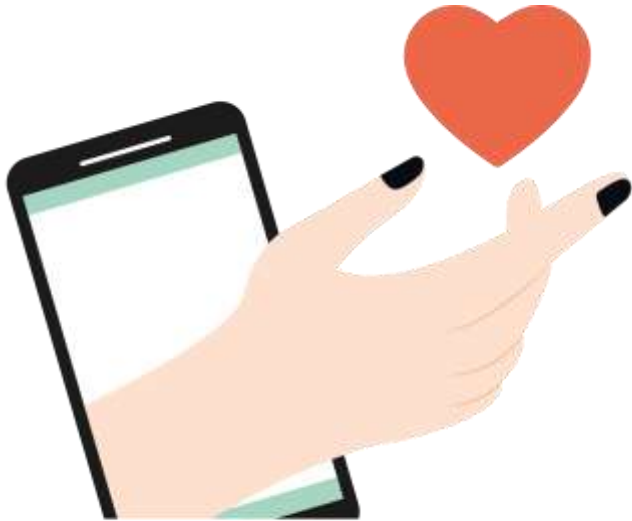
NHS reported that in 2022
18% of 7-16 year olds
in the UK had a probable
mental health problem

No problem is ever too big or small at Kooth

If it's on your child's mind, or 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

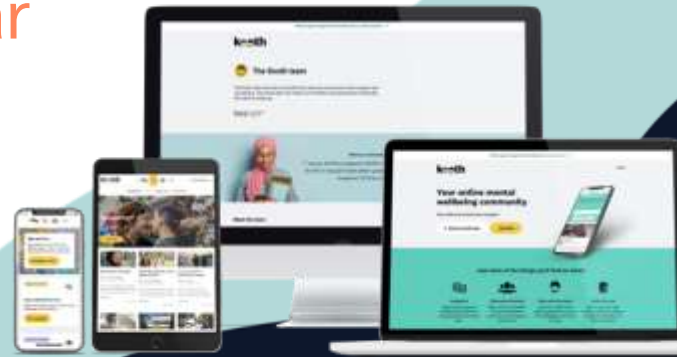


We provide immediate support

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

Free, 24/7 365 days a year

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



Our range of support options gives everyone **control** over the support they choose & when they want it.

Personal Choice



Self-help Resources

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

& Podcasts

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



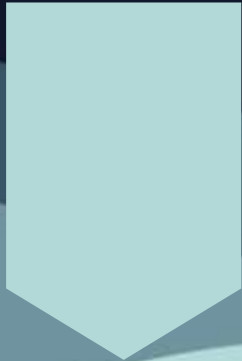
Personal Choice



Self-help Resources

Community Support

1-1 support



Live Chat

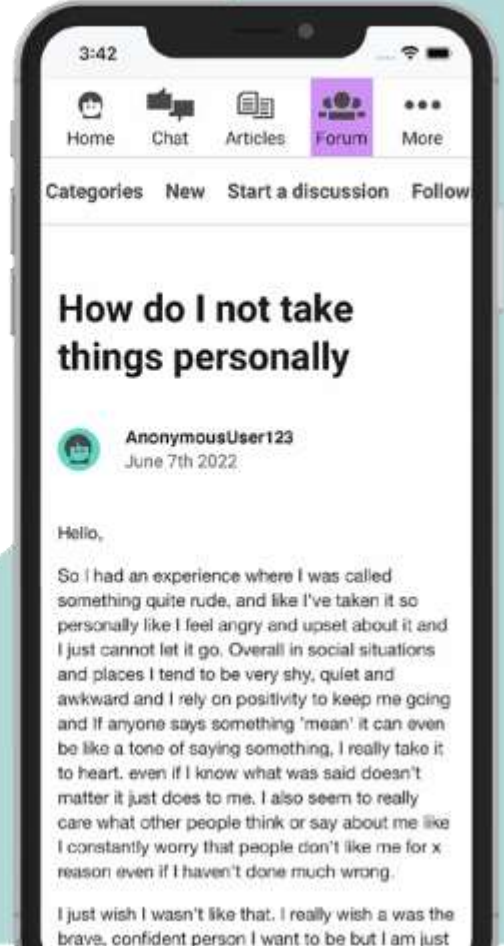
Same day access to qualified practitioners (real people not bots) through drop-in or pre-arranged online chat

Messaging

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

Your child is **safe on Kooth** (and the same for you on Qwell)

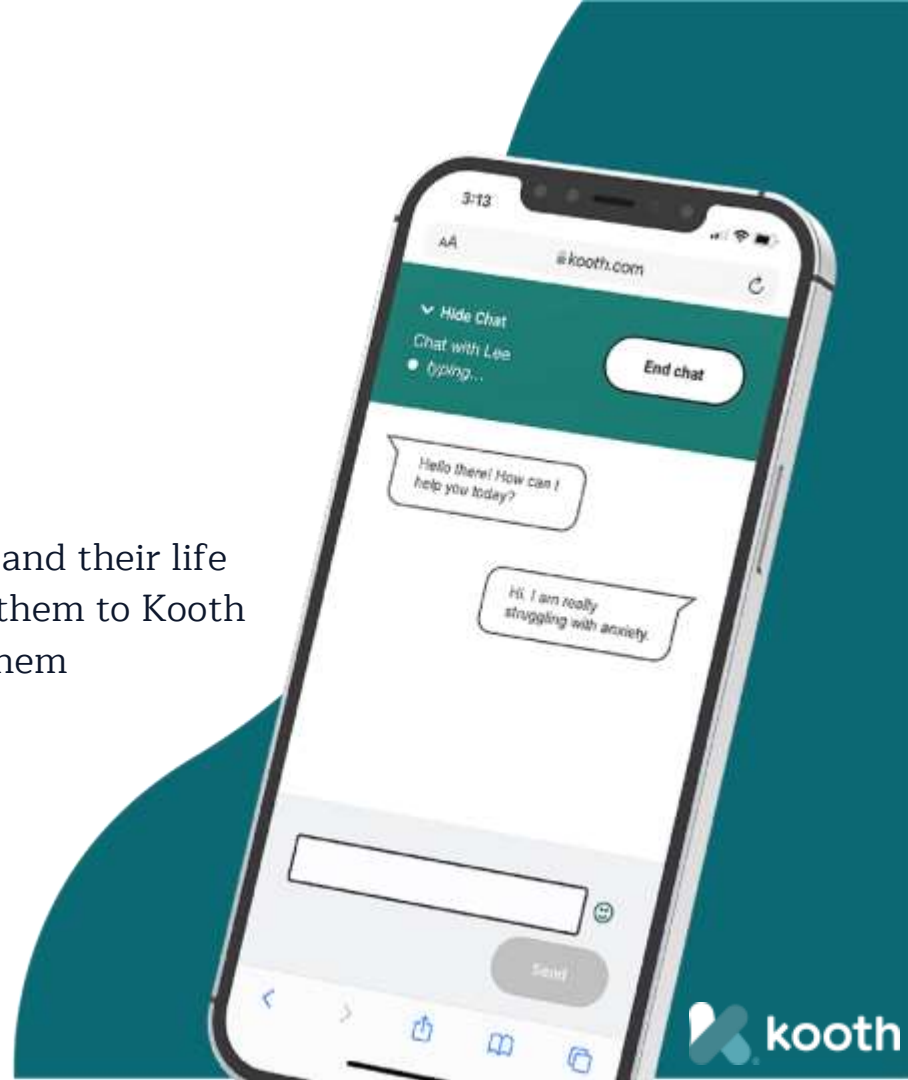
Because our service is **anonymous and fully moderated**, no bullying, trolling or discrimination can occur and no one can exchange phone numbers or private messages



The first chat session

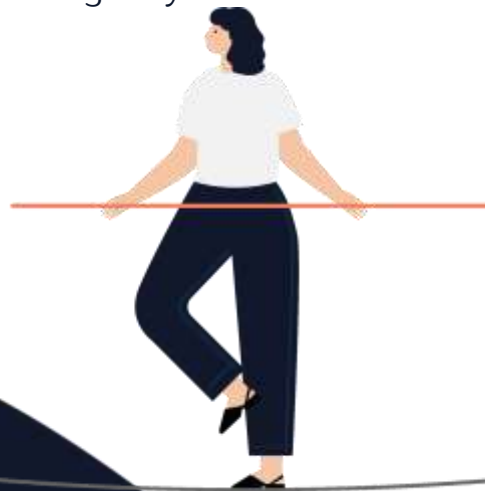
When people first come to chat, we will:

- Listen and talk to understand more about them and their life
- Explore current difficulties and what's brought them to Kooth
- Discuss together the best way we can support them
- During the conversation we assess level of risk



Safeguarding: our duty of care

- If anyone is considered a risk to themselves or from others, our practitioner will develop a safety plan with the young person
- When their safety is a concern, we ask for personal identification information and their consent to share with external services
- If we feel a person is in danger we collaborate with emergency services



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** 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

What prevents young people talking about their mental health?

'I don't want to appear weak'

'I'm nervous about the consequences'

'I'm unsure how to express my emotions'

'I'm fearful I'd be judged'

'I'm too embarrassed'

'I find it hard to trust others'

'I feel too nervous'

Services you can access across GM

<https://www.gmmh.nhs.uk/crisis-care/> links to GMMH crisis services in all boroughs

<https://www.gmmh.nhs.uk/services> details of services in each borough

1-1 online support:

www.Kooth.com for age 10-25

www.Qwell.io for ages 26+

Places to go:

Local A&E mental health crisis team every day although you may have to wait.

Phone numbers:

NHS GMMH Crisis Helpline: 0800 953 0285 <https://www.gmmh.nhs.uk/247-helpline>

Samaritans 24/7 : <https://www.samaritans.org/> ring free 116 123 any time of day or night

Useful website:

<https://hubofhope.co.uk/> - mental health support database listing local, national, peer, community, charity, private & NHS support.



Tips on how you can start a conversation

1. Is the setting right? Is it the best time? Sometimes talking when you're not face to face can feel less intense - perhaps when out walking or in the car together
2. Try starting with a simple *"How are you?"* or *"I've noticed you're a bit down/upset/angry today, do you want to talk?"*
3. Try to ask open questions e.g. *"Tell me what's worrying you about X"* as opposed to *"Is X worrying you?"* which may only get a one word answer
4. Sometimes sharing your own feelings can help e.g. *"My day's been really tough because..."* then ask *"How about you?"*
5. Listen.... and then acknowledge their feelings
6. Ask them what they need from you
7. Even if they don't want to talk now, do make the offer again as it may take 2 or 3 invitations before they open up
8. Suggest visiting [kooth.com](https://www.kooth.com) if they want to speak to someone neutral



Thank you
Any questions?

parents@kooth.com



[Click here for more information about Kooth](#)