



XenZone

FUTURE THINKING FOR MENTAL HEALTH

Kooth - Online counselling and well-being support service for children and young people

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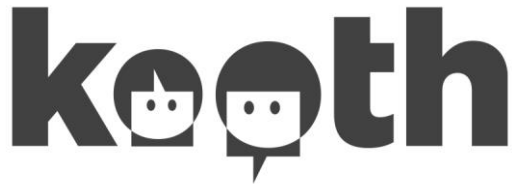
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About XenZone

- Based in Manchester
- Founded in 2001 to help break down the stigma attached to mental health services
- Works across the country in 35+ different local authority areas – provides mainly online service (Kooth), but also blended services (face-to-face AND online).

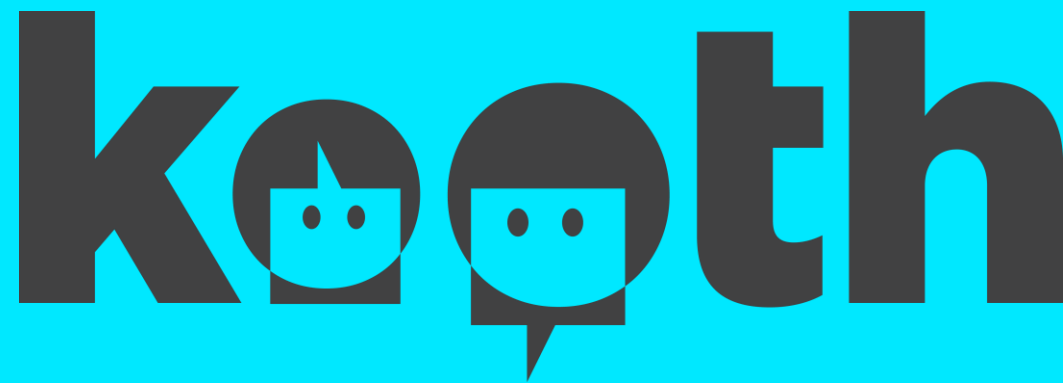
- Kooth is our flagship service
- Has won awards for delivery
 - Works best as fully integrated service
 - Provides gateway to other services (inc. f2f counselling)
 - Attracts ‘hard to reach’ and ‘under the radar’ YP
 - Supports over 10,000 young people each year through its variety of support tools



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: Out of Hours Service
- 12-10pm weekdays, 6-10pm weekends

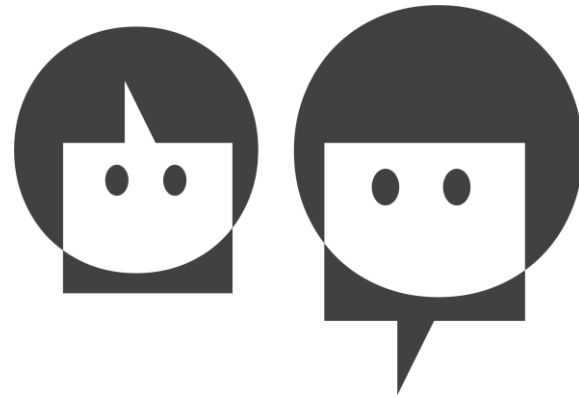
kooth

The logo for Kooth features the word "kooth" in a bold, lowercase, sans-serif font. The two 'o's are replaced by stylized speech bubbles. The first speech bubble is white with a blue outline and a blue triangular tail pointing upwards. The second speech bubble is blue with a white outline and a white triangular tail pointing downwards.

www.kooth.com

You may have problems

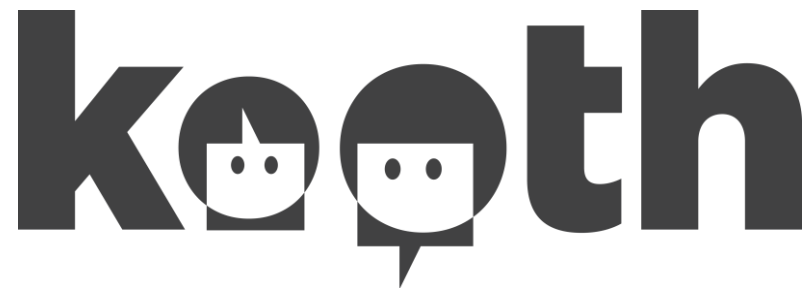
- At home
- At school
- With friends
- With relationships
- With bullies
- If you feel low and depressed



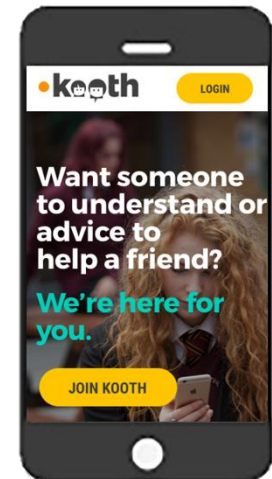
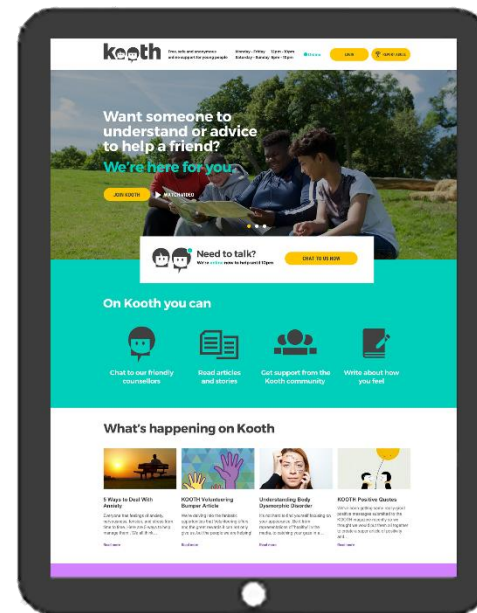
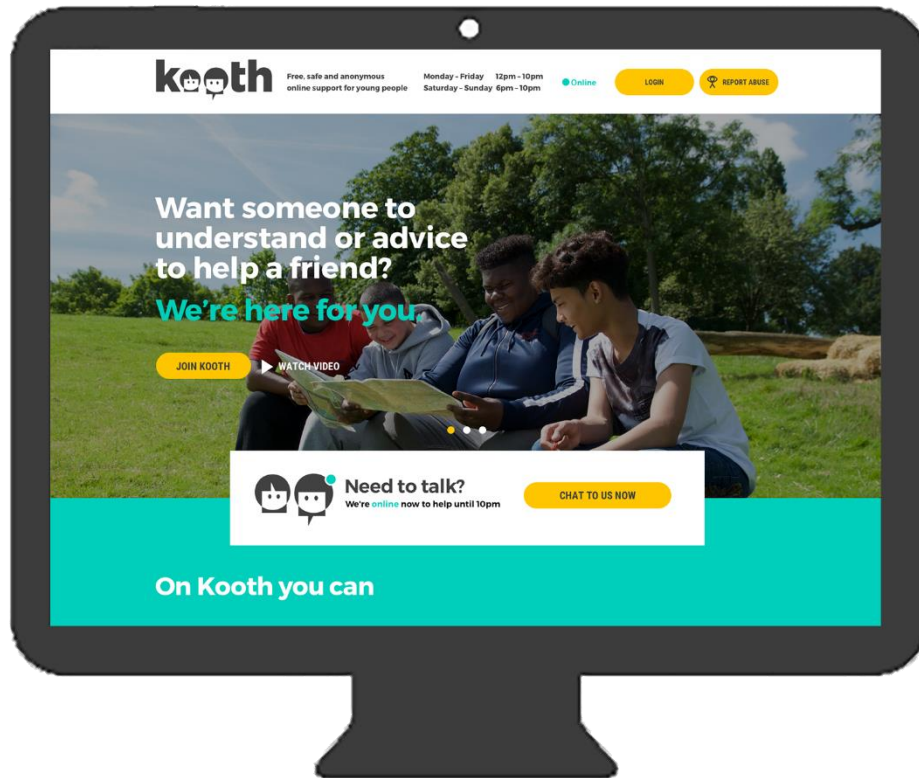
You can talk to us about anything

Kooth isn't just counselling

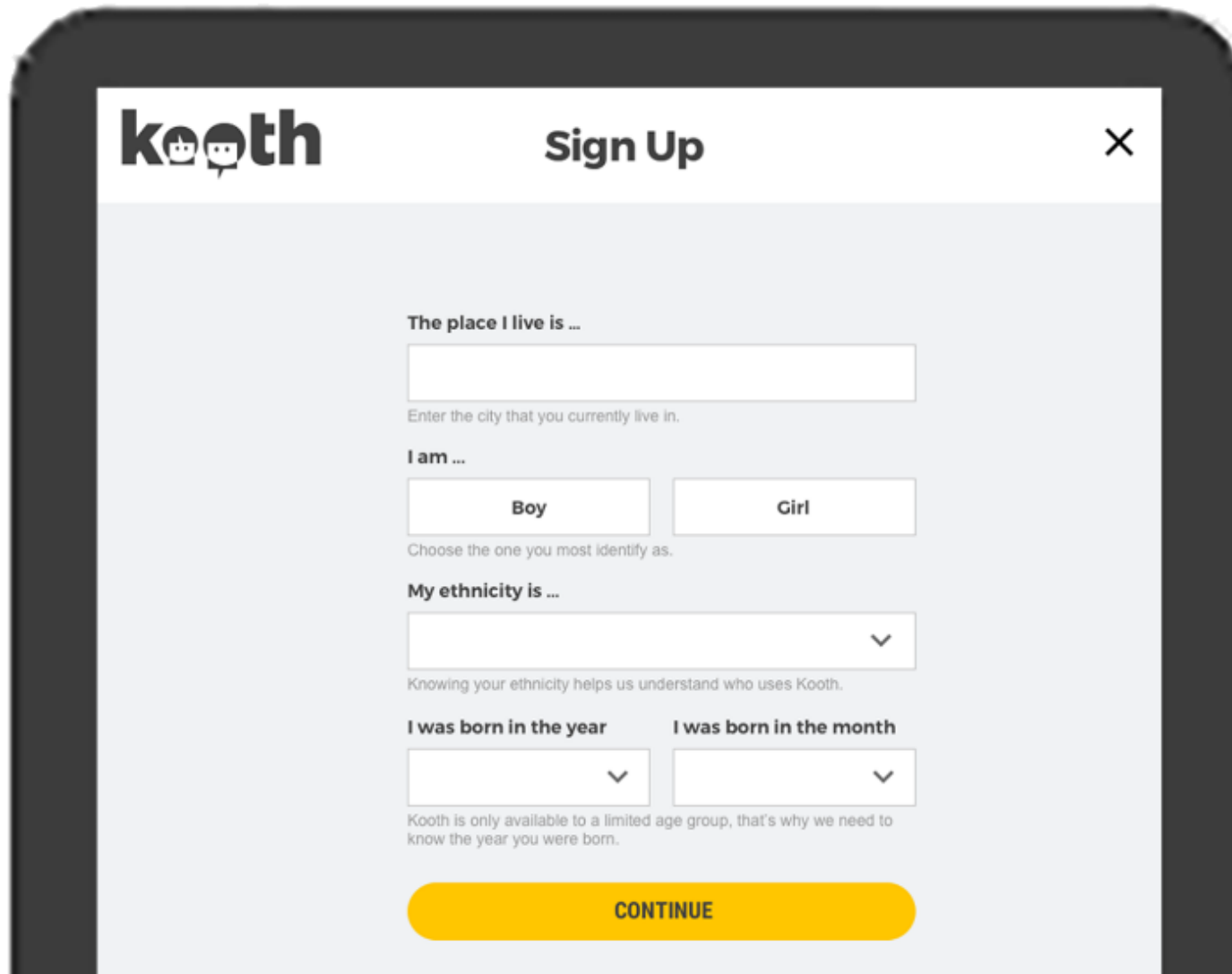
- Forums
- Self-help tools
- Messaging
- Articles
- Online games, blogs and more



Step 1: Sign Up



Tell us some information about yourself

A screenshot of a mobile application's sign-up screen. The screen has a white header with the 'kooth' logo on the left, 'Sign Up' in the center, and a close 'X' icon on the right. The main content area is light gray and contains several form fields. The first is a text input for 'The place I live is ...' with a placeholder 'Enter the city that you currently live in.' Below it are two buttons for 'I am ...', labeled 'Boy' and 'Girl', with a note 'Choose the one you most identify as.' Next is a dropdown menu for 'My ethnicity is ...' with a note 'Knowing your ethnicity helps us understand who uses Kooth.' At the bottom are two dropdown menus for 'I was born in the year' and 'I was born in the month', with a note 'Kooth is only available to a limited age group, that's why we need to know the year you were born.' A large yellow 'CONTINUE' button is at the very bottom.

kooth

Sign Up



The place I live is ...

Enter the city that you currently live in.

I am ...

Choose the one you most identify as.

My ethnicity is ...

Knowing your ethnicity helps us understand who uses Kooth.

I was born in the year

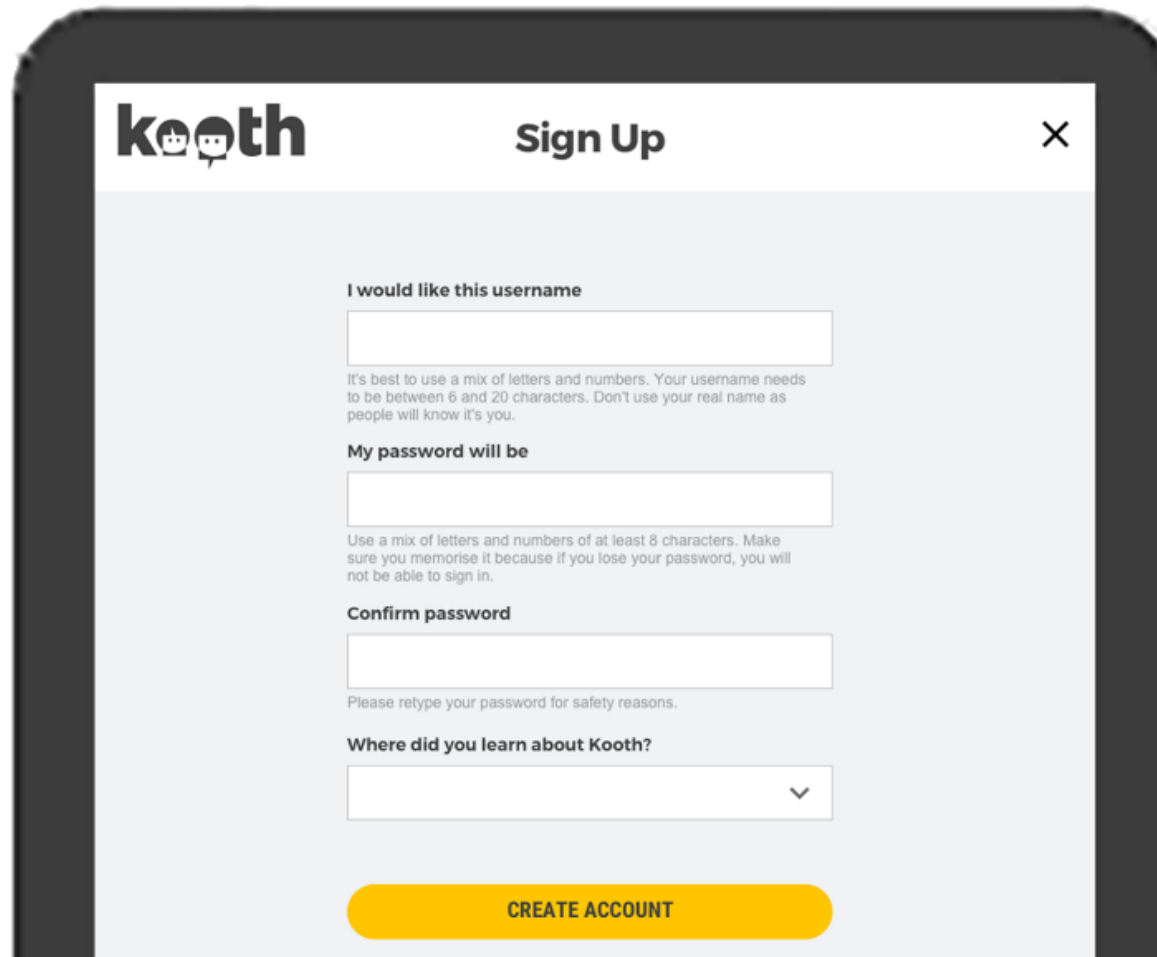
I was born in the month

Kooth is only available to a limited age group, that's why we need to know the year you were born.

CONTINUE

Create your username and password

Don't use your real name!

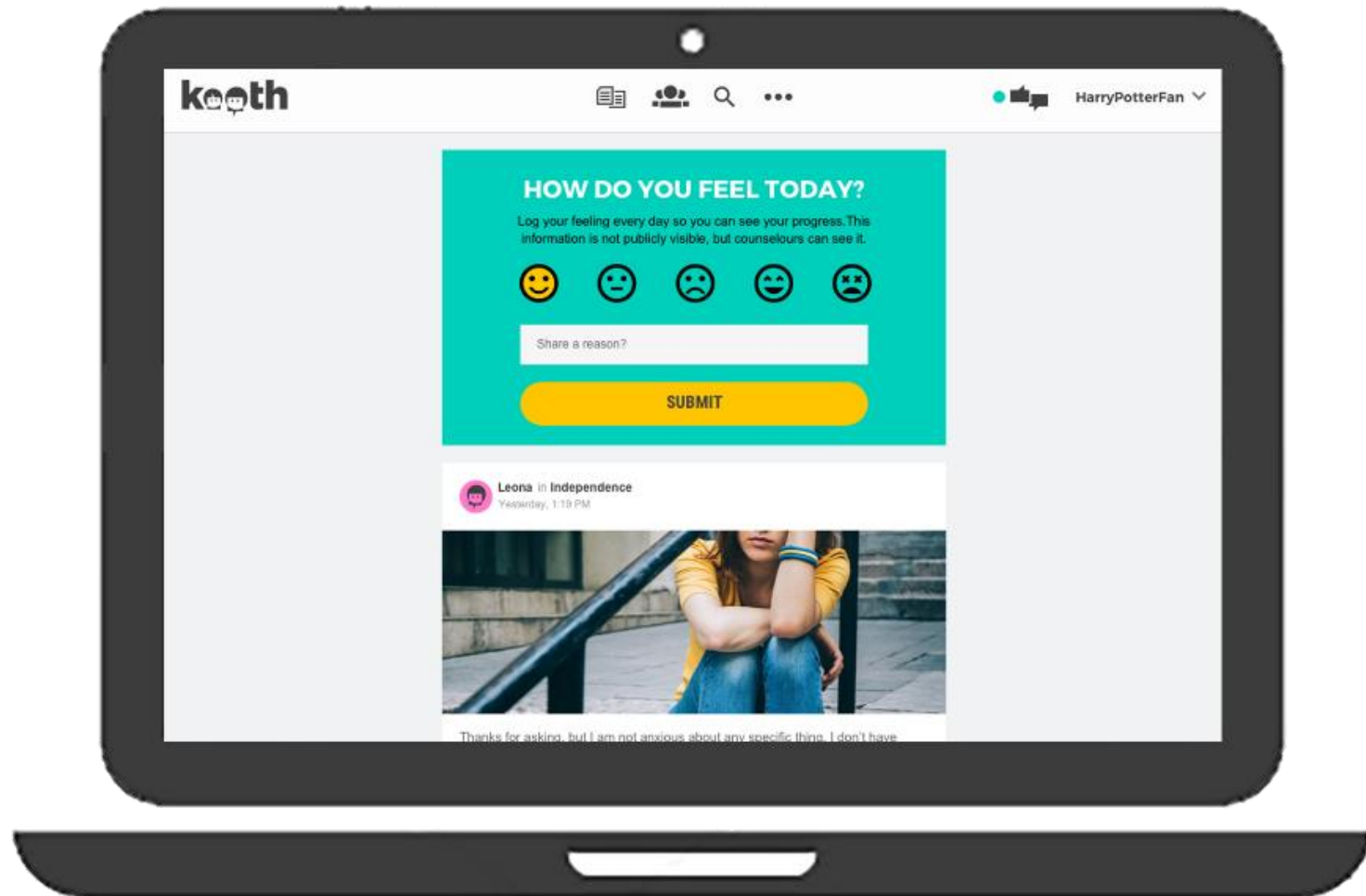


The image shows a tablet displaying the Kooth sign-up interface. At the top left is the Kooth logo, and at the top right is a close button (X). The main heading is "Sign Up". The form consists of several sections:

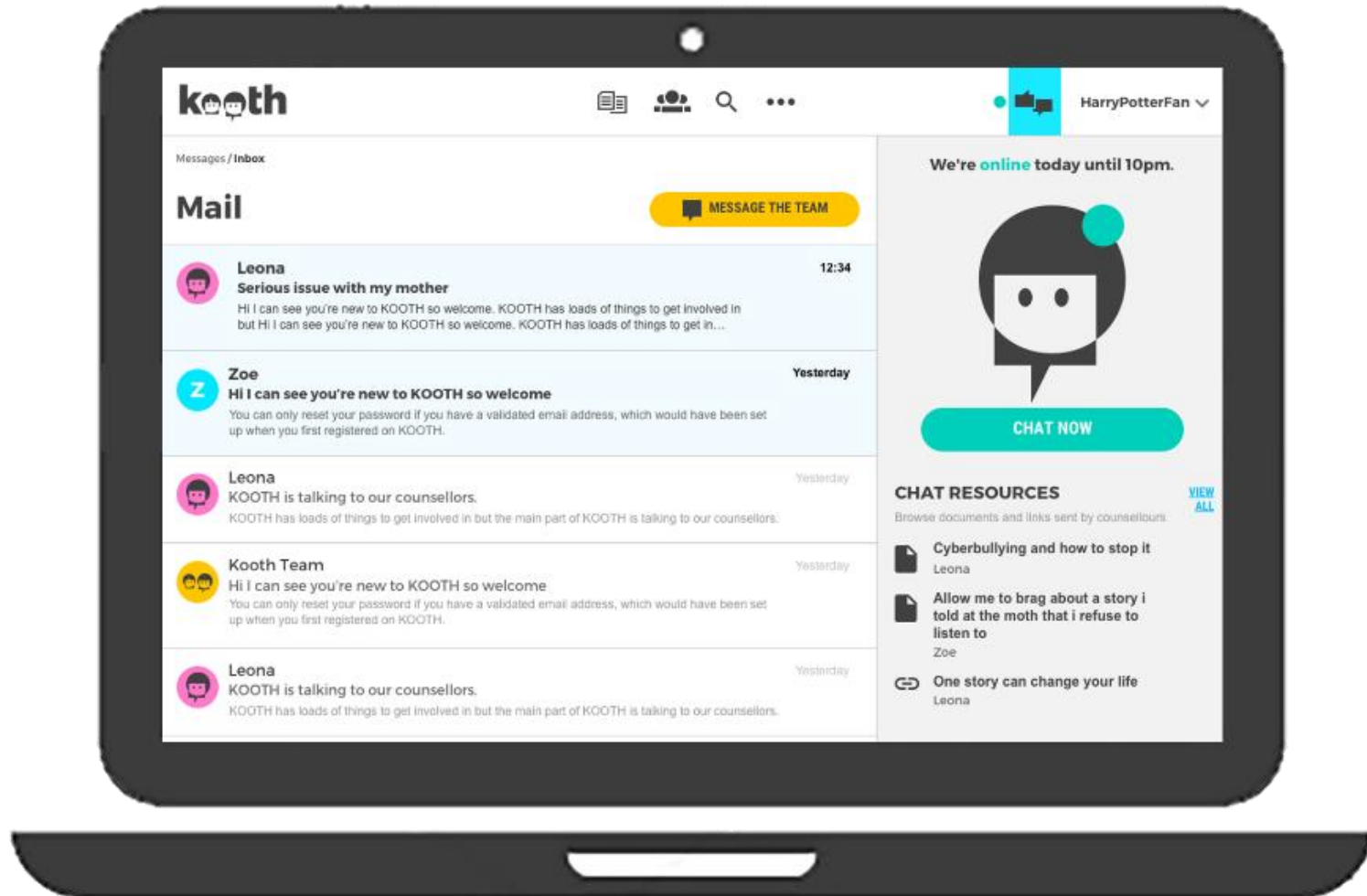
- I would like this username**: A text input field. Below it, a note states: "It's best to use a mix of letters and numbers. Your username needs to be between 6 and 20 characters. Don't use your real name as people will know it's you."
- My password will be**: A text input field. Below it, a note states: "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**: A text input field. Below it, a note states: "Please retype your password for safety reasons."
- Where did you learn about Kooth?**: A dropdown menu with a downward arrow.

At the bottom of the form is a yellow button labeled "CREATE ACCOUNT".

Now you're on Kooth!



Press the green 'Chat now' button to talk to a counsellor



Remember...

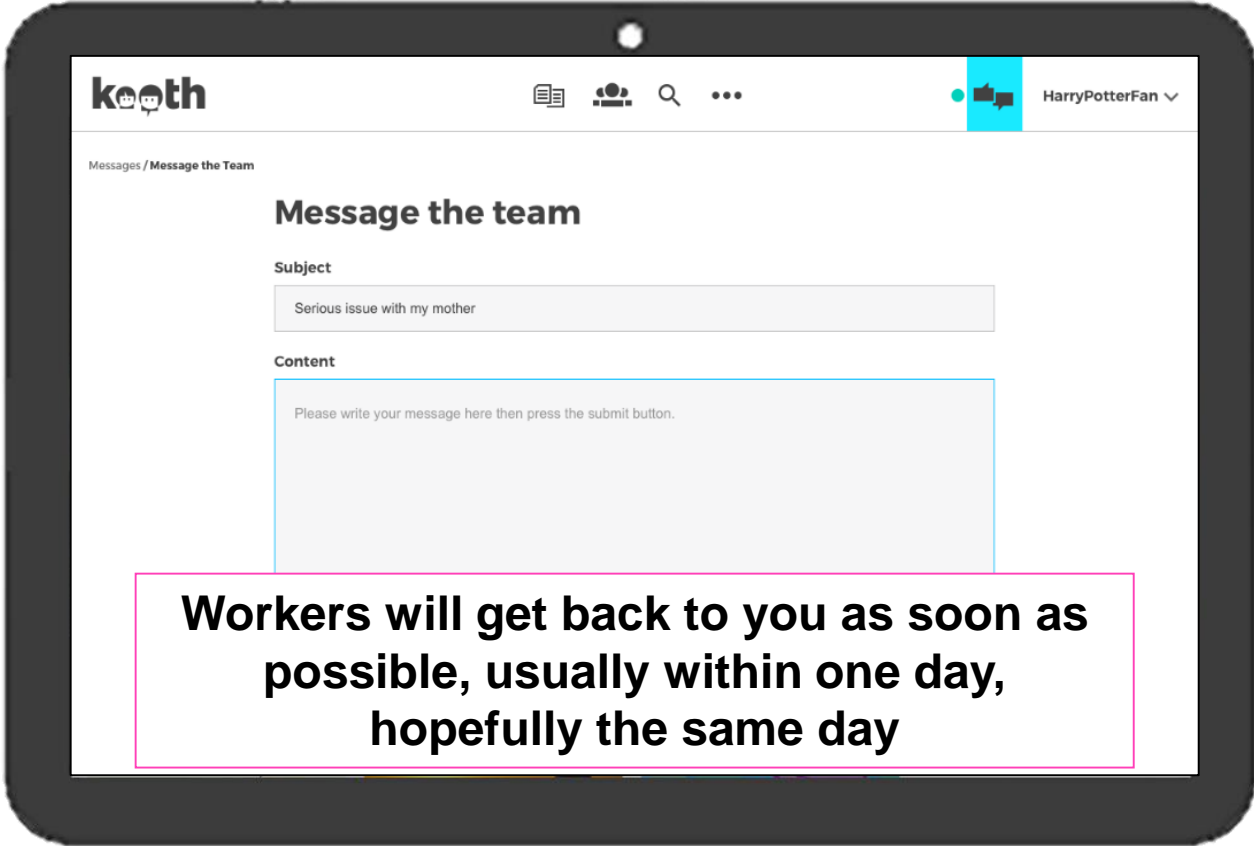
- A counsellor will see you are in the queue and pick up from there
- It should be pretty quick but they might be just finishing a chat with someone else first

**Counsellors are available from:
12 midday to 10pm Monday to Friday
6pm to 10pm at weekends**

Also...

- You can access the rest of the site while you wait, check your messages 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

Send a message to a counsellor

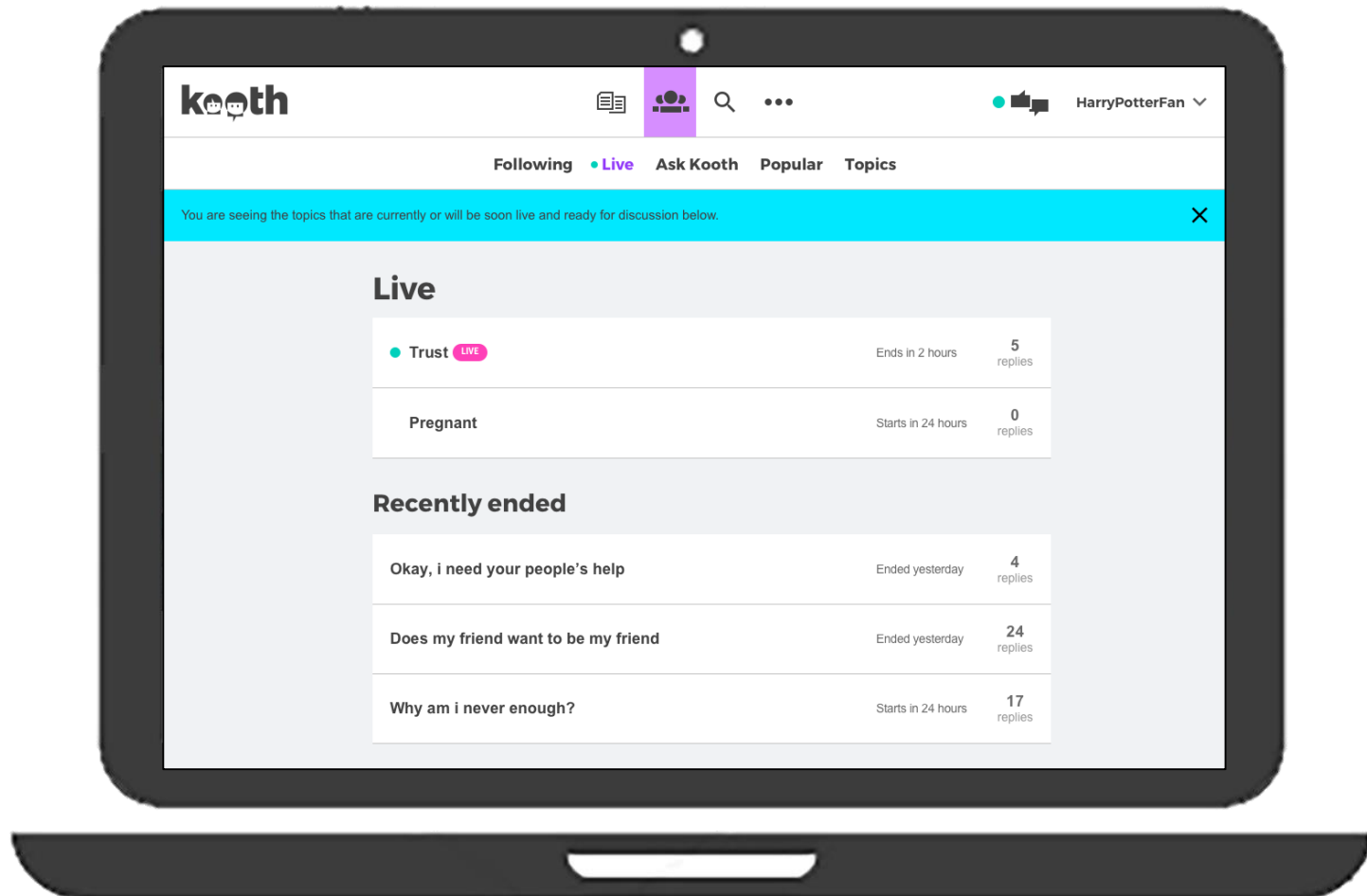


The screenshot shows the Kooth website interface. At the top left is the Kooth logo. The top right shows a user profile for 'HarryPotterFan'. The main heading is 'Message the team'. Below this is a 'Subject' field containing the text 'Serious issue with my mother'. Underneath is a 'Content' field with a placeholder text: 'Please write your message here then press the submit button.' A pink-bordered box is overlaid on the bottom of the form, containing the text: 'Workers will get back to you as soon as possible, usually within one day, hopefully the same day'.

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

Forums

To help other young people or to get advice yourself



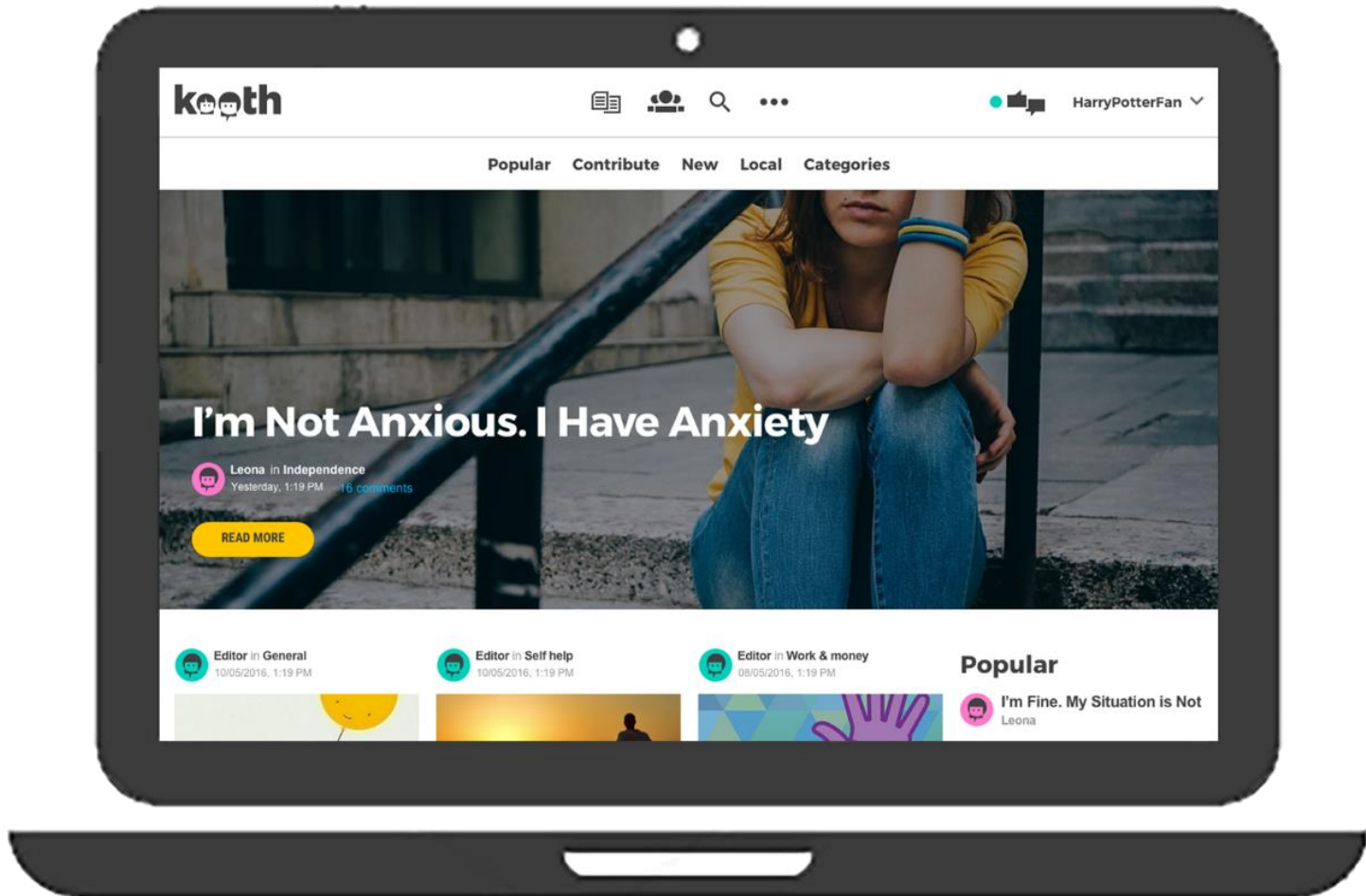
Live Forums

**We have live forums every
Mon, Wed and Fri from 7.30-9:00pm**

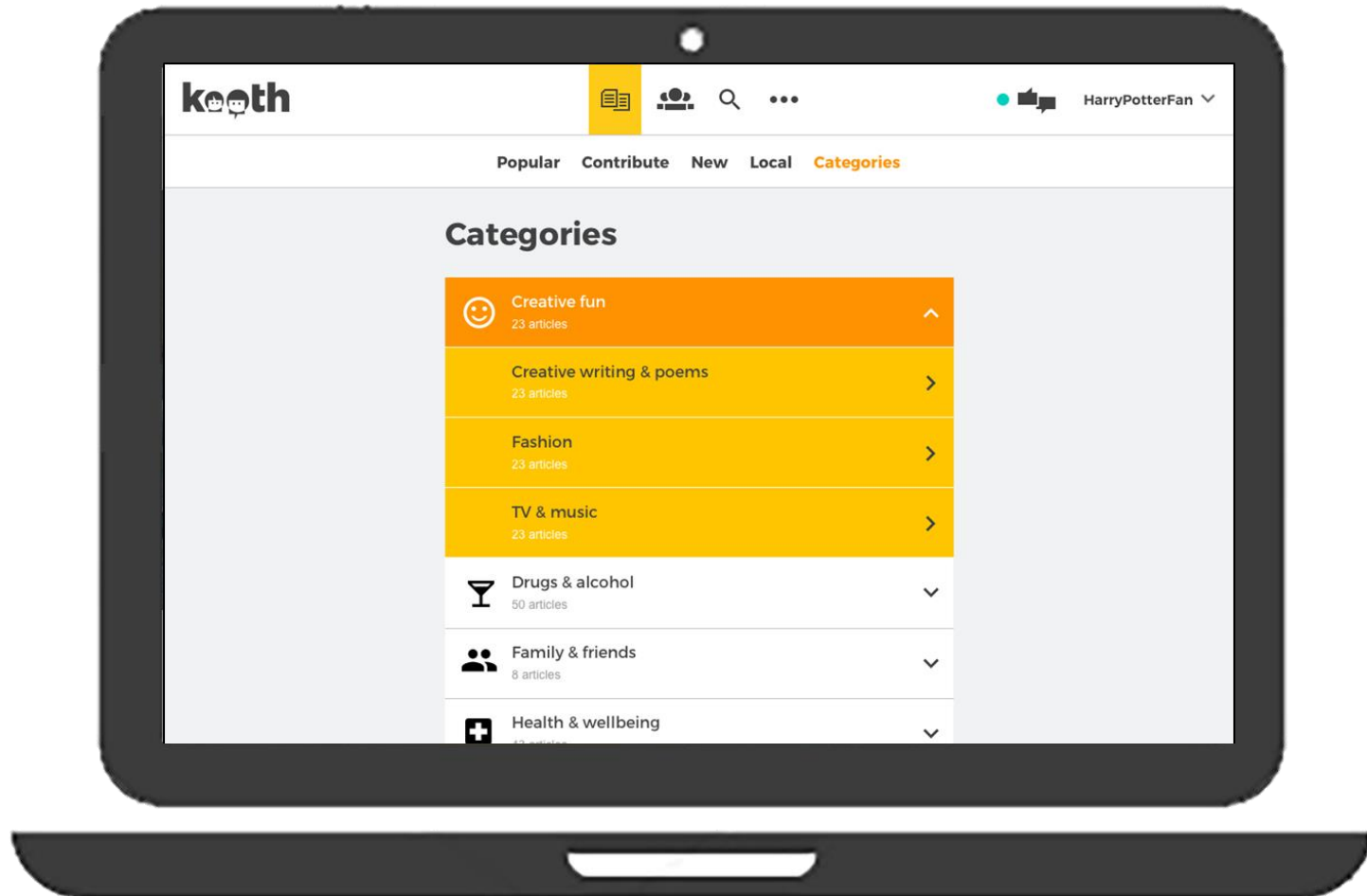
- Every live forum is completely different and has a different theme
- You can participate in as many forums as you want
- All forums are hosted and moderated in the moment by our Kooth staff

Articles

You can write for the magazine too!

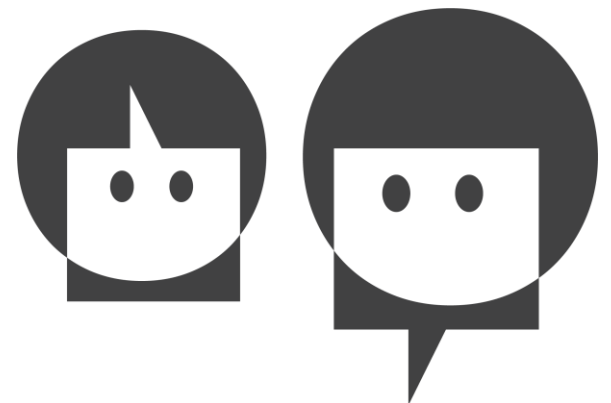


Lots of info and topics



Kooth is safe

- Everything is 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

The logo for 'kooth' is rendered in a bold, lowercase, sans-serif font. The two 'o's are replaced by stylized speech bubbles. The first 'o' is a white speech bubble with a small tail pointing upwards and to the left, containing two small black dots for eyes. The second 'o' is a white speech bubble with a small tail pointing downwards and to the left, also containing two small black dots for eyes. The letters 'k', 't', and 'h' are solid black.

www.kooth.com

Building more evidence bases – symptom, impact, feedback, goal and global tracking

		0	1	2	3
1	I feel sad or empty	Never	Sometimes	Often	Always
2	Nothing is much fun anymore	Never	Sometimes	Often	Always
3	I have trouble sleeping	Never	Sometimes	Often	Always
4	I have problems with my appetite	Never	Sometimes	Often	Always
5	I have no energy for things	Never	Sometimes	Often	Always
6	I am tired a lot	Never	Sometimes	Often	Always
7	I cannot think clearly	Never	Sometimes	Often	Always
8	I feel worthless	Never	Sometimes	Often	Always
9	I feel like I don't want to move	Never	Sometimes	Often	Always
10	I feel restless	Never	Sometimes	Often	Always

Help!

What is counselling?

RESPECT your counsellor

Confidentiality

Complaints

Tips and tricks

wirraltest hi Kevin

... kevin is writing a message ...



that we know how you are doing.
Thanks!

These questions are about how you have been feeling **OVER THE LAST WEEK**.

Please read each question carefully. Think how often you have felt like that in the last week and then put a cross in the box you think fits best.

OVER THE LAST WEEK...

Not at all

Only occasionally

Sometimes

Often

Most or all of the time

1. I've felt edgy or nervous 0 1 2 3 4

2. I haven't felt like talking to anyone 0 1 2 3 4

3. I've felt able to cope when things go wrong 4 3 2 1 0

4. I've thought of hurting myself 0 1 2 3 4

5. There's been someone I've felt able to ask for help 4 3 2 1 0

6. My thoughts and feelings distressed me 0 1 2 3 4

7. My problems have felt too much for me 0 1 2 3 4

8. It's been hard to go to sleep or stay asleep 0 1 2 3 4

9. I've felt unhappy 0 1 2 3 4

10. I've done all the things I wanted to 4 3 2 1 0



Thankyou for answering these questions

How was our time together today? Please put a mark on the lines below to let us know how you feel.

did not always
listen to me

Listening


Listened to me

What we did and
talked about was
not really that
important to me

How important



What we did and
talked about were
important to me

I did not like what
we did today

What we did


I liked what we
did today

I wish we could
do something
different

Overall

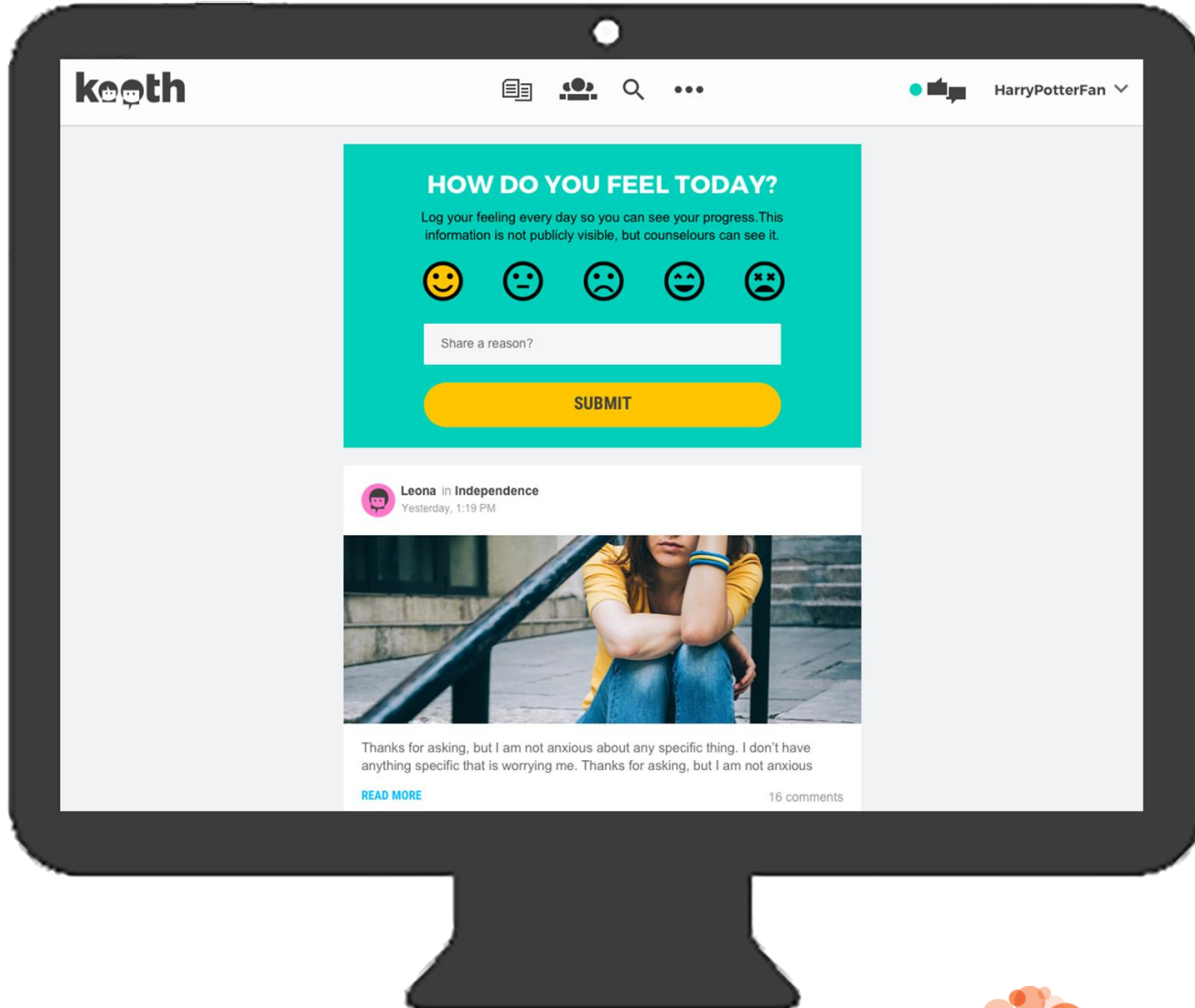
I hope we do the
same kind of
things next time

submit

International Center for Clinical Excellence

Kooth journal



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

Counselling Goals System



Assessment chat with Xen Session: 1

Xen: Hi there, 'username', how are you today?
 username: Hi, I'm very well thanks 😊

Please remember not to swear or be offensive :)

These questions are about how you have been feeling OVER THE LAST WEEK. Please read each question carefully. Think how often you have felt like that in the last week and then put a cross in the box you think fits best.

OVER THE LAST WEEK...

	Not at all	Only occasionally	Sometimes	Often	Most or all of the time
1. I've felt edgy or nervous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I haven't felt like talking to anyone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I've felt able to cope when things go wrong	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I've thought of hurting myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. There's been someone I felt able to ask for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Case notes

Counsellor

User 10mandarins [Logout](#)

Case notes

Wirral

Meleni1

Username: **Meleni1 (F)**

Status: **New to counselling** [\(Change\)](#)

Chat Hours: **0.11 hrs**

Age **18**

Local Authority: **wirral**

Messaging Hours: **hrs**

[Message User](#)

Worker: **none set**

Risk Level  [\(Change\)](#)

<Notes

Flag as important?

Is approx 3 months pregnant, has not told boyfriend yet, afraid that he will be angry. Is not eating or sleeping due to stress

save



Meleni1

Presenting Issues/CAF [+ Add](#)

Monday 20-01-2014 at 14:48

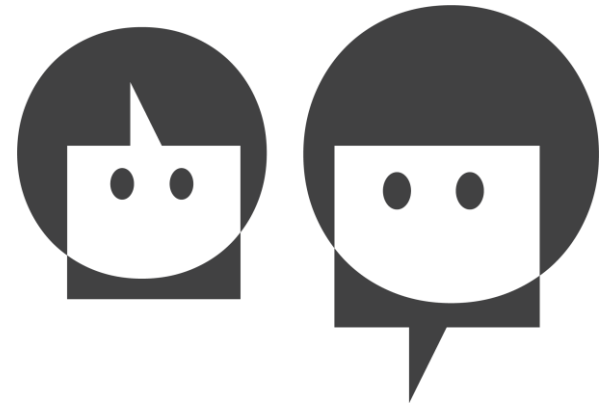
Safe And Healthy environment
Pregnant
Eating Difficulties
Anxiety/Stress
Loneliness

Signposting

Pathways	Wirral Safeguarding Children Board			
View Policies	Child Protection	Out of Hours	Vulnerable Adults	
Write Policies	<p>Unborn – 18 [LAC older – depends on whether they were 16 yrs when entered Care]</p> <p>0151 606 2006</p> <p>M – F 9am – 5pm</p> <p>For informal discussions and information Central Advice and Duty Team 0151 606 2565 Can use this number for consultation/advice without giving details</p> <p>In cases of Suicide, imminent and immediate danger - EMERGENCY SERVICES 999</p>	<p>Emergency Duty Team - both Child and Adult</p> <p>0151 677 6557</p> <p>M – F 5pm – 9am, weekends, and Bank holidays</p> <p>Out of Hours GP - Client can contact direct if feeling suicidal and need crisis team support - 0151 6788496</p> <p>In cases of Suicide, imminent and immediate danger - EMERGENCY SERVICES 999</p>	<p>0151 643 7320</p> <p>Need to fill in AP1 form - ring number for copy</p>	
Write Pathways	<p>Tier 0</p> <p>0 Armistead Centre0 Childline Cruse Bereavement Care0 NHS.UK0 Rape, sexual assault and sexual abuse serviceT1-T3</p>	<p>Tier 1</p> <p>AI AnonT1-T3 Borderline Personality Disorder world 0 MENDO Wirral Brook Wirral Police 0</p>	<p>Tier 2</p> <p>Narcotics Anonymus (NA) RESPONSE Tranmere Community Project0 Zero Centre</p>	<p>Tier 3</p> <p>Cahms consultaion Talking ChangesT2, T3</p>

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The background consists of several overlapping circles in various shades of orange and white. A large white circle is positioned on the right side, containing the contact information. Other circles in lighter and darker orange tones are scattered across the left and top portions of the image.

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Participation Manager

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