



**Free, Online, Anonymous, Counselling and Wellbeing Service**



# GRENFELL

- Integration and Participation – Accelerated on response to Grenfell
- Counsellors trauma training
- Linking into schools and services in response to Grenfell impact on YP
- Mobilise response for affected locations
- Early intervention to support services capacity
- Qwell is response to Grenfell
- Qwell is here for you, staff, adults, to access out of hours, Christmas Day/Holidays 365 days a year till 10pm. As recognised impact of Grenfell on wider community and for longer term work

# XenZone

- Award winning online counselling and wellbeing support service
- XenZone was set up in 2001, when it was recognised that accessing services or asking for support was difficult. An anonymous option was acknowledged, to reach people who were unable to get support. And to bridge the gap so that they could.
- Kooth for young people has been operational since 2004
- Qwell for adults was launched following the success of Kooth
- There are currently over 40 Kooth contracts within 80 CCG areas



# Online counselling & well-being support

- Males and Young People are statistically least likely to ask for help, adherence in services is lower.
- Text based – synchronous and asynchronous
- Counselling, support and wellbeing advice
- Drop in, out of hours use as well as structured sessions for up to 12 sessions.
- Anonymous and confidential
- Engaging people in their local area to other sources/groups/services to reduce ill health and build resilience.
- Working in partnership for blending care.



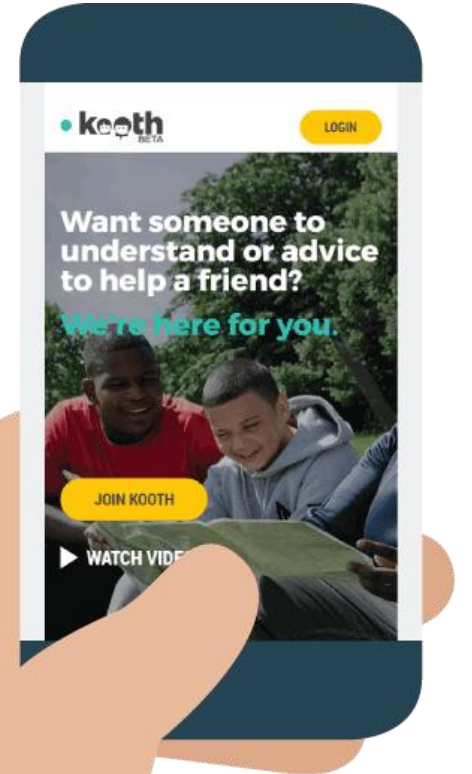
# Somewhere to have a voice, and the freedom to talk anonymously.

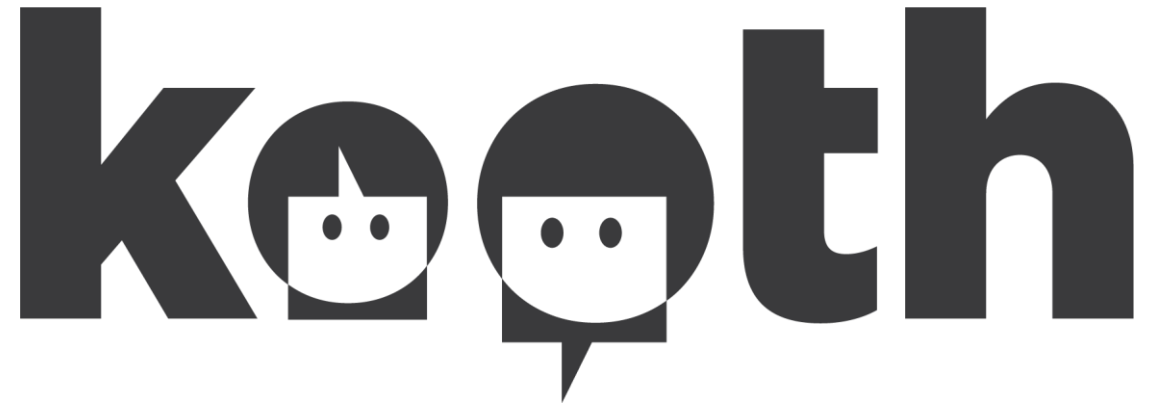
This can be all someone needs, or it can be a bridge into other services.

Sometimes its hard to talk to someone face to face, or to ask for help, or to know where to go.

Talking anonymously from the comfort of your own home, can have a positive life changing impact.

And create greater links into their community.





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



Online counsellors 365 days a year up to 10pm, through either drop-in sessions or scheduled text-based sessions



Self-help materials co-produced by other young people



Fully moderated peer-to-peer support forums



Personal goal-based journal



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



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# Kooth & Qwell

- Counselling
- Forums
- Self-help tools/quiz's
- Messaging/text
- Articles
- Topics pages
- Online games, blogs and more





# Step 1: Sign Up



# Tell us some information about yourself

## Sign up

**The place I live is...**

Enter the city that you currently live in.

**I am...**

Male

Female

Agender

Gender Fluid

Choose the one you most identify as.

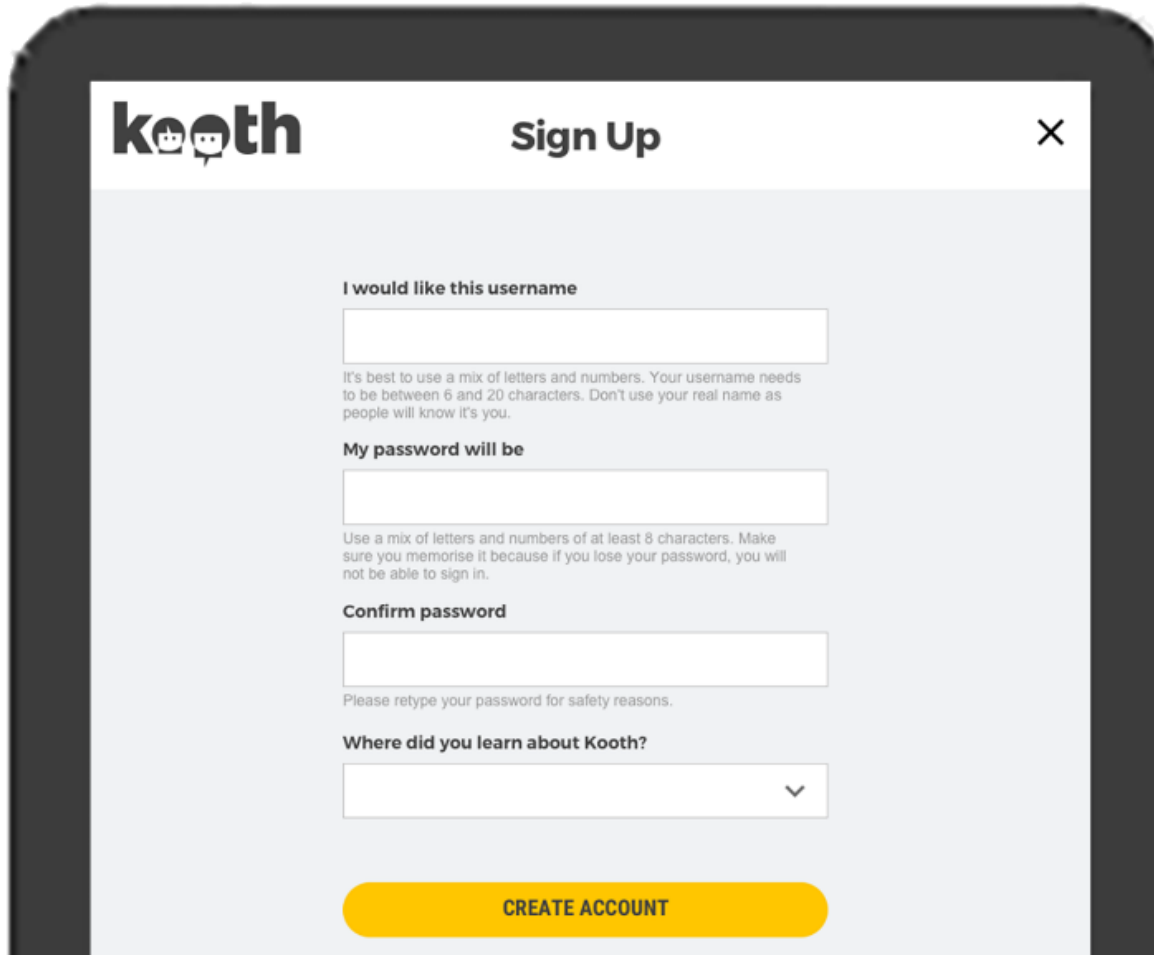
**My ethnicity is...**

Choose ▾

Knowing you ethnicity helps us understand who uses Kooth.

# Create your username and password

## Don't use your real name!



**kooth** Sign Up ×

**I would like this username**

It's best to use a mix of letters and numbers. Your username needs to be between 6 and 20 characters. Don't use your real name as people will know it's you.

**My password will be**

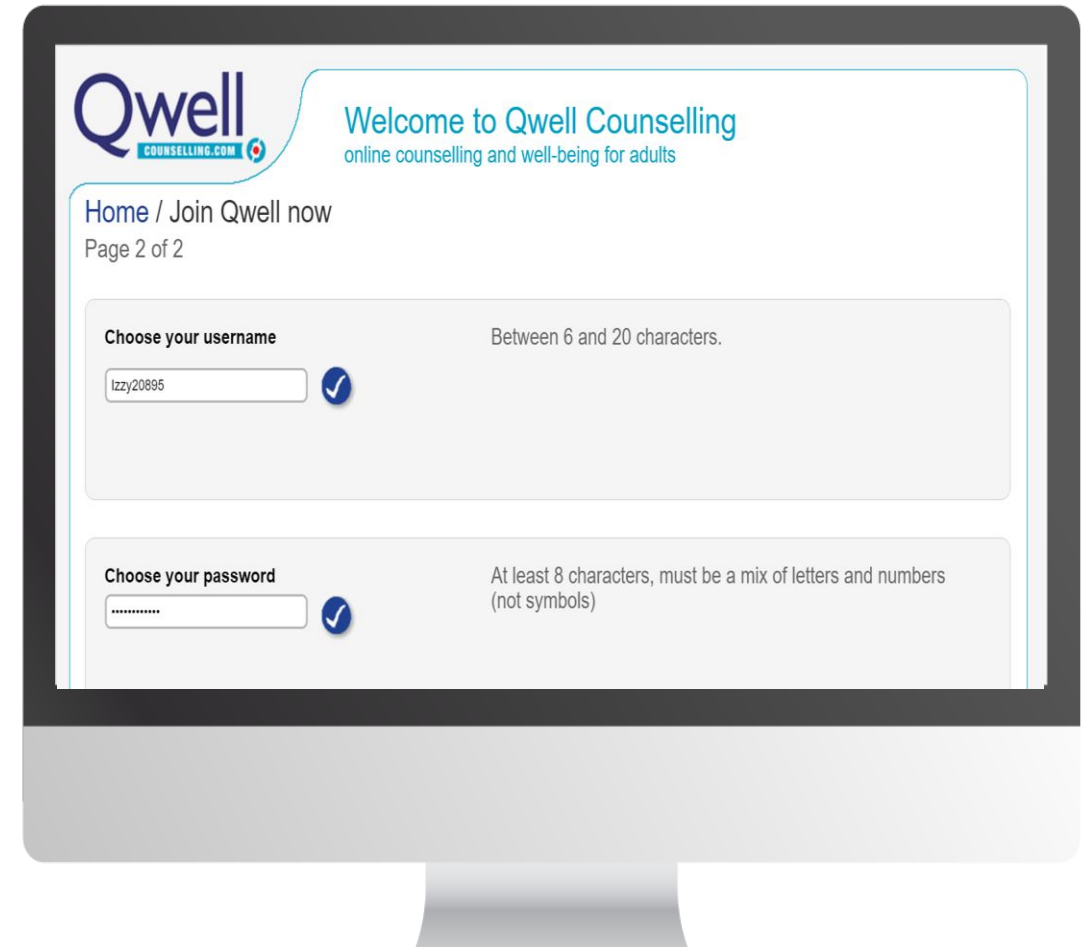
Use a mix of letters and numbers of at least 8 characters. Make sure you memorise it because if you lose your password, you will not be able to sign in.

**Confirm password**

Please retype your password for safety reasons.

**Where did you learn about Kooth?**

**CREATE ACCOUNT**



**Qwell** COUNSELLING.COM + Welcome to Qwell Counselling  
online counselling and well-being for adults

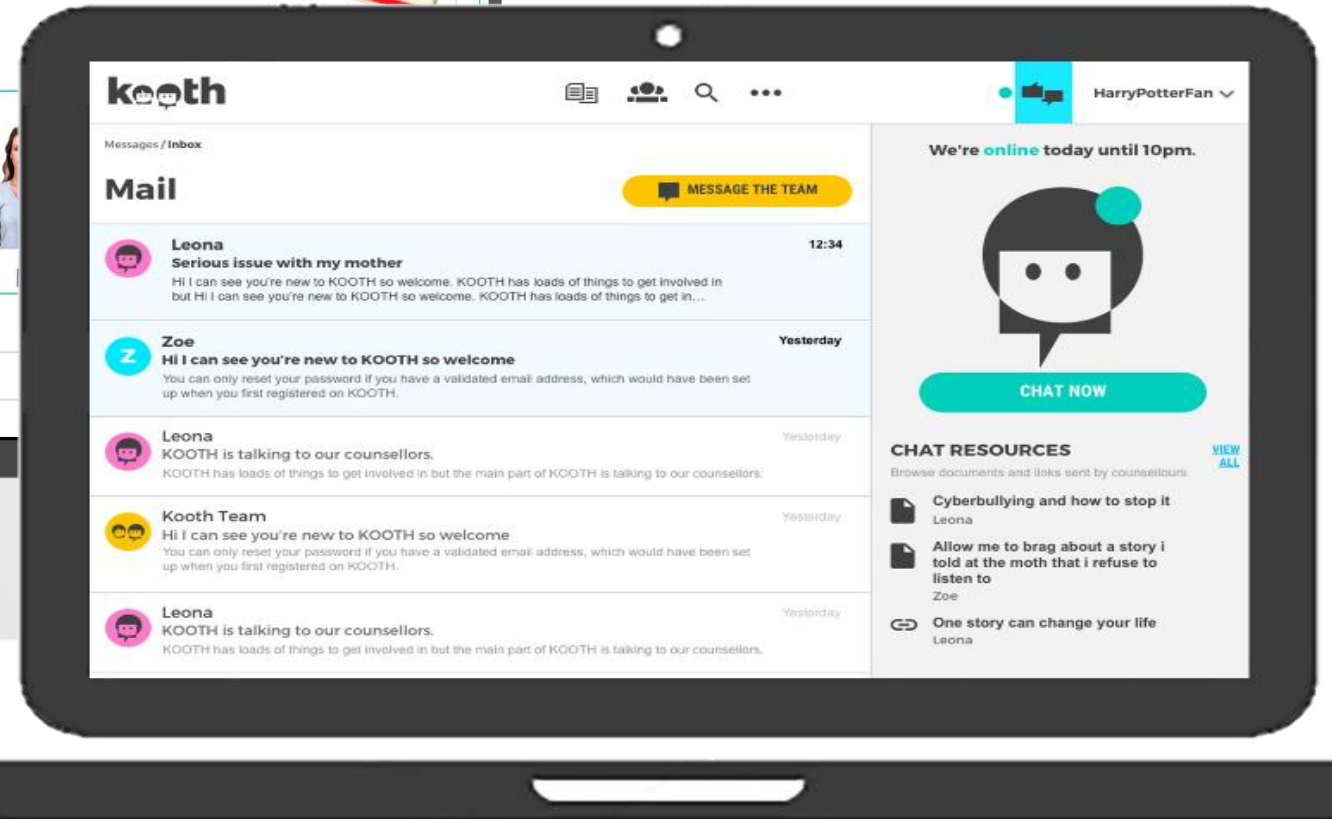
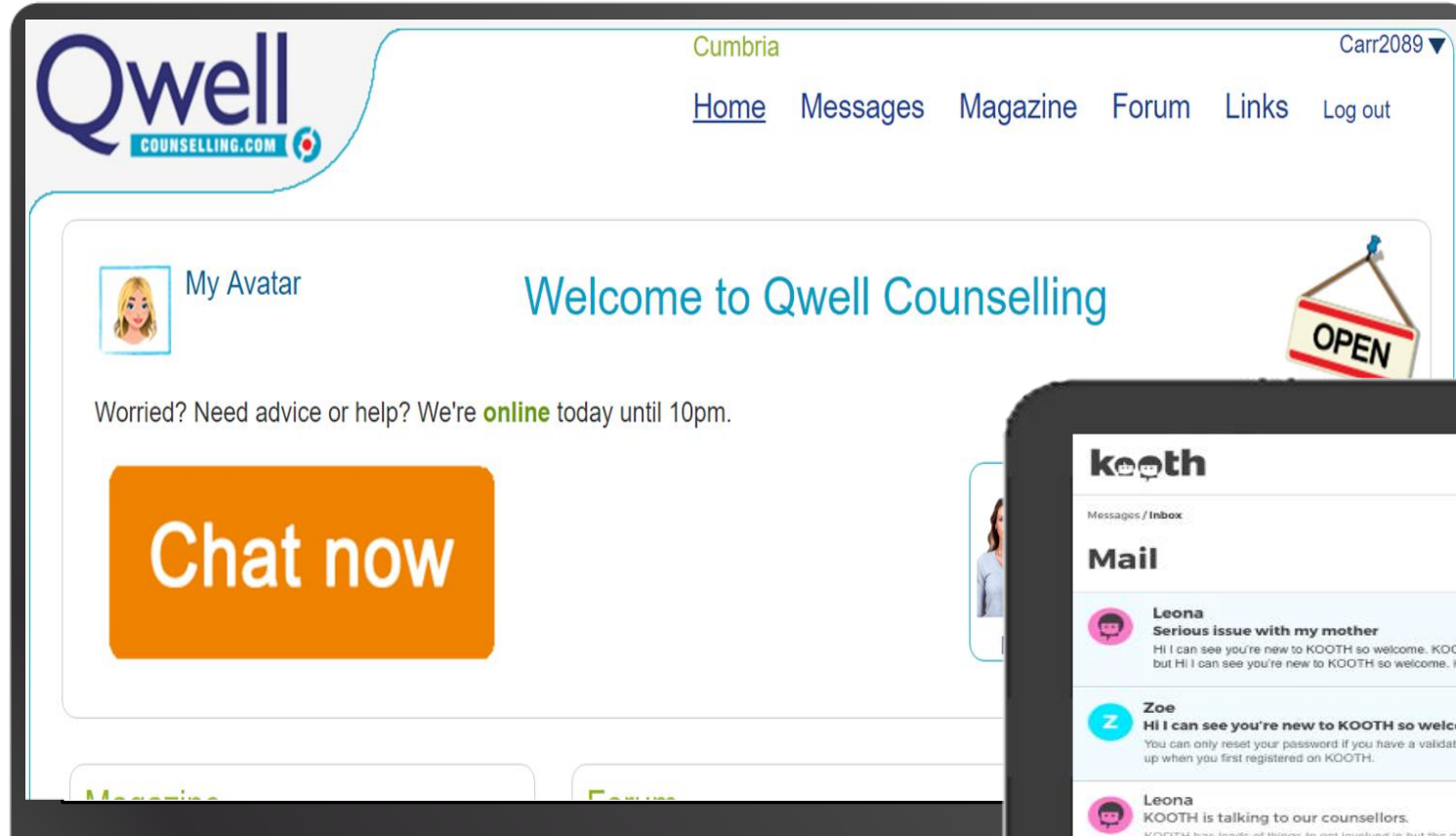
Home / Join Qwell now  
Page 2 of 2

**Choose your username** Between 6 and 20 characters.

**Choose your password** At least 8 characters, must be a mix of letters and numbers (not symbols)

# Press the CHAT NOW button to talk to a counsellor



# Also...

- You can access the rest of the site 365 days a year 24 hours a day.
- While waiting for a counsellor you may choose to check your messages, look at topics pages, articles, look at the team of counsellors, update your avatar etc.
- A button will flash on screen when a counsellor has opened a 'room' to talk to you
- You can also send an email message if you prefer, either to the team or to a specific counsellor

# Remember...

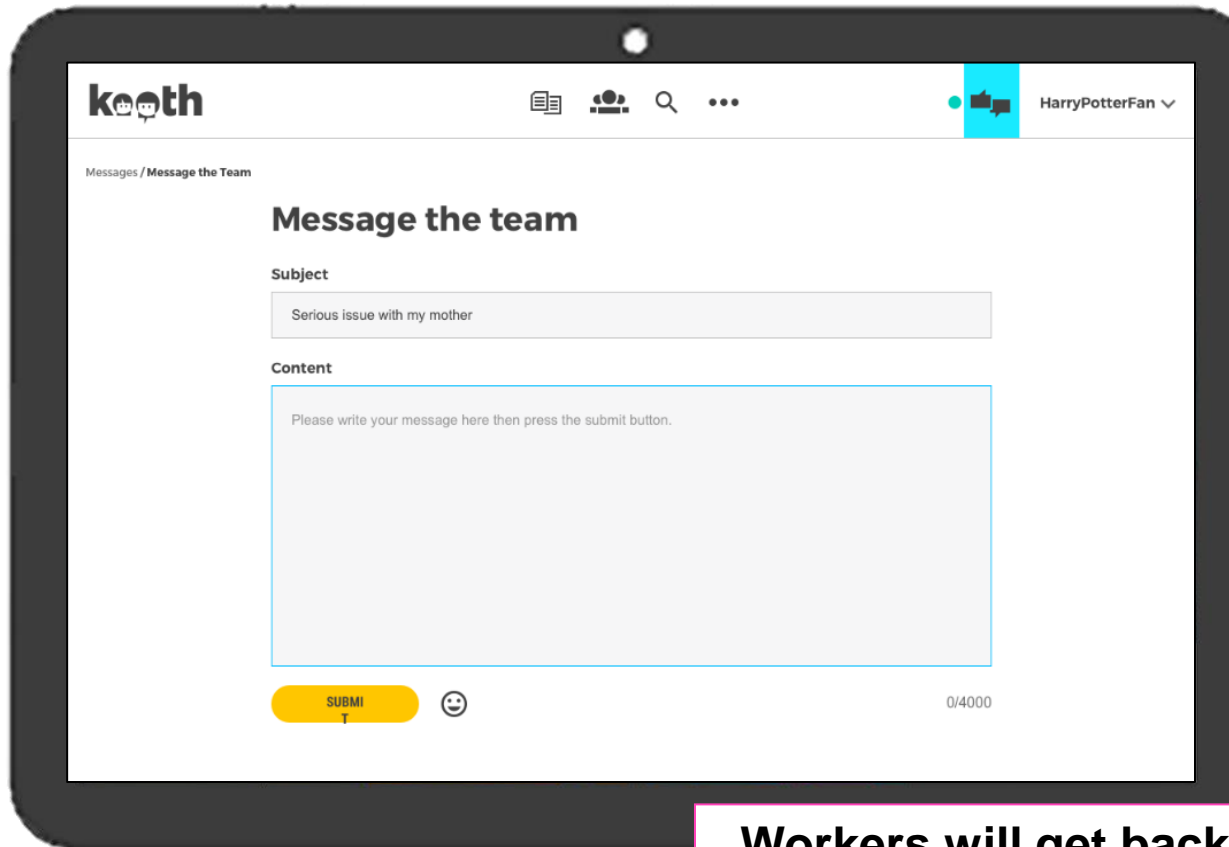
- A counsellor will see you are in the queue and pick up from there
- It is quick, but there may be a short delay if they're still connected to someone else

**Counsellors are available 365 day a year from:**

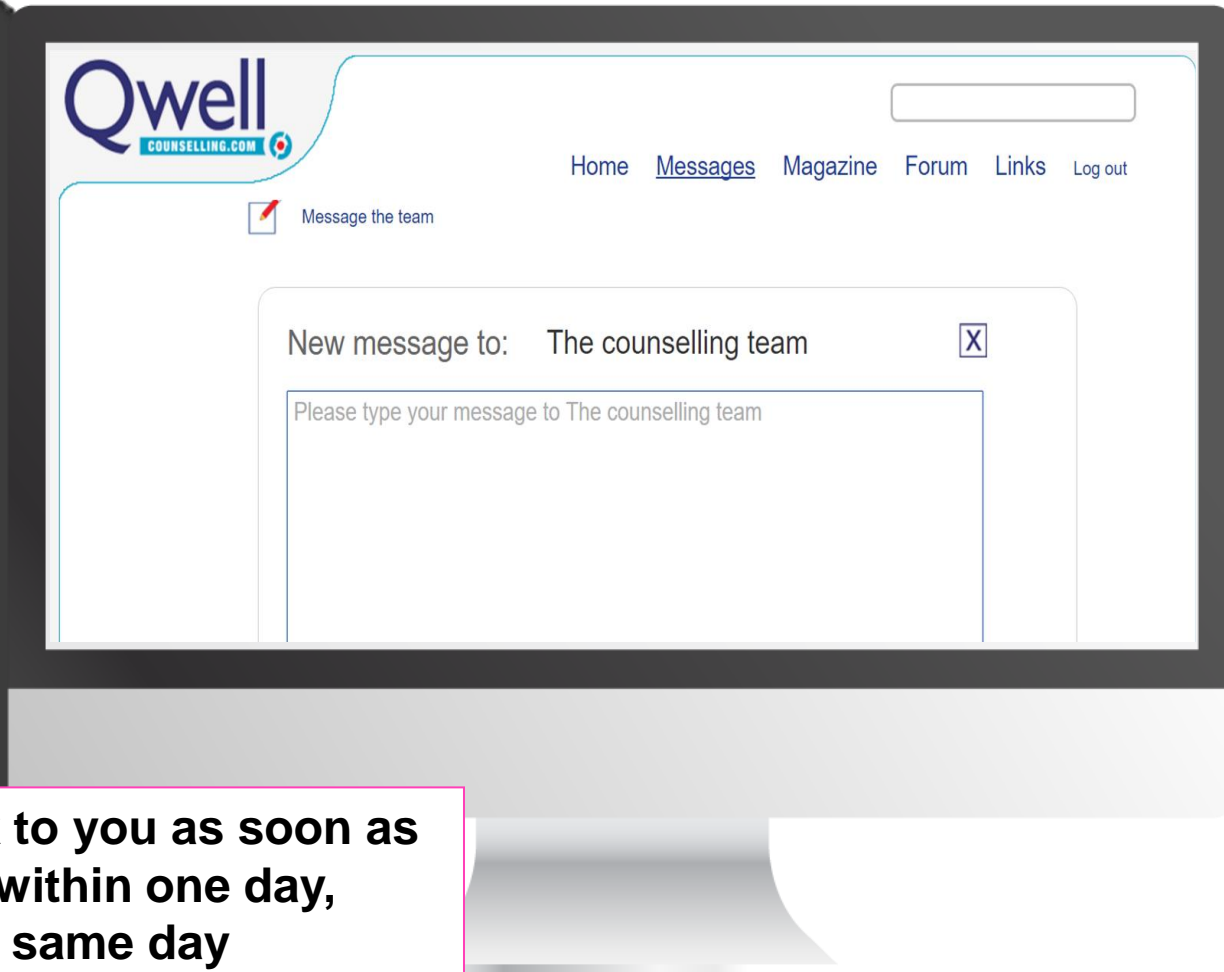
**Monday – Friday 12 Midday to 10pm**

**Weekends 6pm to 10pm**

# Send a message to a counsellor



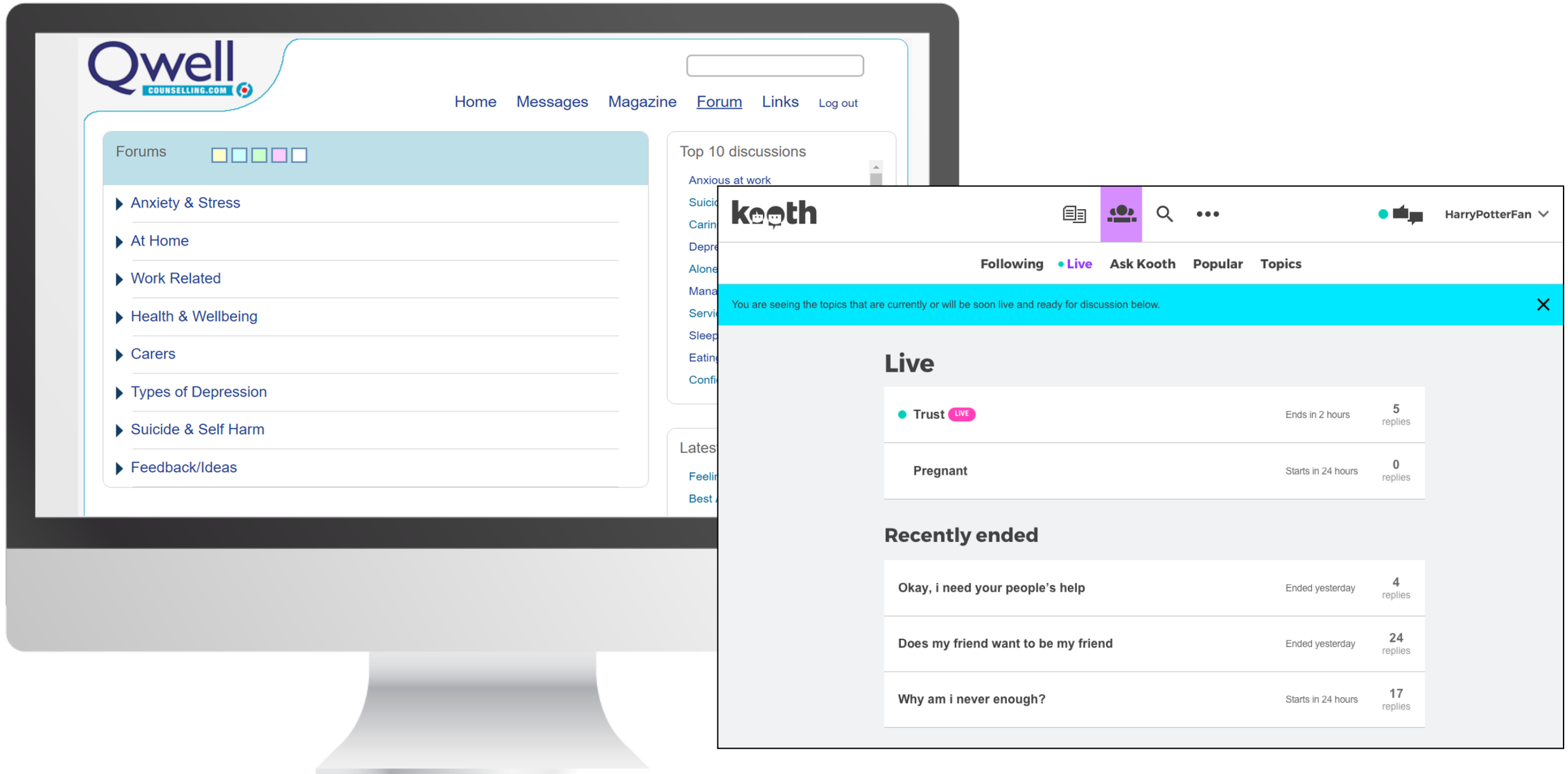
The screenshot shows the Kooth website interface. At the top left is the 'kooth' logo. To its right are navigation icons for a list, a person, a search magnifying glass, and a menu. Further right is a blue chat icon and the user name 'HarryPotterFan' with a dropdown arrow. Below the navigation is the breadcrumb 'Messages / Message the Team'. The main heading is 'Message the team'. Under 'Subject', there is a text input field containing 'Serious issue with my mother'. Under 'Content', there is a large text area with the placeholder text 'Please write your message here then press the submit button.'. At the bottom left is a yellow 'SUBMIT' button with a downward arrow. To its right is a smiley face emoji icon. At the bottom right is a character count '0/4000'.



The screenshot shows the Qwell website interface. At the top left is the 'Qwell' logo with 'COUNSELLING.COM' below it. To its right is a search bar. Further right are navigation links: 'Home', 'Messages', 'Magazine', 'Forum', 'Links', and 'Log out'. Below the navigation is a blue chat icon and the text 'Message the team'. The main heading is 'New message to: The counselling team' with a close 'X' icon. Below this is a large text area with the placeholder text 'Please type your message to The counselling team'.

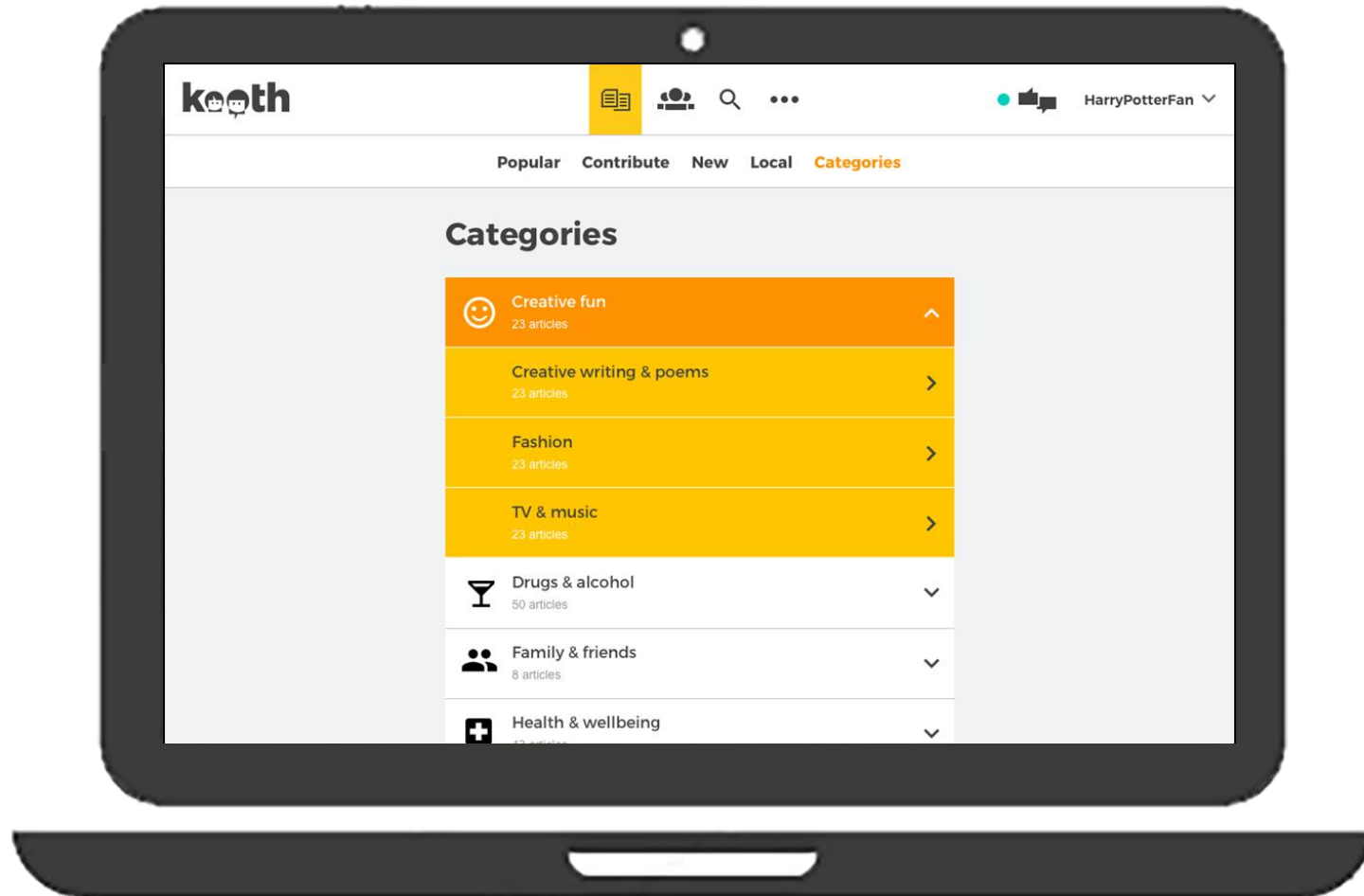
**Workers will get back to you as soon as possible, usually within one day, hopefully the same day**

# Forums: supporting yourself and others





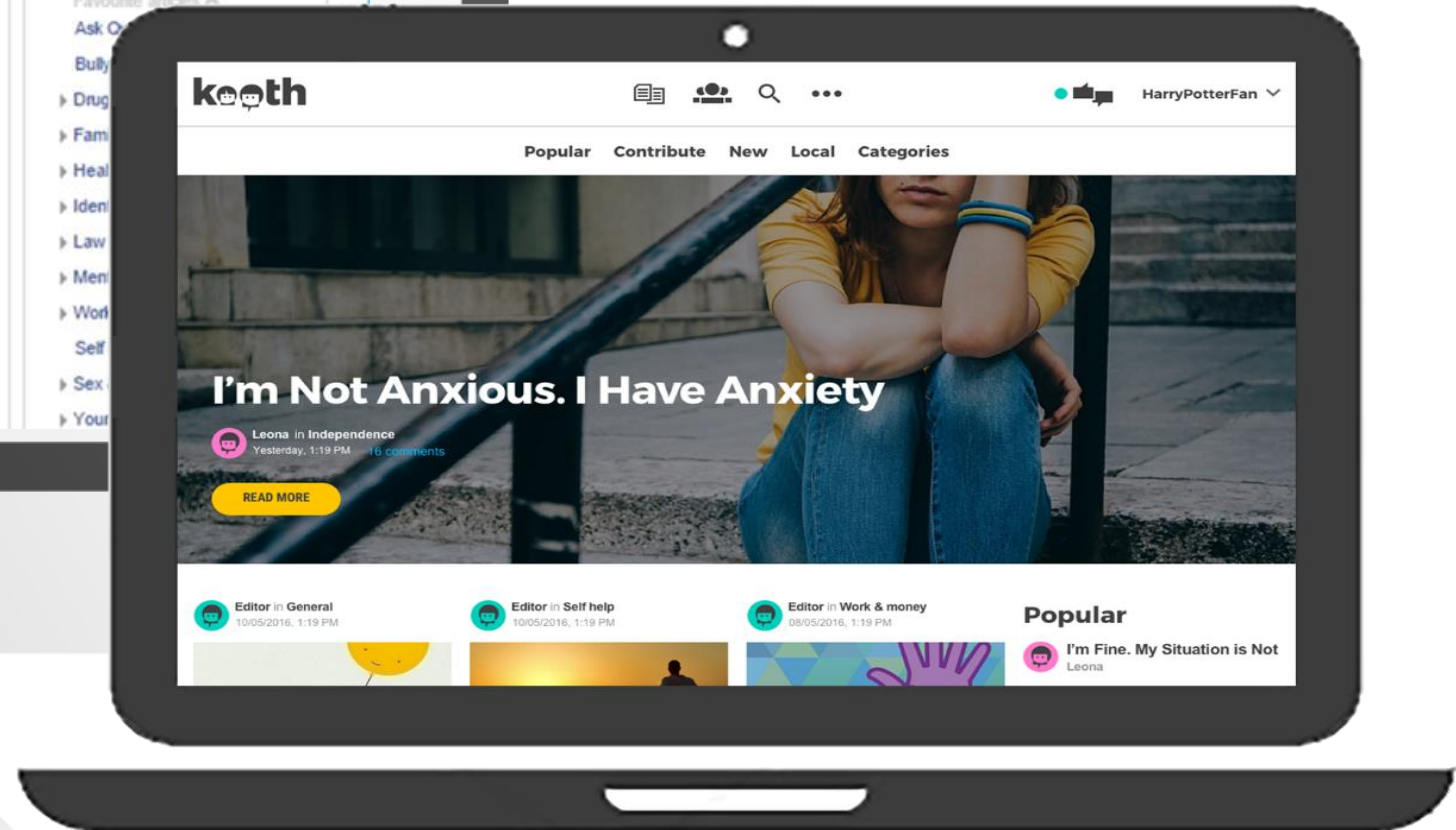
# Lots of info and topics



# Search and access self-help materials



# Magazine and Articles



# How are Qwell and Kooth made safe?

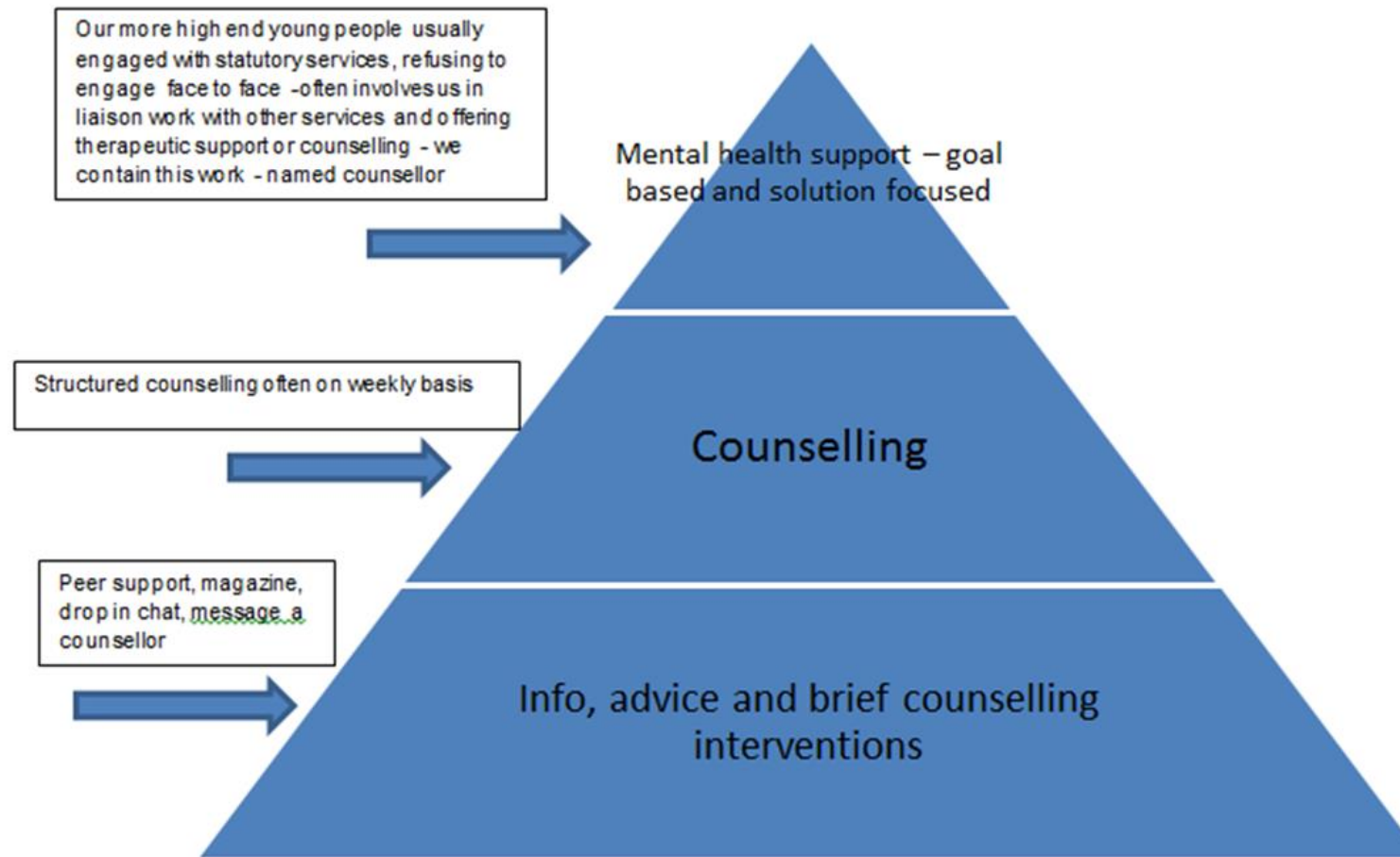
- Everything is moderated by trained and experienced staff
- All posts are checked thoroughly before they go live on the website
- All counsellors are professionally qualified, registered with extensive experience, a passion to help and are motivated to centre on your wellbeing as their focus.

# CoGS on Kooth



The young person can score where they are up to in achieving this goal at any time (in chat with a counsellor or simply when they are logged onto their home page on KOOOTH.COM). When they score 10, it indicates that the goal has been achieved, and this is illustrated by a gold star.

# Stepped care approach



The development of this triangle of interventions on KOOOTH has been a direct result of being Outcome-Informed – looking at what works for whom, where, why and how. Now we are informed by this framework, our use of outcome measures has been adapted to suit these levels of interventions.

# Managing risk

**KOOTH.com** Home Schedule Chat Messages<sup>[2]</sup> Moderation<sup>[16]</sup> Casenotes Profile F2F

Manager User aaron [Logout](#)

**Case notes** Area:  Username/ Surname:

Username: <b>cornwalltest (M)</b>	Status: <b>New to counselling</b> <a href="#">(Change)</a>	Chat Hours: <b>0.75 hrs PC:0.00 hrs</b> <a href="#">Disable chat</a>
Age: <b>25</b>	Join Date: <b>01/03/2012</b>	Messaging Hours: <b>hrs</b>
Ethnicity: <b>White British</b>	Worker: <b>none set</b>	Risk Level: <span style="color: green; font-size: 2em;">●</span> <a href="#">(Change)</a>
<a href="#">Message User</a>	Last Login: <b>2015-06-16 13:59:20</b>	


**Notes** [Add note](#)

 [Search](#)

14 Mar 14 at 16:47 by steved

**14 Mar 14 at 16:46 by steved**

14 Mar 14 at 16:46 by steved



cornwalltest

**Presenting Issues/CAF** [+ Add](#)

Wednesday 17-09-2014 at 13:00 by Sarah

- Aspirations
- Family Relationships

Friday 20-06-2014 at 12:58 by Andy

- Anxiety/Stress
- Self Worth

Friday 14-03-2014 at 16:45 by steved

- Criminal Behaviour

# Safeguarding dashboard

**KOOTH.com** Home Schedule Chat Messages [2] Moderation [16] Casenotes Profile F2F

Manager User aaron [Logout](#)

- Reports
- Manage Workers
- Pathways
- View Policies
- Write Policies
- Write Pathways
- Significant Incidents

### Manager Dashboard

#### Users at Risk

Update flag Knowsley

- feelscaredandalone -26 days ago

Wirral

- abbieee -20 days ago
- alwaysbehappy16 -35 days ago
- BrokenAngel -44 days ago
- Thedoors -45 days ago

save

#### Casenotes flagged as important

Update flag Wirral

- 13clarkk -Yesterday
- BrokenAngel -3 days ago
- ugly01 -4 days ago
- veggiedelight -7 days ago
- shanxx -7 days ago
- 14jonese -9 days ago

save

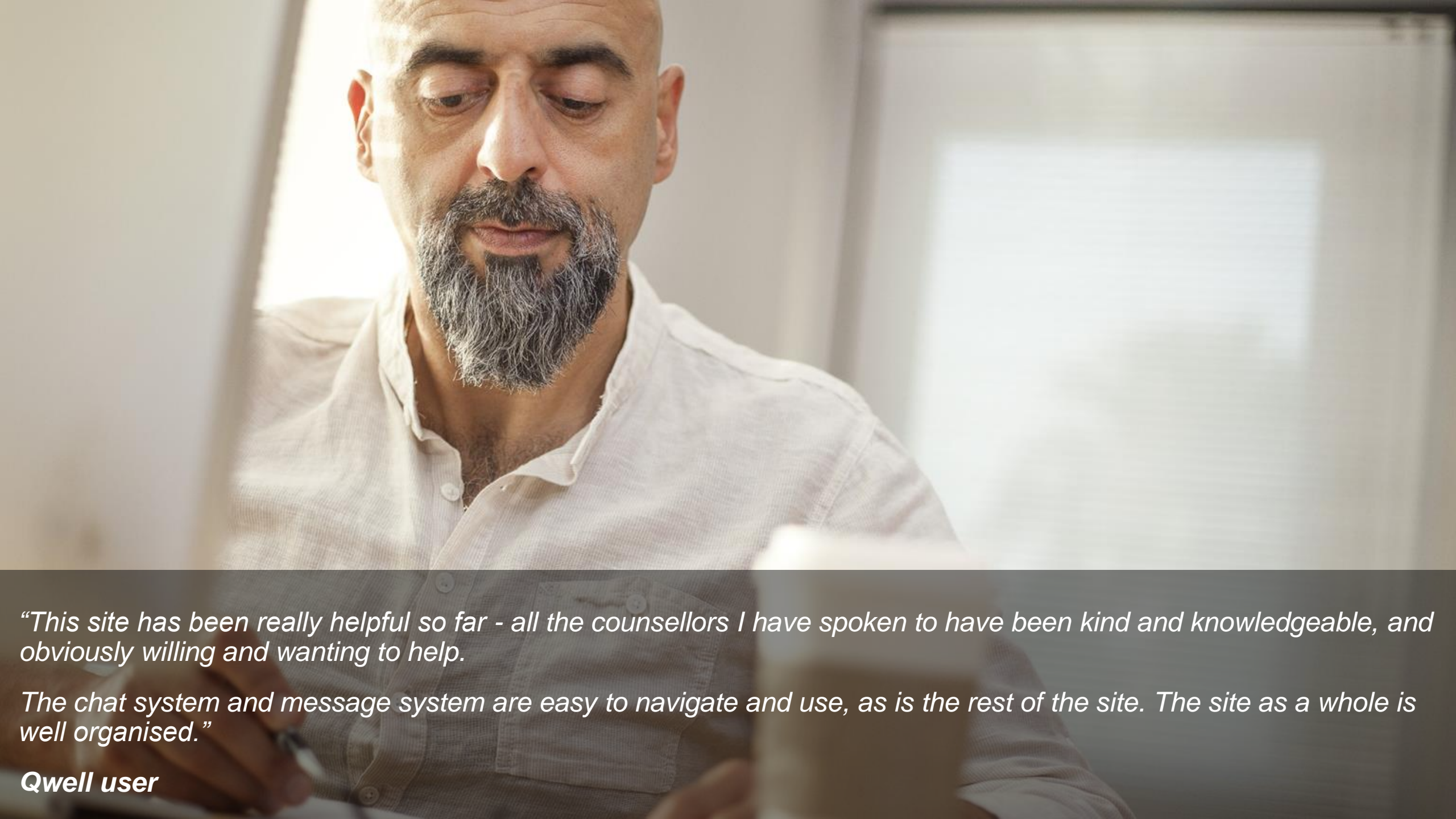
#### Serious Incidents

Update flag Wirral

- x\_mindgames -14 days ago
- alwaysbehappy16 -21 days ago
- alwaysbehappy16 -27 days ago

#### Moderation left for manager




A close-up photograph of a middle-aged man with a grey beard and mustache, wearing a light-colored button-down shirt. He is looking down at a laptop screen, which is out of focus. The background is a bright, slightly blurred window or doorway. The lighting is soft and natural, coming from the side.

*“This site has been really helpful so far - all the counsellors I have spoken to have been kind and knowledgeable, and obviously willing and wanting to help.*

*The chat system and message system are easy to navigate and use, as is the rest of the site. The site as a whole is well organised.”*

**Qwell user**



*“Kooth is really helpful. I feel more honest with myself about how I feel. I can trust everyone here and talk freely in confidence that even if I cannot be helped, they will still be supportive”*

**Kooth user**

**Gillian Hawdon**

Integration and Participation

Email: [ghawdon@xenzone.com](mailto:ghawdon@xenzone.com)

Tel: 07983556071

