kooth

Qwell
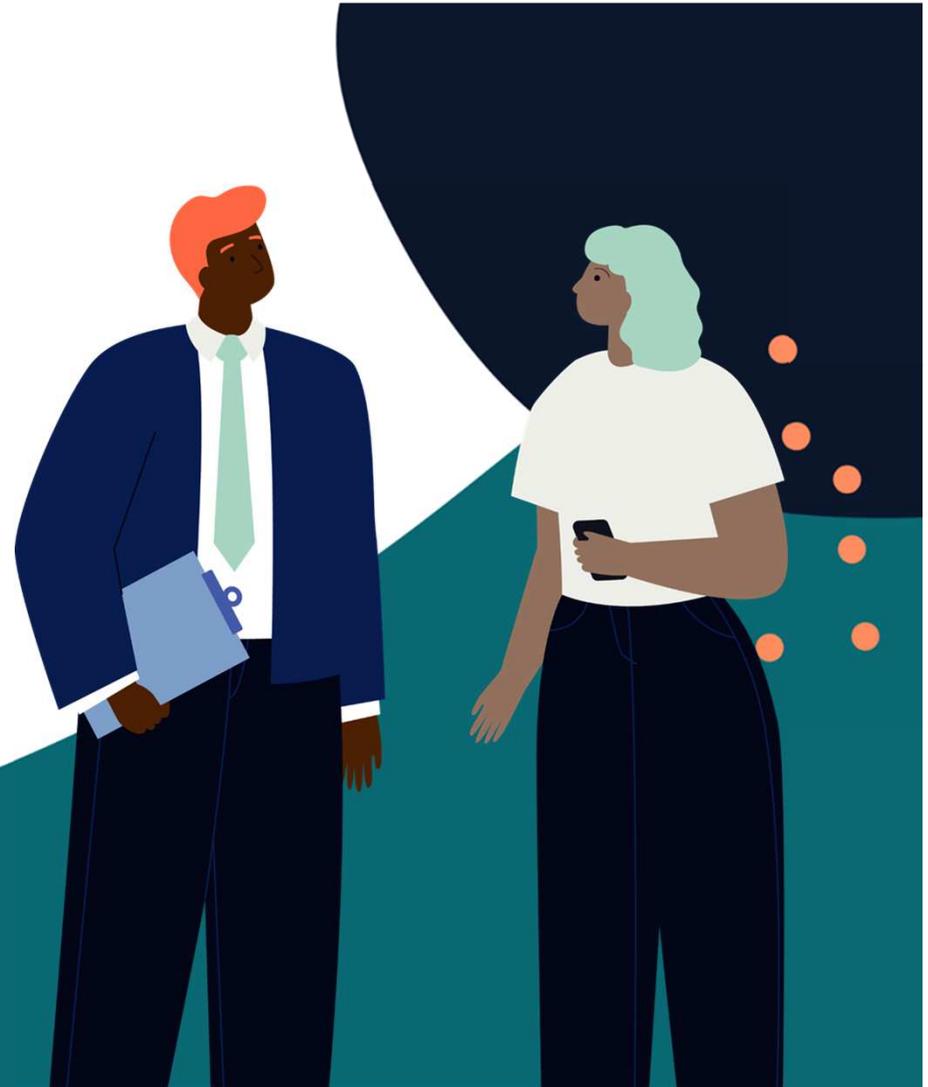
Online Mental Health & Wellbeing
Service For Adults

Search Qwell.io

Aim of presentation

- Introduction
- Qwell Overview
- Q&A

Qwell

About Qwell.io

➢ **Qwell emerged in 2018. After seeing the impact we were having with Kooth, we wanted to replicate this service provision with adults to help increase adult access to digital mental health support**

➢ **Qwell is one of the only BACP accredited digital services for adults**

➢ **Over 1.5 million adults in the UK have access to Qwell**

Qwell

Qwell

"I just want to say thanks again. I don't know where I would be if I hadn't opened up and had the support from you."

Qwell user

"I feel like I have made some good steps forward and have put some changes/controls in place which have really helped me"

Qwell user

"I find it useful. Sometimes you feel nervous talking to someone face to face. Sometimes I can express myself better in writing than I can by talking with someone."

Qwell user

Contract Area Specifics

- County Durham & Tees Valley

- 18 +

- Durham, Darlington & Teesside NHS Mental Health & Learning Disability Partnership

- People can access our **FREE, SAFE and ANONYMOUS** service by signing up at Qwell.io

Qwell

Prevention through to support for most vulnerable

Anonymous Users

Our users remain anonymous, giving them confidence to speak out and access support without the fear of judgement.

Therapeutic Choice

We offer a full mental health toolkit - giving our users the opportunity to choose what kind of support works for them.

Self-help resources

Community Support

Practitioner intervention

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.

Discussion Boards

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

Magazine

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

Live Chat

IMMEDIATE access to qualified counsellors through drop-in or pre-arranged online chat.

24-Hour Messaging

Message the counselling team at any time of the day to receive support

Online counselling & well-being support

- Text based support - live chat sessions and asynchronous messaging
- Access to our team of counsellors and emotional wellbeing practitioners
- Drop in chats and structured support
- First three sessions are assessment based - building a picture of need and presenting issues
- Open 365 days a year
- 12-10pm weekdays, 6-10pm weekends
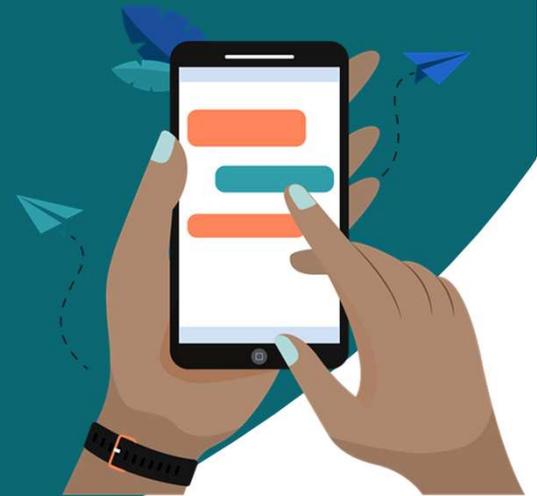
Qwell

How Qwell supports service users

Practitioner led support pathways

Sessions with our service delivery team target a range of issues at different levels of complexity.

Assessment tools

At Kooth plc we use a range of appropriate assessment tools for Qwell to measure our treatment effectiveness.

Case Management

We keep thorough and encrypted case note records for all service users we support on Qwell.

Safeguarding

We are experienced in holding people in crisis and utilising safeguarding principles to govern practice.

Adults do not need to be referred to Qwell to access the service. Service users are invited and welcome to join our platforms as long as they fall within the cohort that that the service is available to in their area.

Qwell

Safeguarding

Structured governance ✦ Clinical expertise ✦ Real-time supervision

Safeguarding is the core principle that encompasses everything we do at Kooth plc. It is a core value amongst our Qwell team.

The safeguarding team is the first point of contact for all concerns raised by staff and service users.

Safeguarding online is a balance of skillful engagement, robust clinical governance, clear protocols, guidance, risk management and seamless interdisciplinary work including external services.

Thank you
Any Questions?

Contact Details:
Jemma Austin
jaustin@kooth.com

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