



**North West London**  
Clinical Commissioning Group

North Kensington Recovery



# **North Kensington Health & Wellbeing Network**

**22<sup>nd</sup> July 2021, 10:00 – 11:30**

# Meeting ground rules



We have put together some ground rules in order to run this online meeting:

- Please mute your microphone throughout the meeting unless you have been asked to speak.
- This meeting will be recorded. The recording will be for note taking purposes only. Please let us know if you have any concerns with this.
- Please write your name and organisation in the chat window.
- If you would like to ask a question during a presentation please write this in the 'chat' window.
- If you would like to speak, use the 'raise your hand' button or write HAND in the 'chat' window and someone will let you know when you can speak.
- Please let us know if you have questions about any of the above.

# Agenda

**10:00** *Welcome, agenda, and ground rules*

**10:10** *Health Coach Skills Training (Kaye Burnett, Health Coach Academy)*

**10:35** *Kooth Services (Michael Stones, Kooth)*

**10:50** *Poll results: NK H&W Forum going forward Breakout rooms (10 mins)*

**11:05** *Family Model (Kalwant Sahota, NWLCCG)*

**11:20** *Community updates: Resilience session 30th September*

# Health Coaching Skills Training

Rabiaa Dadou

Health and Social Care Assistant

<https://www.youtube.com/watch?v=FtMZqymeu7E>



# Face to Face + On-line



# Real life + Accessible



- Person-centred
- ‘What matters to me’
- Real life examples
- Lived experiences
- Case studies

# Accredited



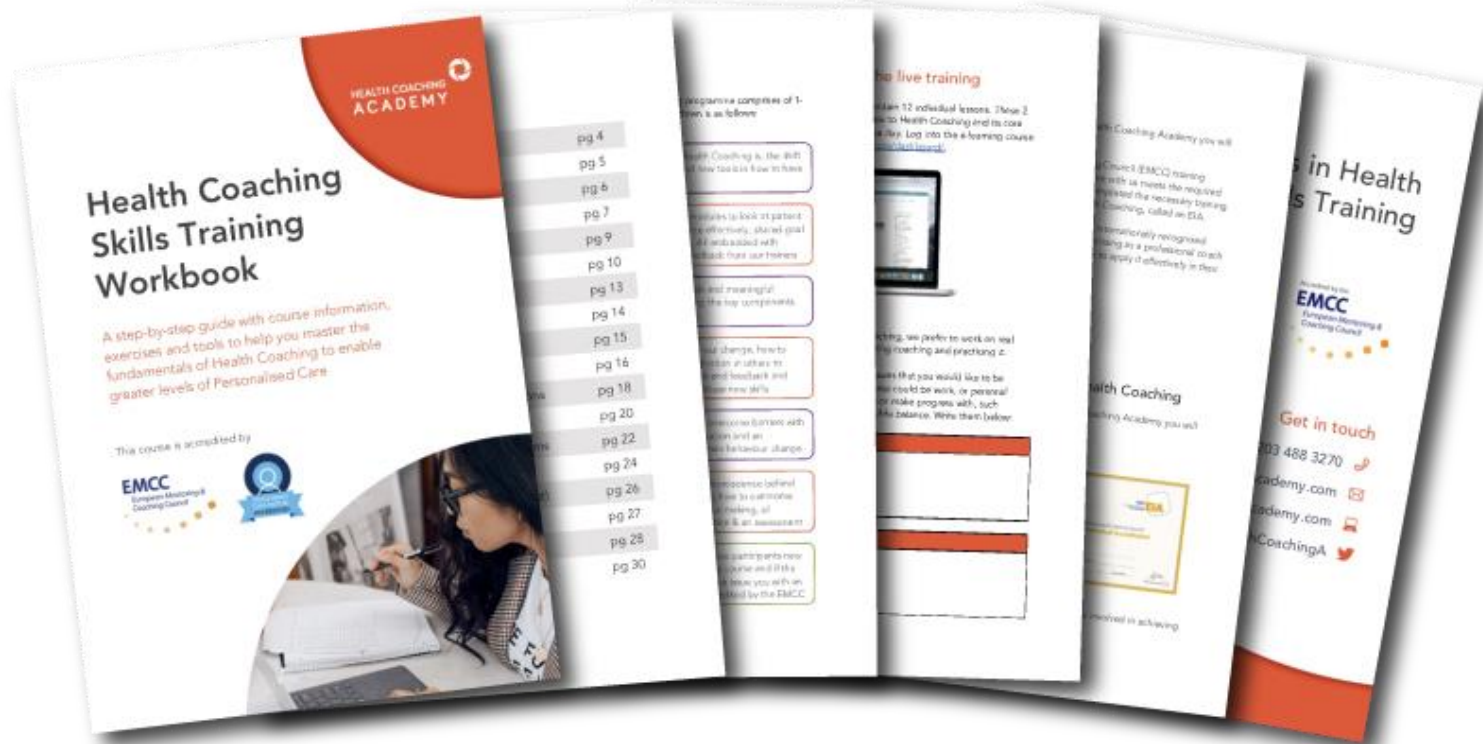
# Health Coaching Skills Training

Blessings Ncube  
Senior Case Manager - Integrated Care Team Grenfell  
<https://www.youtube.com/watch?v=tjqjHu-kNH8>

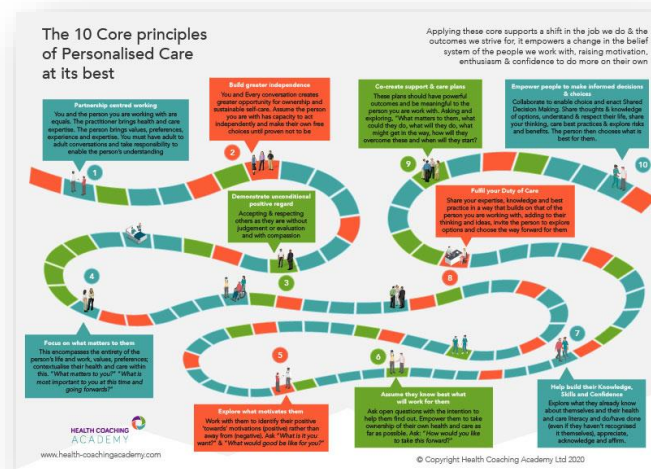
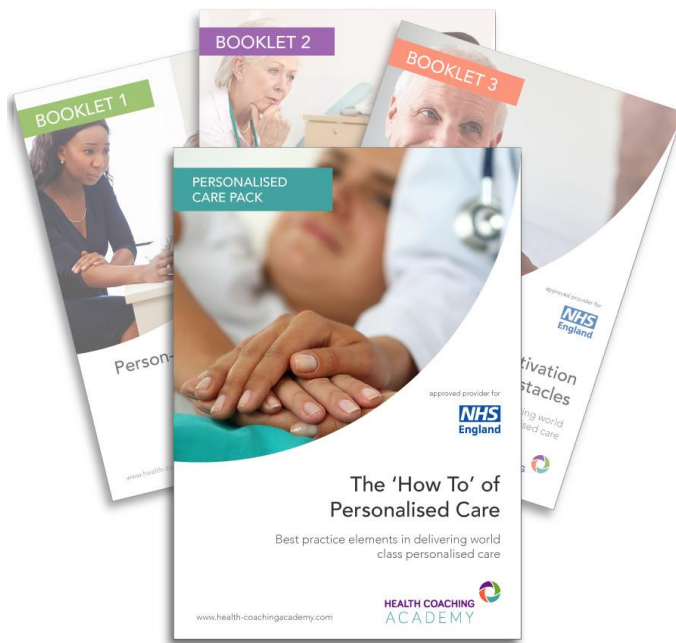




# Step-by-step workbook



# Free Toolkit – ‘How to guide...’



# Health Coaching Skills Training

Glynis Nathan  
Community Champion

<https://www.youtube.com/watch?v=xmf4ot0AWQs>



# Excellent feedback from everyone we have worked with

“Patients have genuinely seemed happier – we have better relationships”

**100%**

said Health Coaching enabled them to influence patient's **motivation to change**

“When I use these methods I feel calmer, less stressed.”

**100%**

said Health Coaching enabled them to build their patient's **confidence to change**

“My conversations are richer, and more productive, and surprisingly require less work on my part!”

**97%**

said the course introduced them to new coaching models they now **use everyday**

“It has given patients more ownership.... making them feel empowered.”

The image features the Kooth logo centered within a large, teal, rounded speech bubble. The word "kooth" is written in a white, lowercase, sans-serif font. The two 'o's are replaced by white speech bubble icons with teal outlines and two dots inside. The background is white and decorated with several teal circular icons: a speech bubble with a star, a speech bubble with a checkmark, and a speech bubble with a person's head. A teal and white striped shape is positioned behind the top-left edge of the main speech bubble.

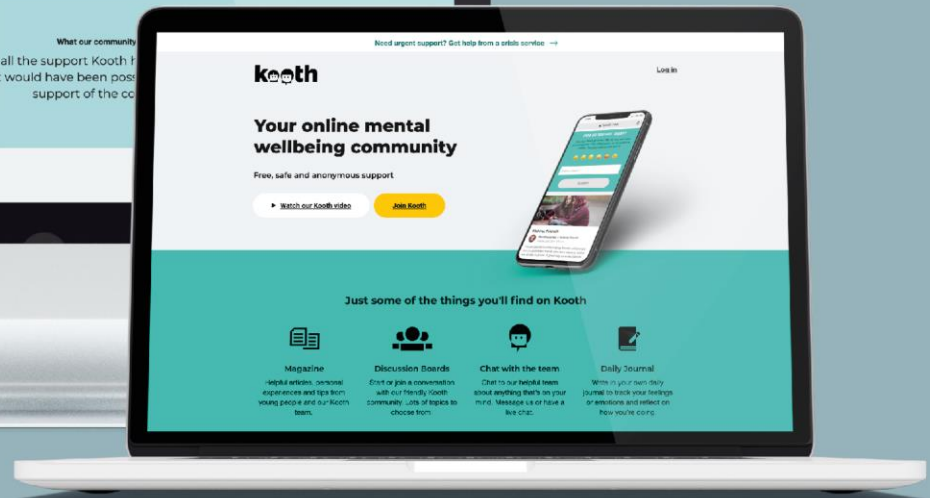
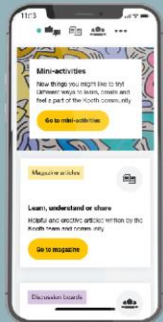
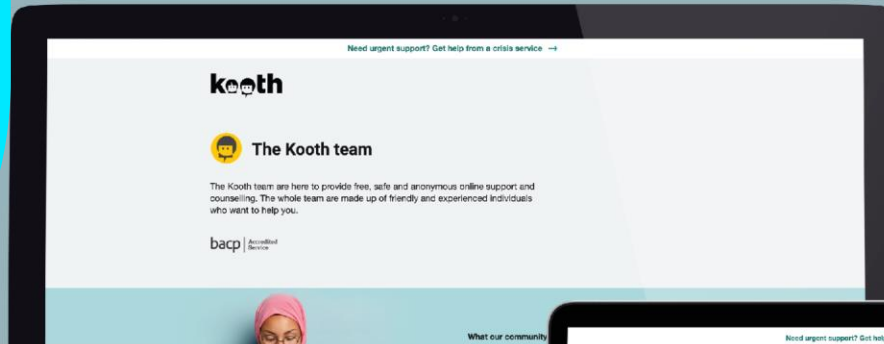
kooth



Kooth is a free online service offering emotional and mental health support for children and young people

[www.kooth.com](http://www.kooth.com)

# This is Kooth.



# How Kooth is operating

- We work across 100+ local authorities – provides mainly online services, but also blended services (face to face and online).
- Work best as an integrated service, providing a gateway to other resources.
- Kooth is commissioned by; NHS, Local Authorities, Charities and businesses to provide anonymous and personalized mental health support for children and young people.
- Early intervention and preventative service.



# Northwest London

- Ages 11-25.
- It is free for young people to use.
- No referral needed or waiting lists.
- Free, safe and anonymous.

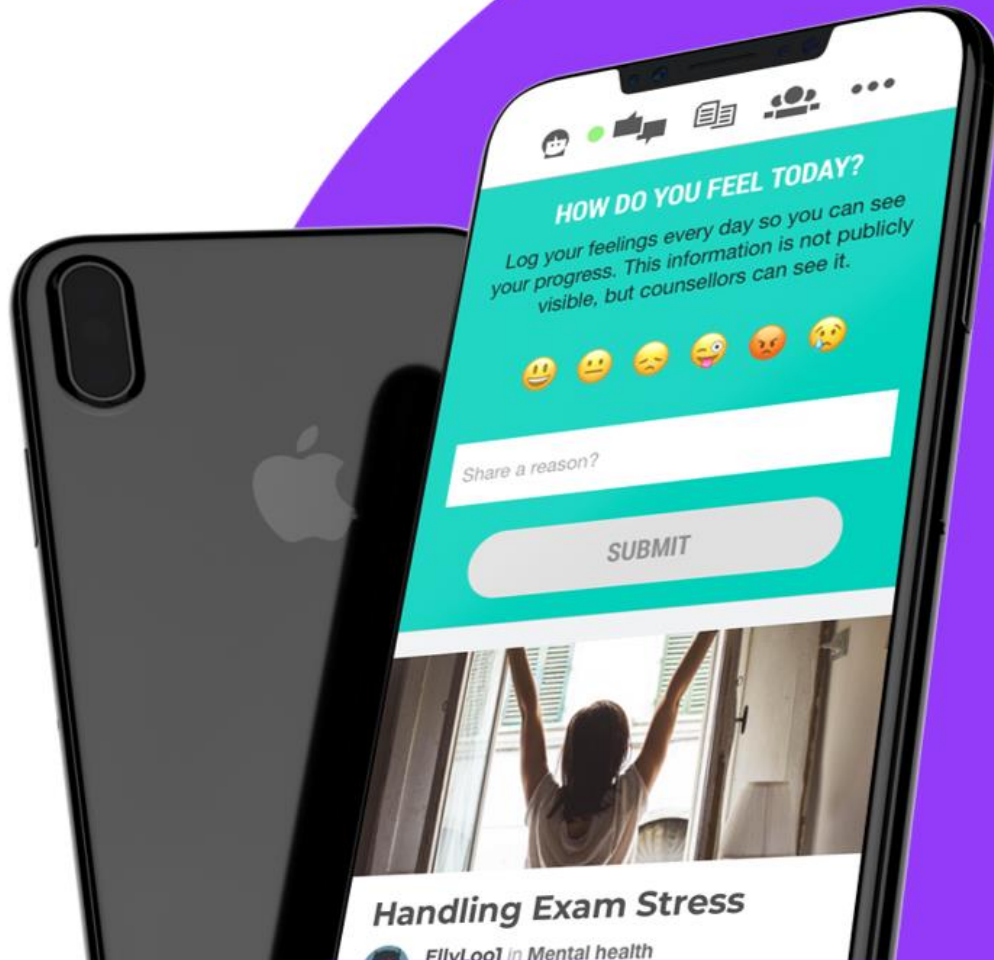




# Online counselling & well-being support

- Young people can sign up themselves - no referral needed
- Text based - live or asynchronous messaging
- Offers a range of therapeutic tools and activities
- Open 365 days a year
- 12-10pm weekdays, 6-10pm weekends





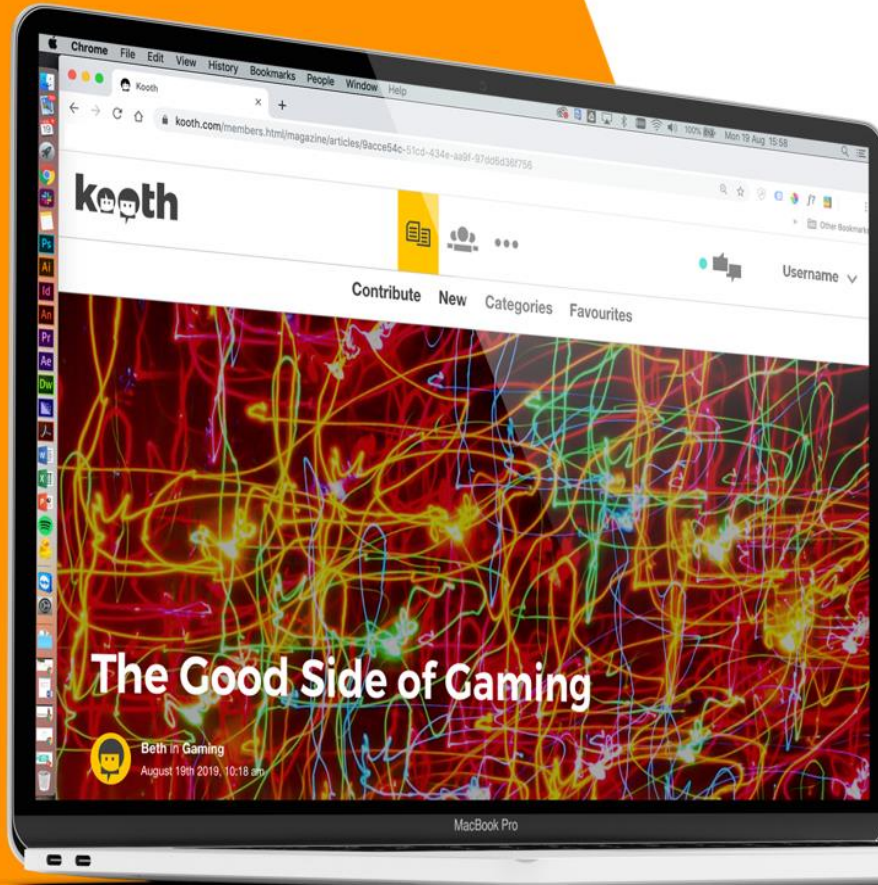
# kooth

It's free, safe and  
**anonymous.**



# Kooth Magazine

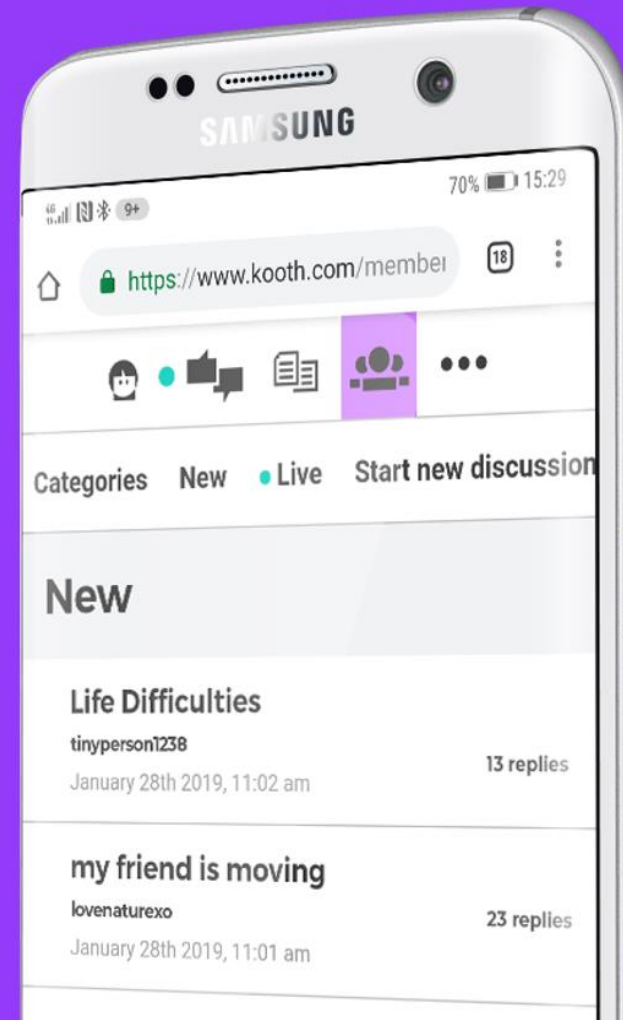
- Posts include anything from personal stories, to creative writing and advice on how to get through a hard time
- Explore articles written by experienced professionals
- Contribute to the magazine, or read other young people's posts!



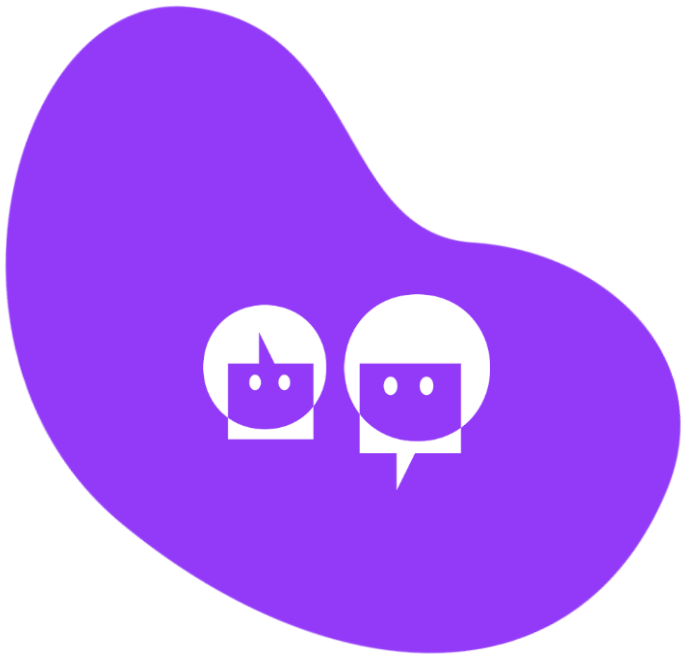


# Kooth Forums

- Browse through posts on many different topics, both serious and fun!
- Give or receive support from others in similar situations to you
- Connect with others in themed live forums



# Kooth Activities



## Mini-activities

Exploring who we are is an exciting part of life, but it can be scary too.

Below are some activities to help you build valuable life skills. Pick one to try!

18 activities

### Make your own coping box

Try using items around the house to help soothe or distract you during difficult...

[View activity](#)

### Write a letter to your future self

Share your own words of wisdom with yourself! Doing something creative and...

[View activity](#)

### Share advice with others

Share your experience to help others and feel good about yourself too. Sharing may help...

[View activity](#)

### Create a 'good mood' playlist

Try using music to help boost your mood. Listening to music releases endorphins in th...

[View activity](#)

### Improve your bedtime routine

Turn off your screens and relax without technology for a better night's sleep. Practic...

[View activity](#)

### Create your own superhero

Unleash your superpowers by doing something creative! Expressing your creativiti...

[View activity](#)

Kooth is free, safe and  
**anonymous.**

- Everything is pre-moderated and confidential
- No personal details or real names
- All the counsellors are trained, qualified and are used to working with young people
- If you needed, we would talk to you about face-to-face services as well as talking to us online

# Kooth Spotify Podcast

- Weekly content.
- Open conversations on mental health 'The Road out of Lockdown', 'Young men's mental health Podcast' and 'The Stress and Anxiety Around Coming Out'.
- Monday Motivation.



kooth

podcast



# End of session feedback questionnaire

- A chance for feedback at every stage of the site
- 94% of users would recommend Kooth and recommend speaking to a member of the Kooth team
- Young people directly influence what is on Kooth

Carrier 22:33 80%

### Session Feedback

I felt heard, understood and respected

I AGREE A LOT I AGREE A LITTLE DON'T AGREE

What we talked was important to me

I AGREE A LOT I AGREE A LITTLE DON'T AGREE

The person helping me was a good fit for me

I AGREE A LOT I AGREE A LITTLE DON'T AGREE

Overall the session was right for me

I AGREE A LOT I AGREE A LITTLE DON'T AGREE

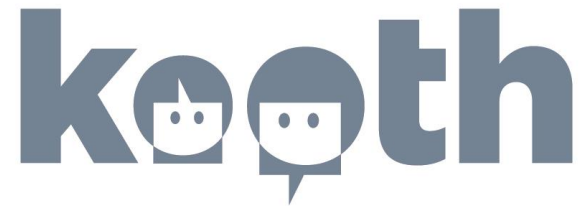


# Michael Stones

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

07497157170

Training and Support for  
professional services  
Workshops and Presentations  
Resources



# Poll results

<b>Training/Workshops:</b>	<b>36.36%</b>	<b>Nutrition + exercise</b>	<b>18.18%</b>
<b>Discussions:</b>	27.27%	Creative projects	18.18%
<b>Expert speakers:</b>	27.27%	Changes in the NHS	18.18%
<b>GP Updates:</b>	9.09%	Resilience, green initiatives	27.27%
		What is Social Prescribing?	18.18%

# Breakout rooms

- What kind of training/workshops would you like to receive?
- Most popular topics: Resilience and Green initiatives. What would you like to discuss?
- Are there any expert speakers you would like to have?
- Any other ideas?

# Family Offer



- Is this needed in North Kensington?
- What types of support are needed?
- Any examples you have seen that work

# Community Updates

- Health coaching skills training 17<sup>th</sup> August and 7<sup>th</sup> September
- No NK H&W Forum in August
- Next forum: Resilience session 30<sup>th</sup> September