Providing NHS services

bacp collective mark Accredited Service

kooth®

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

Who are Kooth?

Founded in 2001, Kooth is a trusted NHS partner

NHS

Local NHS Integrated Care Boards commission us, so that we can provide free mental health support to **11- 17year olds** at **Kooth.com**

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

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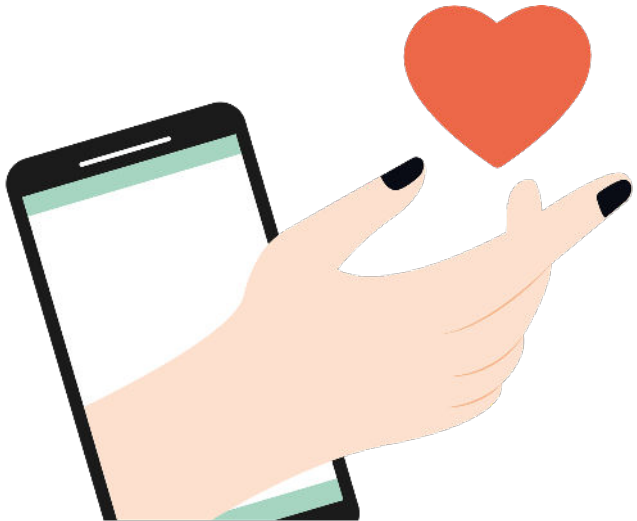
Kooth is accredited by the leading professional association for members of the counselling professions in the UK
All **our practitioners are real people, not bots**

No problem is ever too big or small at Kooth

If it’s on your child’s mind, we’re here to help.
Some of the feelings or difficulties we support with include:



- Stress
- Anxiety
- Confidence
- Friendships
- Exam pressures
- Eating difficulties
- Loneliness
- Body image concerns
- Anger
- Moving schools
- Social media
- Suicidal thoughts

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Kooth provides immediate support

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

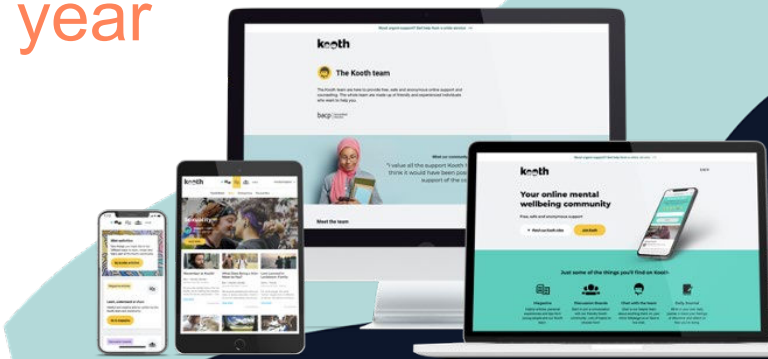
Children sign up themselves or you can help.

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



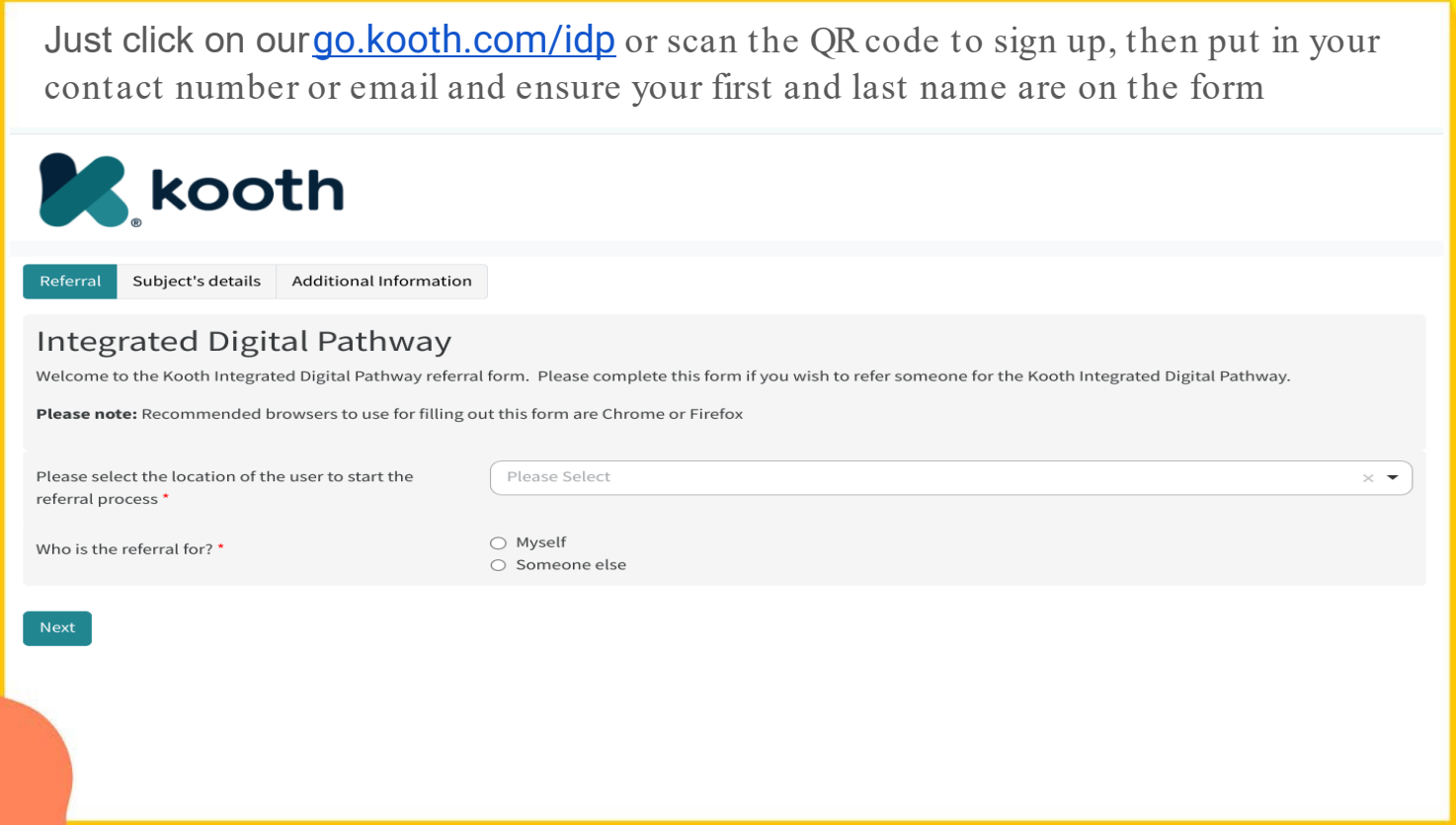
Referral and sign-up process

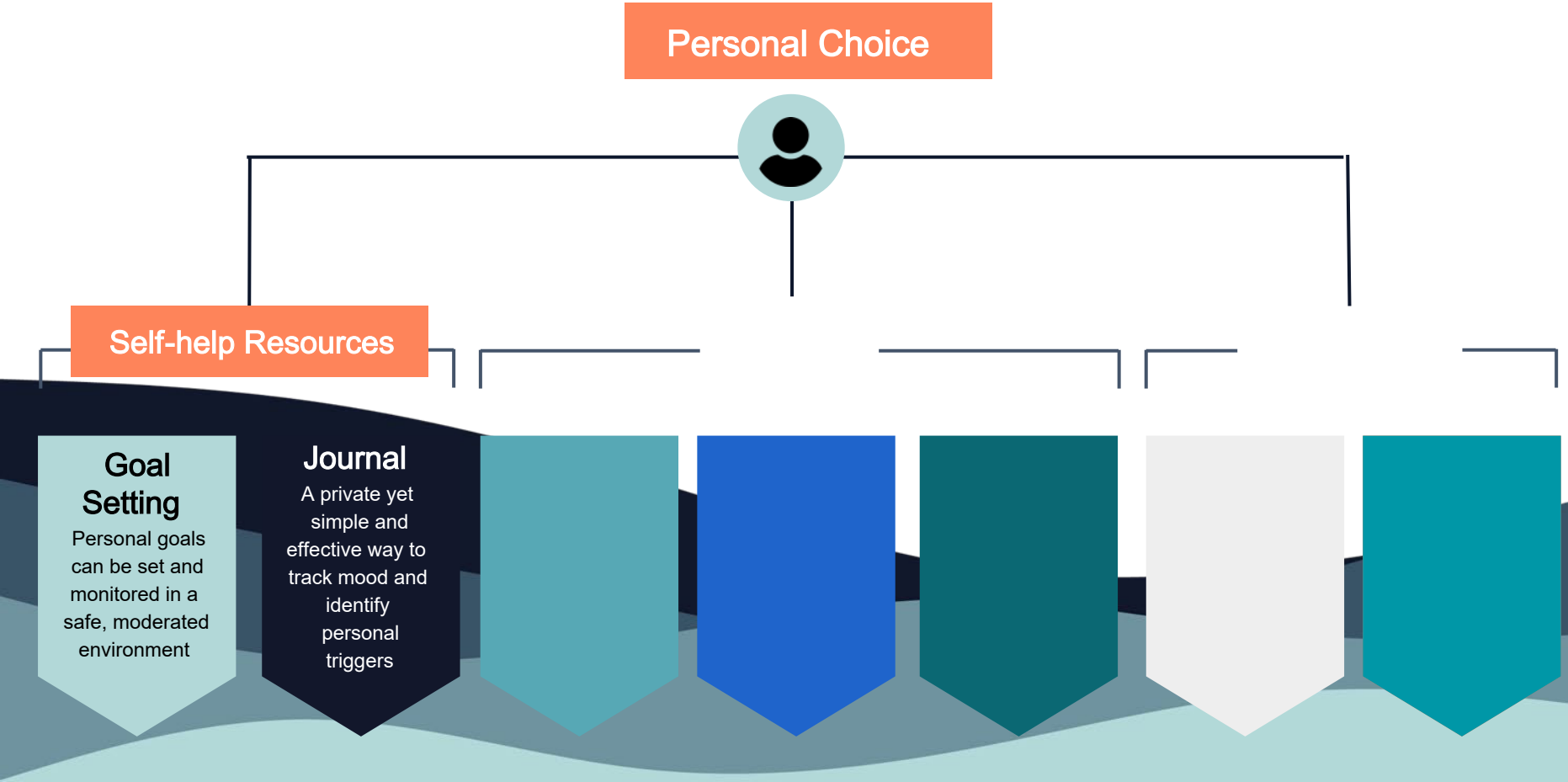
If you are aged 11-17 you can be referred for support by a parent, carer or professional (such as a GP or teacher), or you can sign up yourself with the support of a parent.

Please note that the sign-up process requires some personal details, including first and last name, and a method of contact such as a phone number or email.

It’s really simple to sign up

Just click on our go.kooth.com/idp or scan the QR code to sign up, then put in your contact number or email and ensure your first and last name are on the form




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

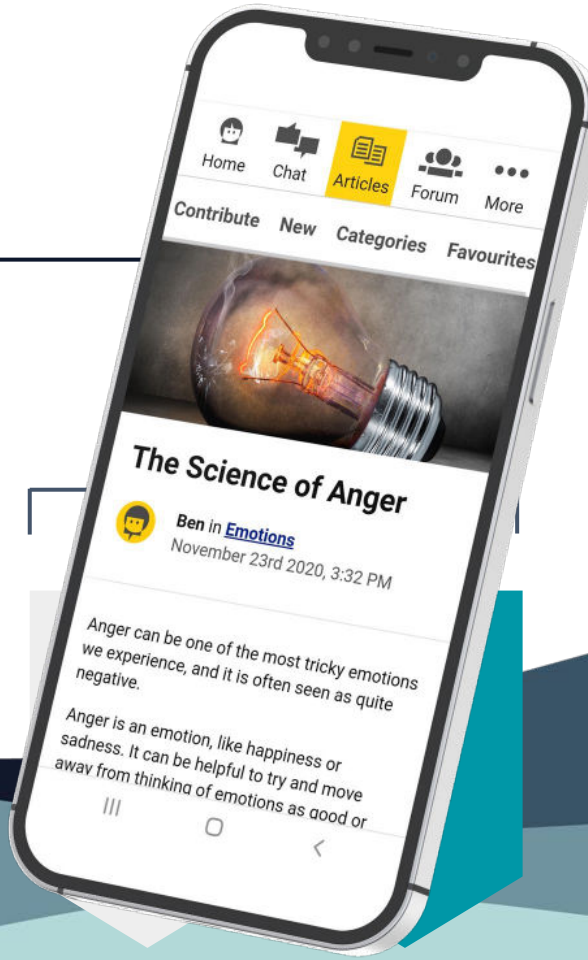
Our inclusive and accessible mini-activites support in building a range of healthy habits, combined with peer support

Discussion Boards

Our vibrant community interacts with other users via our peer to peer support forums

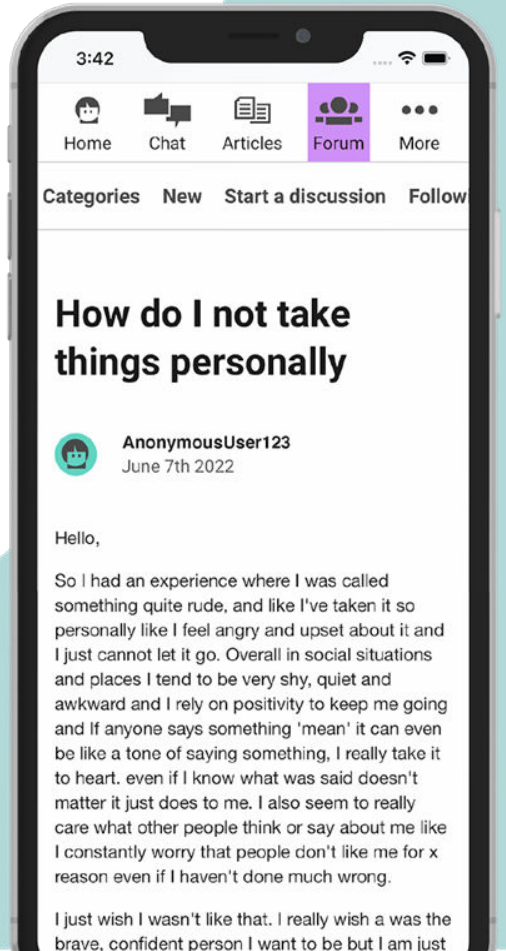
Magazine & Podcasts

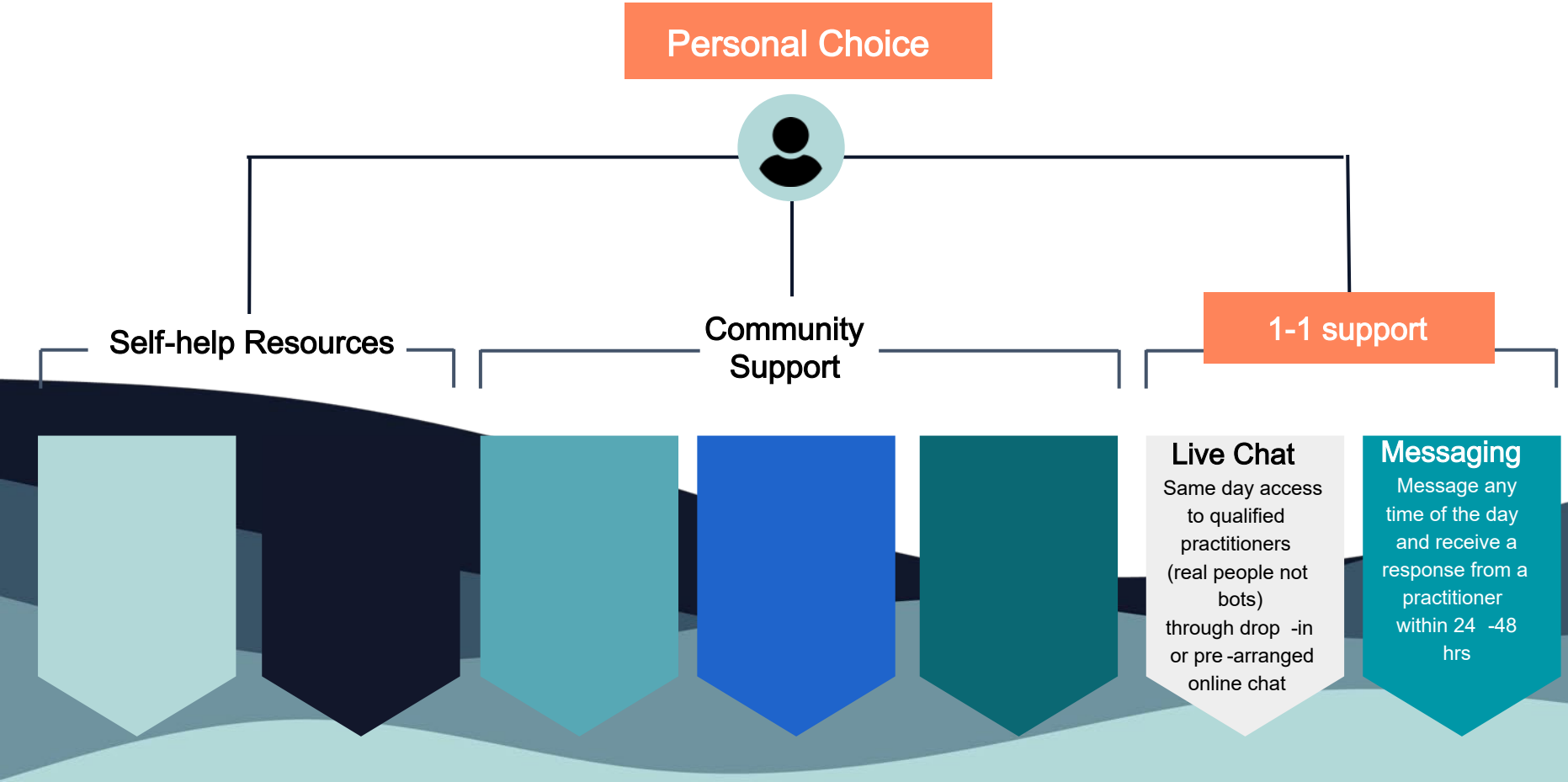
Over 100,000 articles, pre-moderated and 70% user generated



Your child is safe on Kooth

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

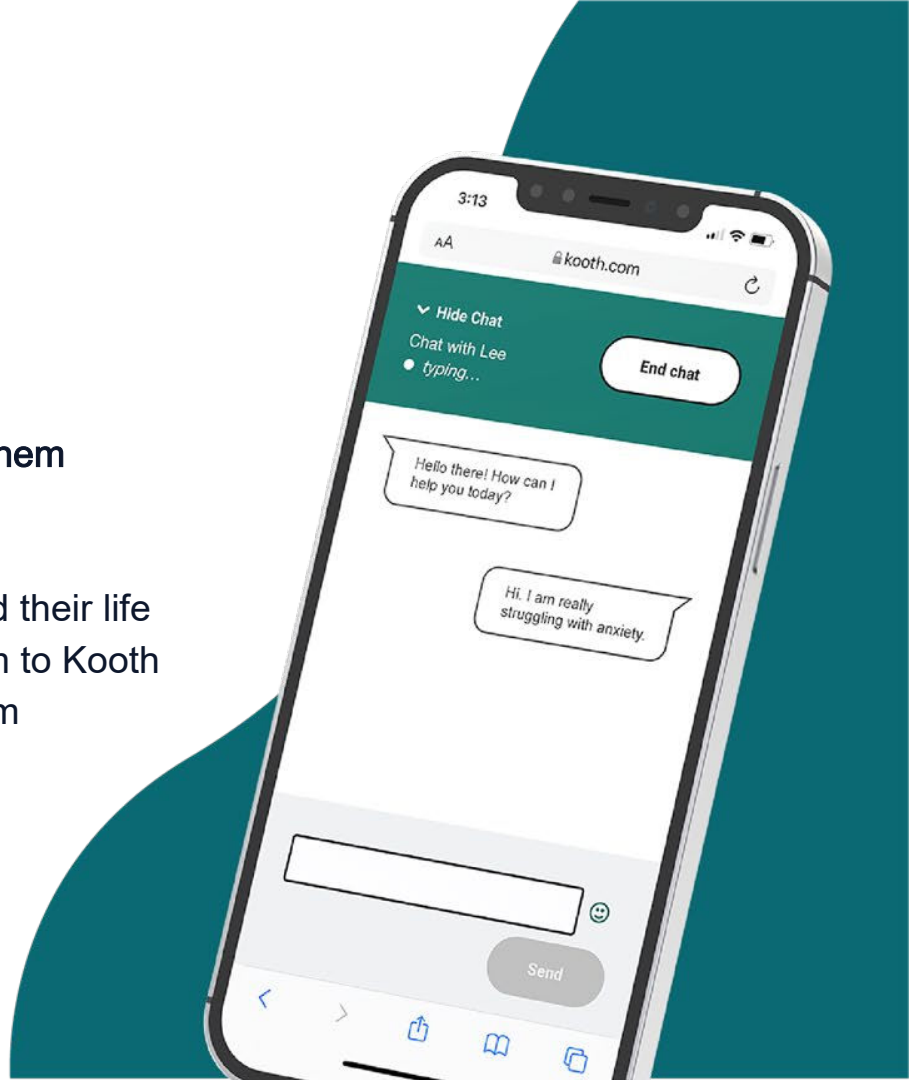



Personal Choice
Self-help Resources
Community Support
1-1 support
Live Chat
Same day access to qualified practitioners (real people not bots) through drop -in or pre -arranged online chat
Messaging
Message any time of the day and receive a response from a practitioner within 24 -48 hrs

The first chat session

When young people first come to chat, we will talk with them about:

- 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 a young person 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 young person is in danger we collaborate with emergency services

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How Kooth works alongside other NHS mental health services

In

- Support for those who **wish to remain anonymous**
- Somewhere for them **to connect with others** who have similar experiences
- Help for your child if they are on the **CAMHS waiting list**
- Help if your child **does 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

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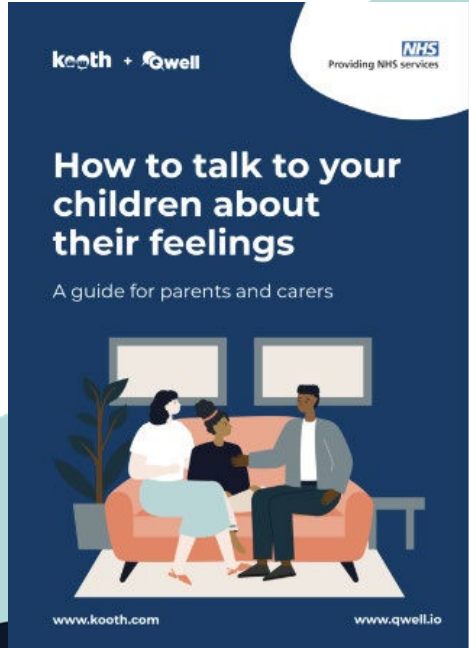
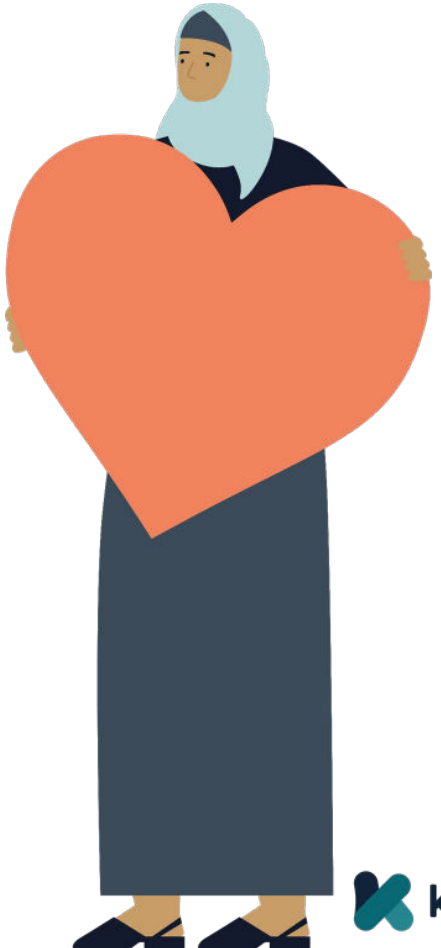
Tips on how you can start a conversation

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 if they want to speak to someone neutral



Just like physical health ,

our mental health is something we all have and we need to take care of it



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