



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





Welcome
to our **KoothTalks**
information session
for parents and carers

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. Tips for parents and carers when talking to children about their feelings

Who are Kooth?

Founded in 2001, Kooth is a trusted NHS partner



Local NHS Integrated Care Boards commission us, so that we can provide free mental health support to **11 - 18 year 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



**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

NHS reported that in 2023

1 in 5

young people

had a probable

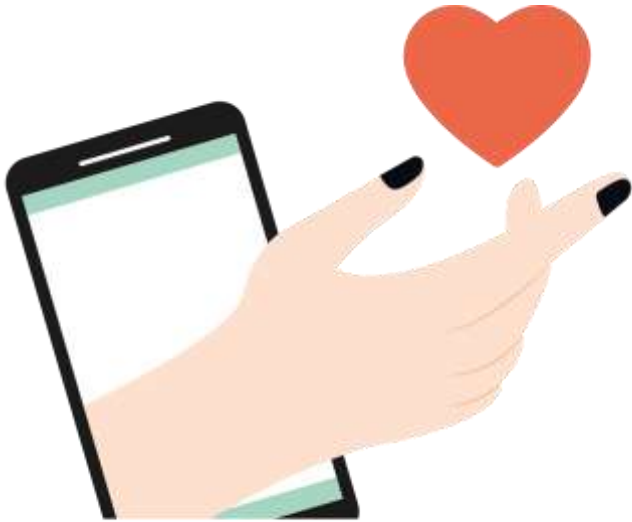
mental health condition

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**



Kooth provides immediate support

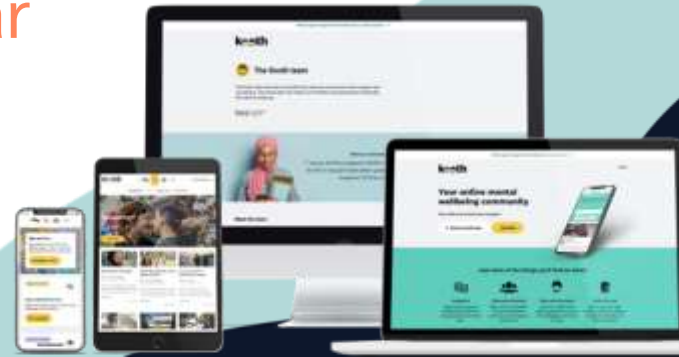
No GP or school referral is needed,
there's no waiting list or threshold to meet

Free, 24/7 365 days a year

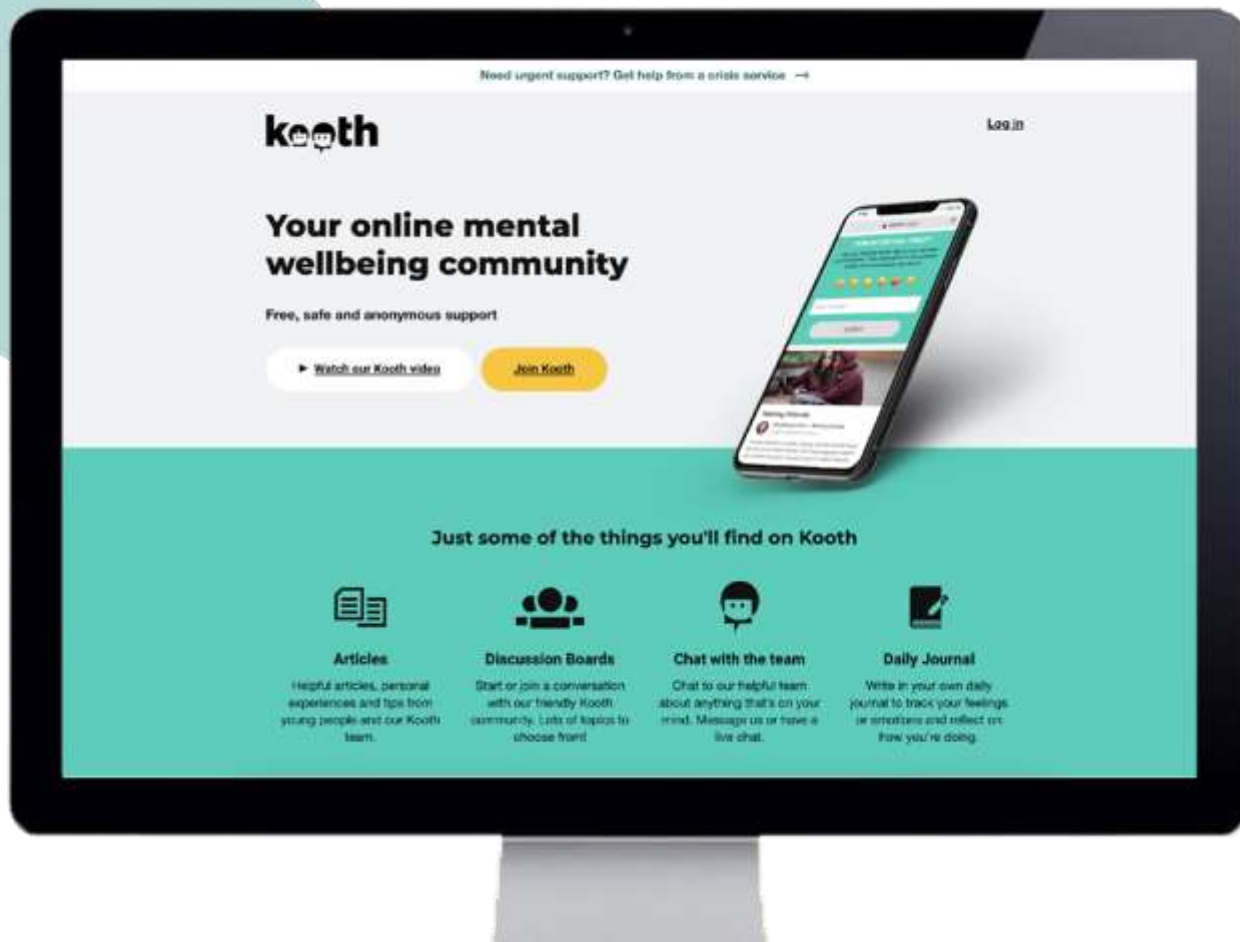
12pm -10pm, weekdays

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

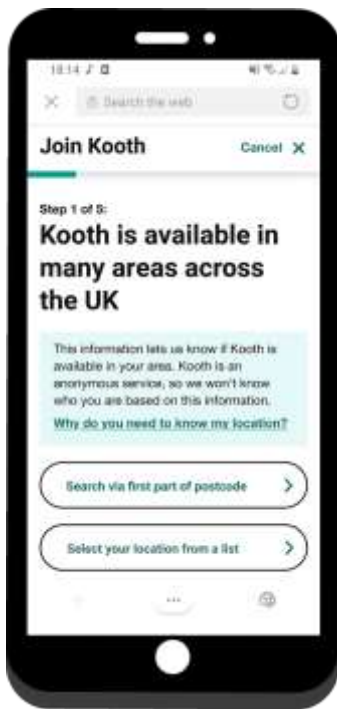


Click on the
'Join Kooth'
button to
get started



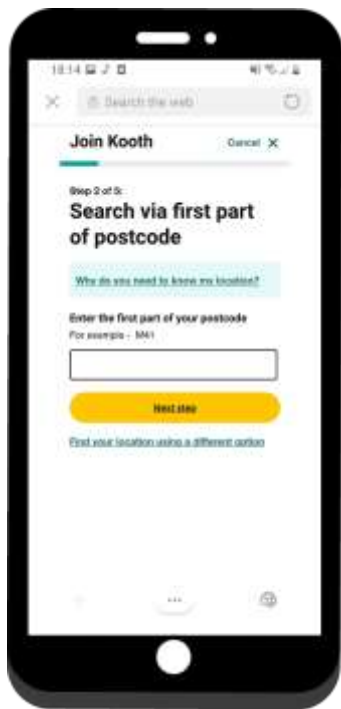


1. Select **Join Kooth**.

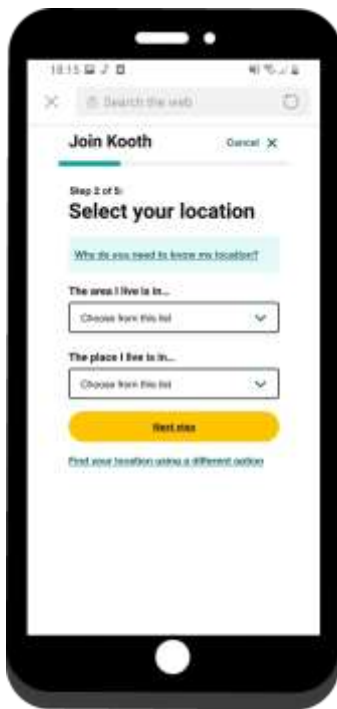


2. Sign up by postcode or select your location from our dropdown list.

How to **sign up**

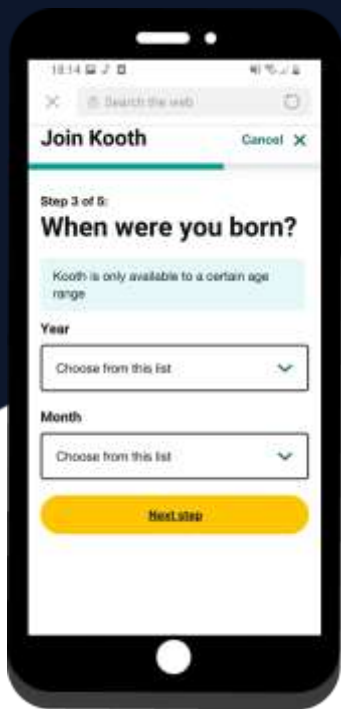


OR

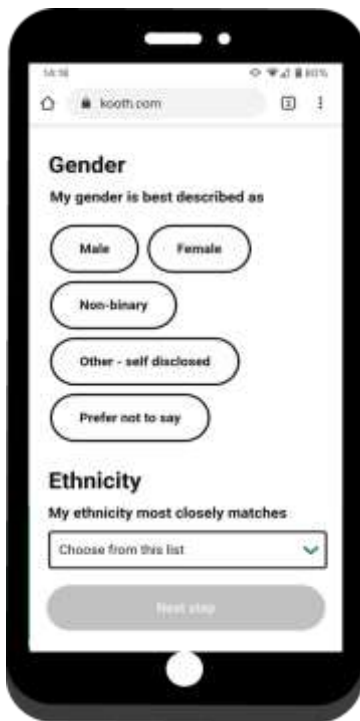


3. Enter the first part of your postcode.

4. Choose your area from the dropdown.



5. Select your month and year of birth.



6. Select your gender and ethnicity.



7. Create an **anonymous (not your real name)** username and secure password.

Our range of support options gives your child **control** of the support they choose, when they want it

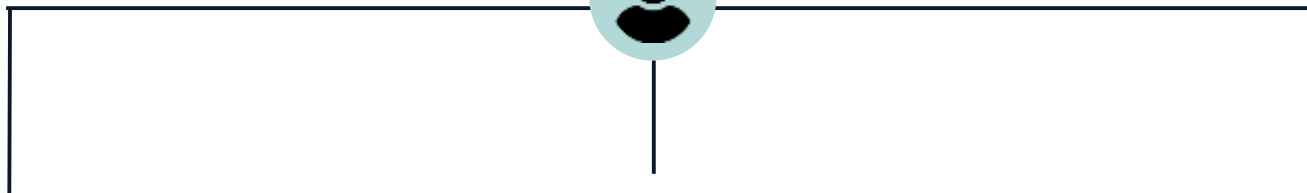
We're anonymous

People remain anonymous to protect their privacy, giving them confidence to speak out and access support without stigma or fear of judgement



Personal Choice

We offer a full mental health toolkit
which gives people the opportunity to choose what
kind of support works for them each time they visit



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

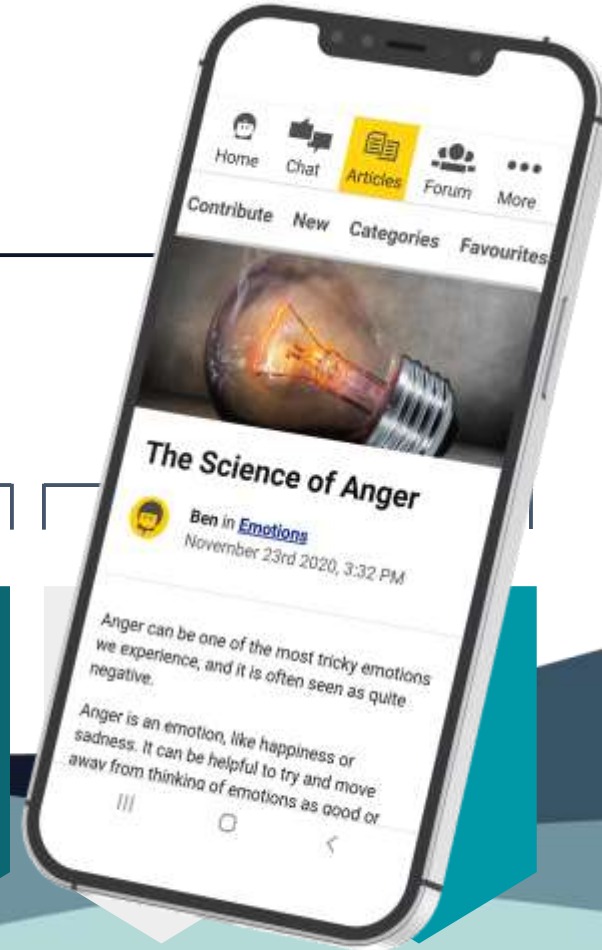
Our inclusive and accessible mini-activities support in building a range of healthy habits, combined with peer support

Discussion Boards

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

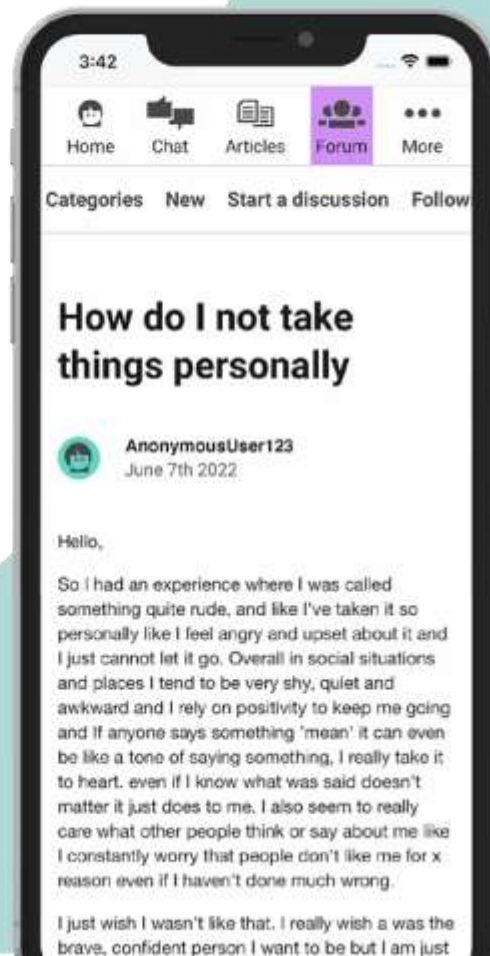
Magazine & Podcasts

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

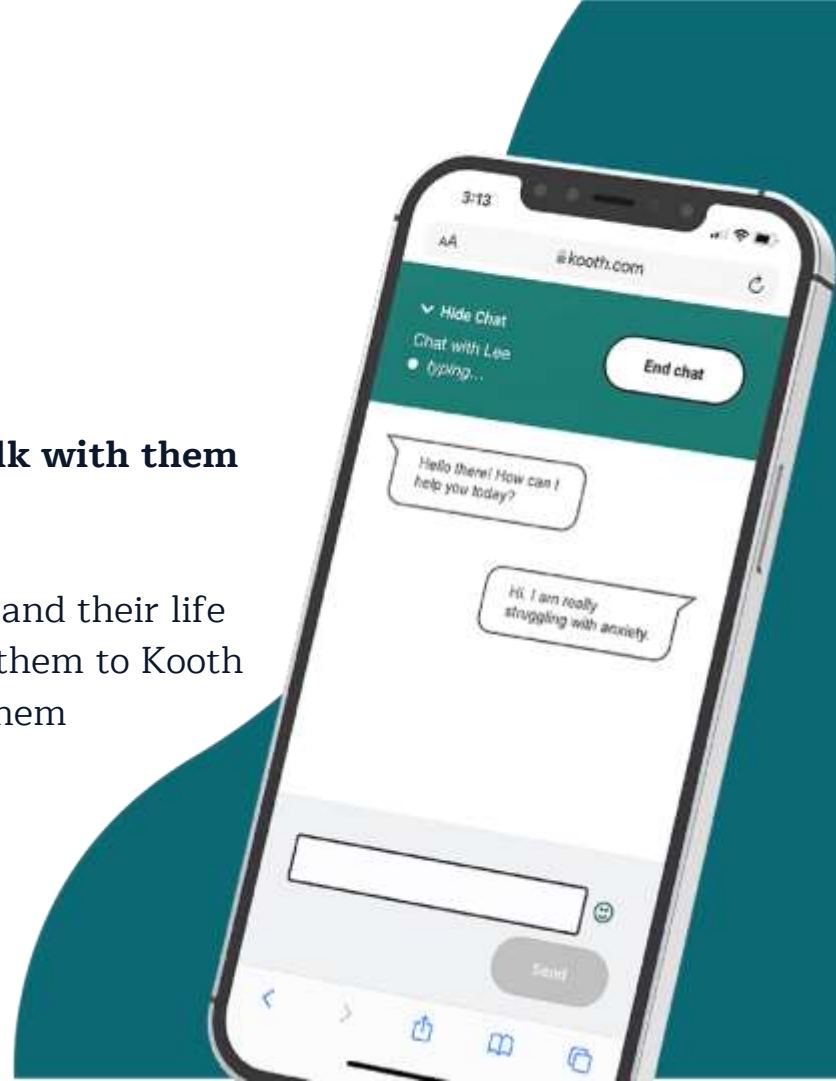
Messaging

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



Adapting our approach to support young people with SEND

- Many young people using Kooth have special educational needs or disabilities
- Our practitioners explore with them the different ways we can accommodate their needs in a person-centred and collaborative way
- Kooth follows web accessibility guidelines 2.1 Level AA



Kooth is a clinically effective service |

Extract from **London School of Economics Review** of Kooth

- **95%** of young people found our community support helpful for their mental health
- **94%** would recommend Kooth to a friend
- **77%** learnt coping strategies when worried about their mental health

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

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'

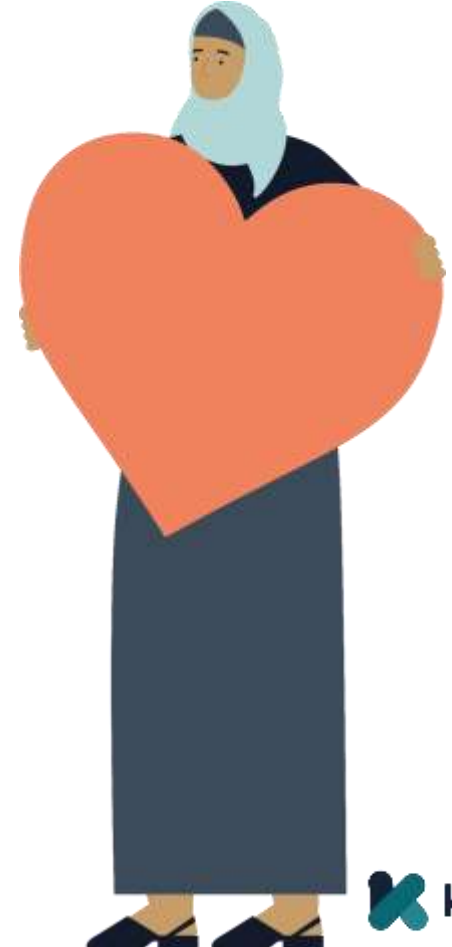
'I feel too nervous'

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



Just like physical health,
our mental health is something we all
have and we need to take care of it



Thank you

Any questions?



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