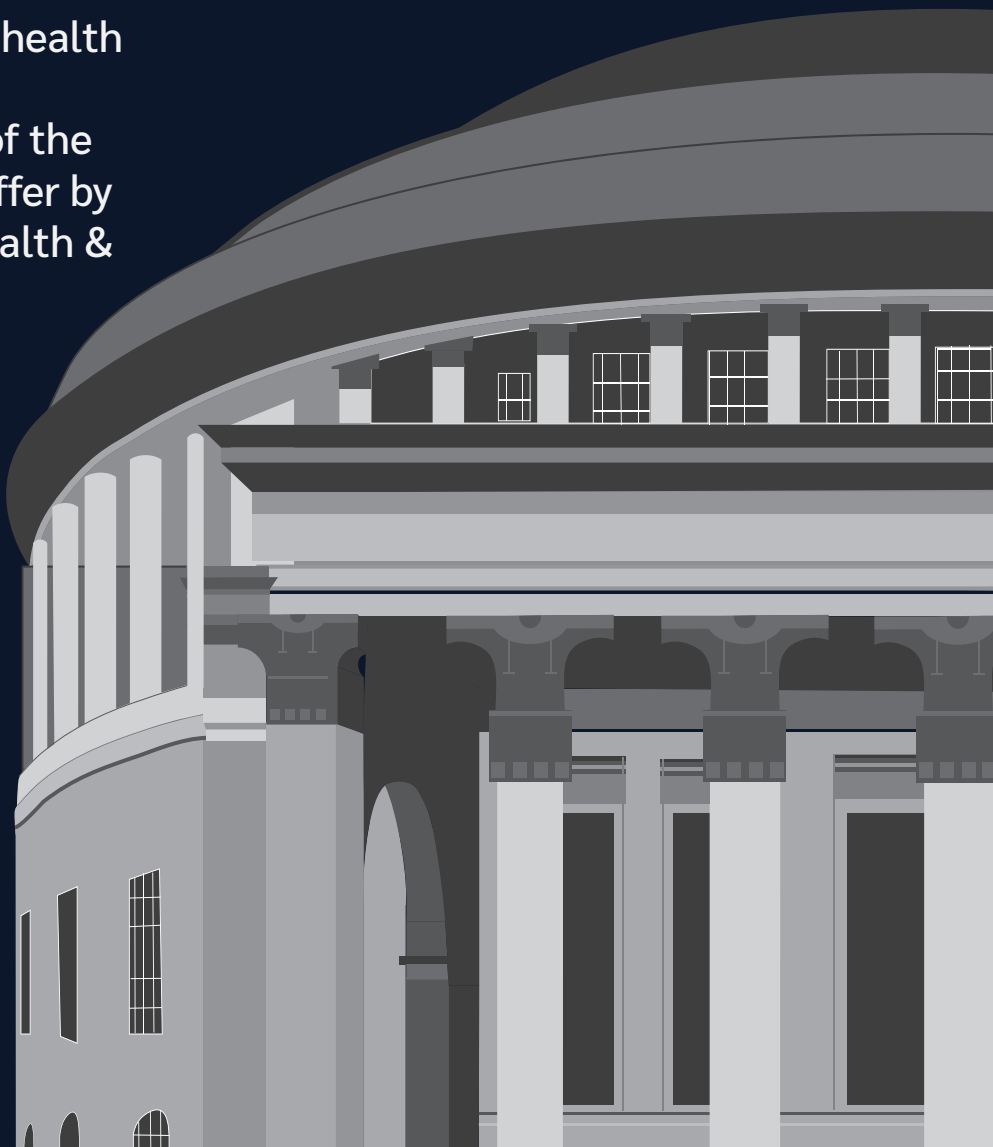


# A Guide to Digital Mental Health for Healthcare Professionals in Greater Manchester

The free online mental health platforms for ages 10+, commissioned as part of the digital mental health offer by Greater Manchester Health & Social Care Partnership

No referrals needed, integrates with CAMHS + IAPT pathways when required.

[koothplc.com](https://koothplc.com)



# Welcome

Welcome to Kooth Digital Health's GP & Healthcare Professionals Information Guide. The aim of this guide is to help GP's and practice managers find out more about our service so that we can help support as many people in the **Greater Manchester** area as possible.

We have filled it with plenty of information, including an overview of the services we offer, the different types of interventions and how we work alongside your current provisions.

## Overview

Kooth and Qwell are digital mental health platforms that focus on improving mental health outcomes through a multitude of therapeutic pathways.

Kooth and Qwell are free, safe and anonymous for the user. These services have already been commissioned by the Greater Manchester Health & Social Care Partnership, so there is no fee to pay, or referral needed to signpost patients or your workforce to our platforms.

**Kooth.com is for 10-25s.** The content of this site is specifically aimed at children and young people.

**Qwell.io is for over 25s.** The content of this site is specifically aimed at the adult population.

Our platforms are suitable for patients who require early intervention to acute care. We are not a crisis service, but we have a robust clinical and safeguarding system that can refer on should a user be deemed as 'red risk'.

# Giving users therapeutic choice

Kooth and Qwell give users the choice between professional support, community support or self help.

## **Live Chat Sessions**

Our team of counsellors are on hand to provide safe and effective support 365 days a year. The sessions are up to 1 hour long and are available on a drop in basis or via booked chats. Drop in sessions focus on intermittent support. Planned or structured sessions occur either over several weeks or over a few months. These sessions target a range of issues at different levels of complexity.

## **Asynchronous Messaging**

Users can send and receive messages to qualified counsellors and emotional wellbeing practitioners. Our message inbox is monitored by our service delivery team, made up of both counsellors and EWP's, where messages are responded to as soon as possible.

## **Magazine / Self Help Articles**

An online magazine with age appropriate, clinically moderated articles written by the Kooth and Qwell content teams. Users are also to contribute their own content and approximately 70% of the content is user generated. Articles can also be commented on to facilitate discussion and peer support. All articles and comments are moderated to ensure they adhere to Kooth's community guidelines.

## **Forums**

Moderated peer-support communities for users to connect and engage in a safe space, and share common experiences. As an anonymous service, some users feel more comfortable to open up and engage in discussions with users who are experiencing similar issues.

# Our Accreditations

Kooth and Qwell are a fully accredited counselling service with the British Association of Counselling and Psychotherapy (BACP). All counsellors receive regular clinical supervision in accordance with BACP guidelines.

For the past two decades, we have worked in tandem with the NHS to improve mental health in England, Wales and Scotland. As a trusted delivery partner of the NHS and with over 21 years of data, Kooth is able to deliver support in line with LTP priorities.

  
Providing NHS Services

 bacp | Accredited Service

## How to talk to a patient about us

You may decide to signpost a patient to Kooth (if they are under 25) or Qwell (if they are over 25) if you feel it's the right choice for them. You may want to start by explaining to the patient the benefits of visiting a digital service. Specifically:

- Patients can access support at anytime, from anywhere.
- Kooth.com and Qwell.io are websites (rather than apps), so they are available on almost any device.
- There is no waiting list for Kooth or Qwell
- There is no referral needed
- Users are anonymous
- Users can choose the therapeutic pathway they are the most comfortable with.

# FAQs

## **Who can use Kooth and Qwell?**

Kooth and Qwell are commissioned for all residents of the Greater Manchester area by NHS Greater Manchester.

We can support people with all 'levels' of presentations, from preventative work, through the mild/moderate, to severe end of difficulties. We acknowledge our limitations and sometimes, especially for those with more severe difficulties, we will work alongside other services, e.g. CAMHS or social services. We can also adjust our 'offer' as someone's presentation changes, e.g. if things worsen or improve.

## **When can patients use Kooth or Qwell?**

Our platforms are available 24 hours a day, 365 days of the year. Our experienced counsellors are available via drop-in or pre-arranged online chat sessions everyday of the year. Sessions are available from noon until 10pm on weekdays and from 6:00pm until 10:00pm on weekends.

## **Do patients need referrals?**

We offer immediate and effective support. There are no referrals or waiting lists to access our services. Another unique aspect of Kooth, is that we are able to work with people who wouldn't yet meet the thresholds for NHS services, in order to prevent them ever doing so.

## **Are our counsellors qualified?**

All our counsellors are accredited (or actively working towards accreditation) by the British Association for Counselling and Psychotherapy or equivalent.

## **Are Kooth and Qwell anonymous?**

Kooth is a completely anonymous service. We can provide a safe and supportive space for those to seek support without fear of judgement. There is no need for family, friends or other professionals to know that your patients are getting help.

## **What can Kooth or Qwell help with?**

Users come to our platforms for a variety of reasons. During the first stage of the COVID-19 pandemic (March-October 2020), our top six presenting issues amongst young people were:

- Anxiety
- Self Harm and Suicidal Thoughts
- Relationship Issues (Family, friends etc)
- Sadness
- Self Worth
- School/College Issues

In addition, we work with service users who have a specific diagnosis, such as an Eating Disorder or Aspergers. Where it is not appropriate or possible to provide a full evidence based service for these individuals, we work alongside other services to provide support in line with evidenced clinical approaches and/or prepare/motivate youngsters for specialist face to face treatment if required.

## **Are Kooth and Qwell confidential?**

Yes, we take confidentiality extremely seriously. Any information we collect will not be shared unless the user is at risk. In these cases, our practitioners will always seek consent before sharing any details so they can refer to the most appropriate services (though sometimes it is necessary to refer on without consent in high risk situations).

# Case Study

Sanaya\* is 13.

Sanaya had issues with her food and her body. Her parents and friends were really worried about her weight and behaviour but they didn't know how to talk to her or where to go for help. One day at school, a Kooth Promotion worker spoke in assembly about her own issues with eating and how Kooth can help. That evening Sanaya logged onto Kooth anonymously from her phone.

She read an article from another user on how her eating disorder made her feel. Sanaya then posted on a forum and the Kooth moderator encouraged her to chat to a counsellor.

The Kooth counsellor worked with Sanaya over 4 sessions to explore feelings of shame or anxieties about accessing help, working within NICE guidelines, the counsellor encouraged Sanaya in the promotion of regular eating and worked with her to explore the function of the eating disorder using a CBT model. This was followed by motivational work to help encourage Sanaya to seek specialist treatment. Sanaya was referred to the local CAMHS service. Sanaya logs on to Kooth to share her stories and participate in forums when she feels she needs a little extra support.

## **Sanaya says:**

“I am really happy today. it's really weird [cus] one moment I was so upset and lonely now I just feel much better. this is because on Kooth I posted a discussion and someone helped me. My counsellor helped me believe in myself. Kooth helps me when I need it and that's made me have hope for the better.”

## **Dr Lynne Green, Chief Clinical Officer says:**

“I'm so pleased for Sanaya that she came to Kooth. Through the anonymous pathway she was able to gain enough trust to reach out. The trusting

therapeutic relationship she has built with the community and her counsellor has meant she has got specialist intervention quickly preventing deteriorating physical and mental symptoms. As a result of the work with Kooth she will be more engaged in her CAMHS treatment and has additional peer support when she needs it. Go Sanaya!”

\*Sanaya is a pseudonym.

## Accessing support

Kooth and Qwell have a variety of materials for professionals to help signpost people to our services. You can find a catalogue of our resources on our resource hub - [promote.kooth.com](https://promote.kooth.com)

Alternatively, please talk to your local engagement leads for Greater Manchester.

### Your Local Engagement Team

[greatermanchester@kooth.com](mailto:greatermanchester@kooth.com)

#### General Enquiries

[contact@kooth.com](mailto:contact@kooth.com)

#### Clinical Enquiries

[clinical@kooth.com](mailto:clinical@kooth.com)

#### Promotional Enquiries

[marketing@kooth.com](mailto:marketing@kooth.com)

#### Safeguarding Enquiries

[safeguarding@kooth.com](mailto:safeguarding@kooth.com)



# Creating a more mentally healthy Greater Manchester.

Fact: Manchester is the birthplace of Kooth, having started in 2004 as one of the world's first digital mental health providers.

**Koothplc.com**

© Kooth Digital Health, 2022

