

The logo for Qwell features a stylized orange speech bubble on the left, with the word "Qwell" in a bold, dark blue, sans-serif font to its right.

Qwell

bacp | Accredited
Service
collective mark

NHS
Providing NHS services



Our services that are available in your area

Kooth

11 - 18 Years Old

(up to 25s with additional support needs)


Kooth.com

Qwell

18+ Years and Over

Qwell.io





What are the barriers to
accessing mental
health support?

Here are some
thing we'd like
you to **always**
remember about our
services...






It's **completely free.**



No formal referral is required.

You can **self-refer**,
online at anytime.

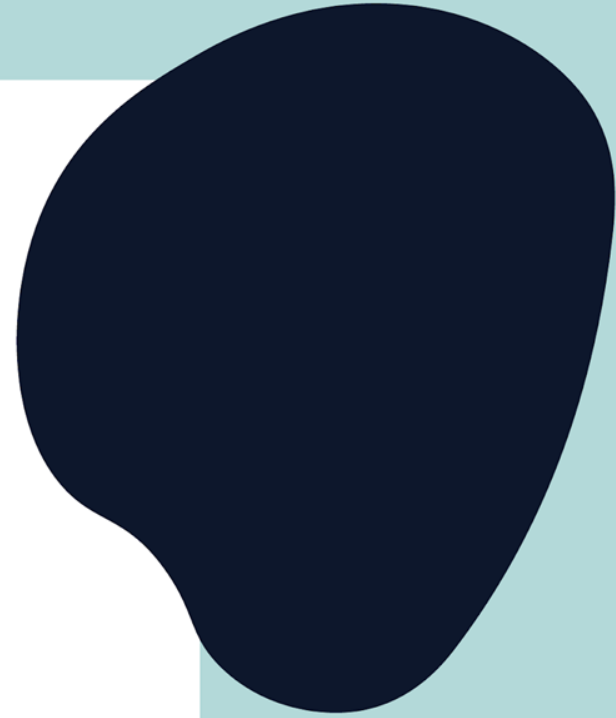




What makes you feel
more comfortable to
talk about your mental
health?



Everything shared on
Qwell is **safe**.



You are
anonymous to us.



No problem is ever too small at Kooth or Qwell

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

- **Stress**
- **Anxiety**
- **Friendships**
- **Life at home**
- **Exam or coursework pressures**
- **Eating difficulties**
- **Loneliness**
- **Body image concerns**
- **Anger**
- **Confidence**
- **Big changes**
- **Social media**





Providing NHS services



**Real people who
want to listen
and help,
not bots**

95%

of our users would
recommend us to a
friend

You can **trust us**



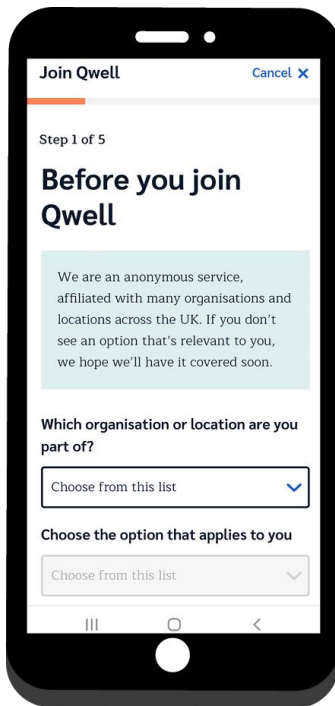
You can head over to
our website at **kooth.com**
or qwell.io on any
internet enabled device.

**As Kooth & Qwell aren't
apps, you won't be able to
find us on any app stores.**



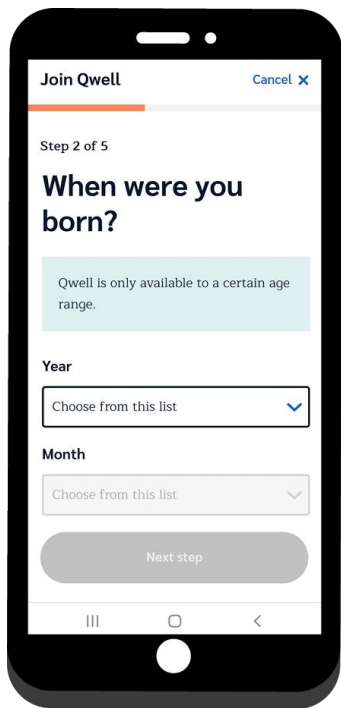


1. Select Sign up to Qwell.

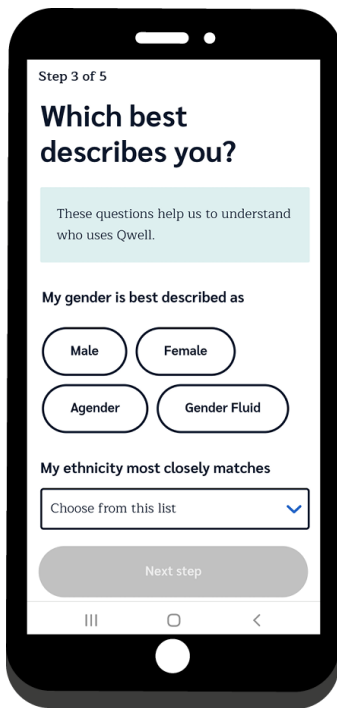


2. Select the location you live in or the organisation you're a part of.

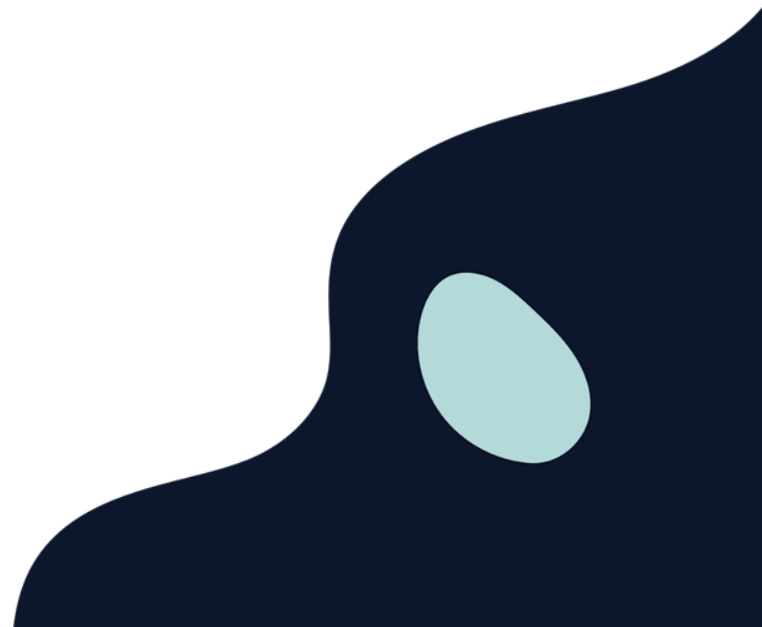
How to **sign up**

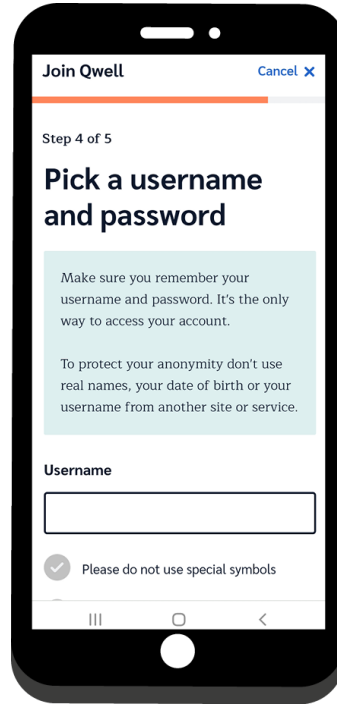


3. Select the year and month you were born in.

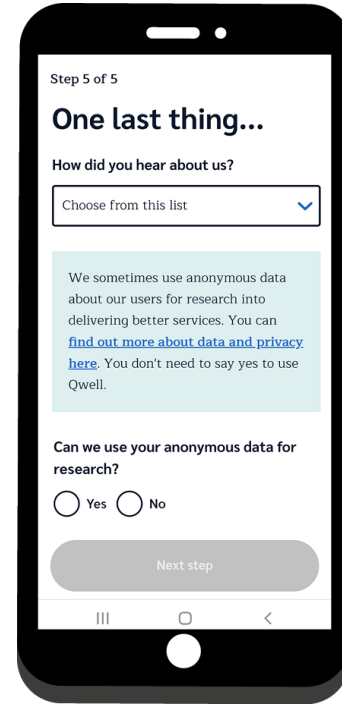


4. Choose your gender and ethnicity.





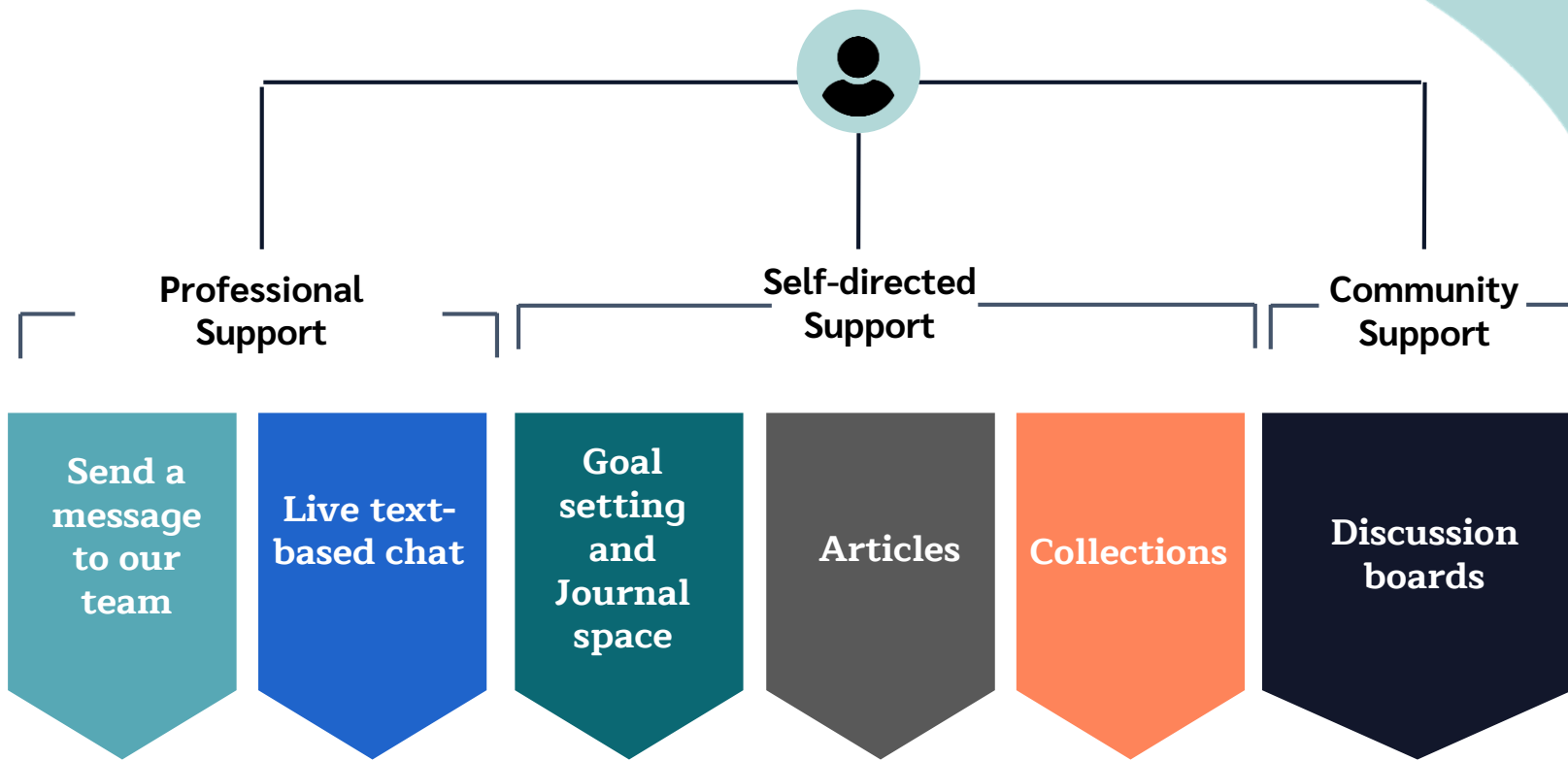
5. Create an **anonymous (not your real name)** username and secure password.



6. Let us know how you heard about Qwell.

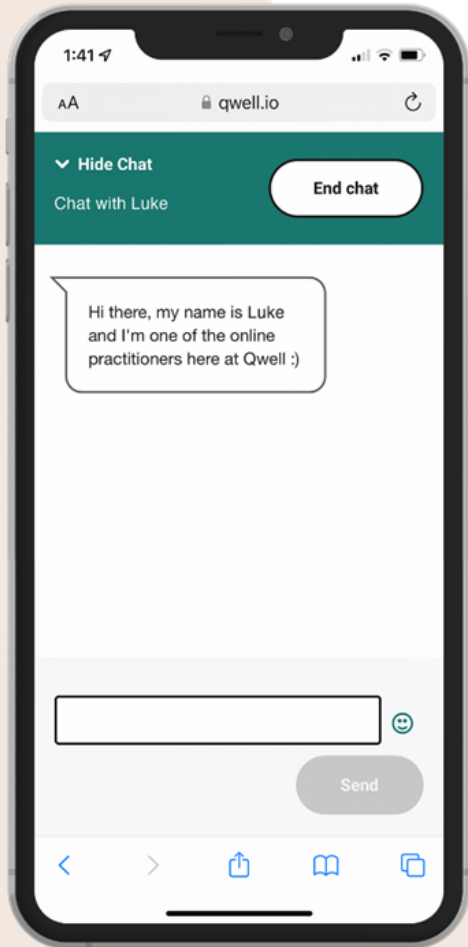
We offer a range of support options and the service user has **complete control** of the support pathway they enter.





Live text-based chat
with a mental health
practitioner. We're
here to listen.

**Our team is online during
the following hours:**
Monday - Friday
12pm - 10pm
Saturday and Sunday
6pm - 10pm



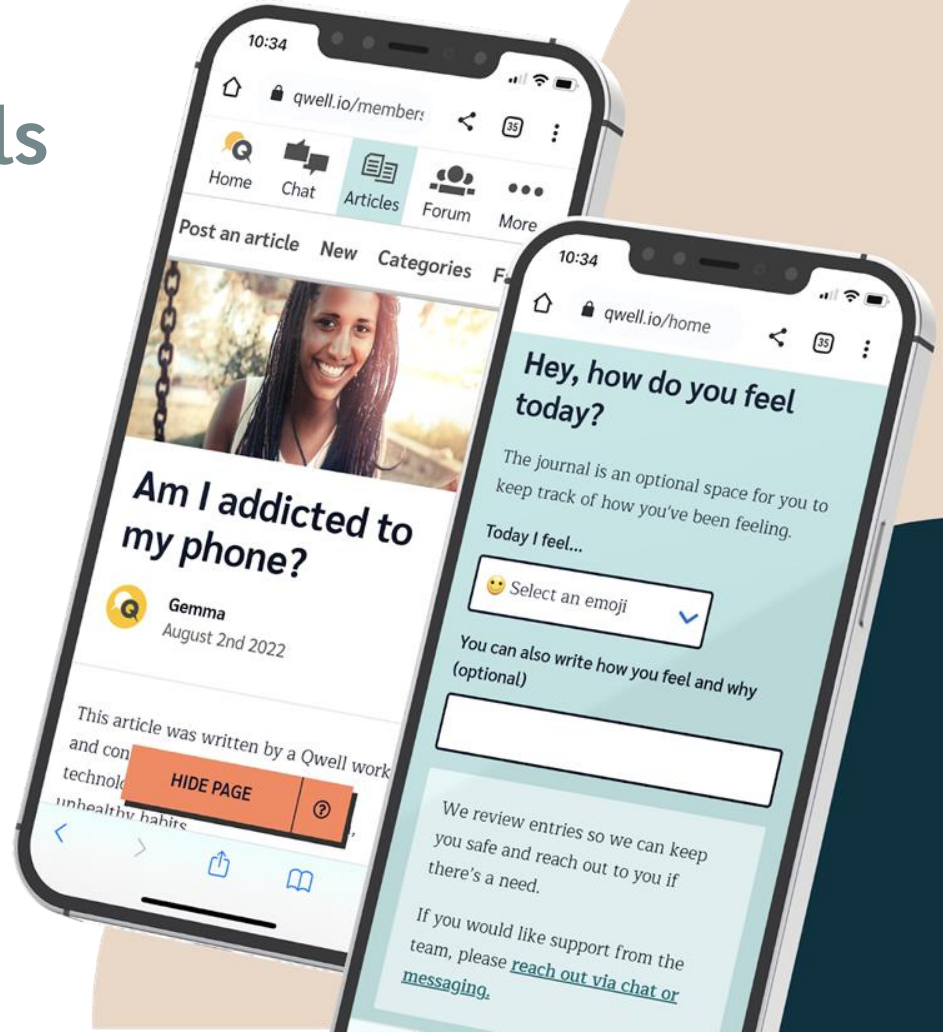
Your first chat session

When you first come to chat, we will talk to you to:

- Understand a little bit about you
- Explore your current difficulties and what's brought you to Qwell
- Think together about the best way we can support you

A range of self-help tools all in one place

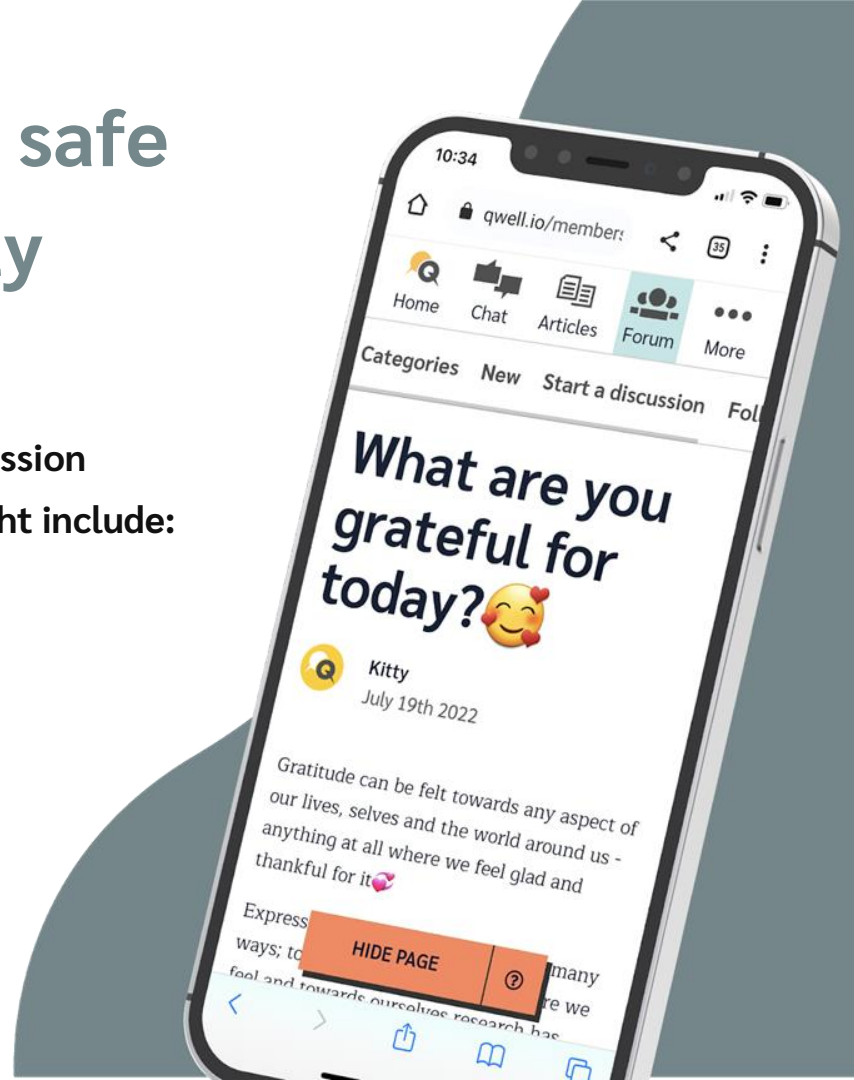
- Helpful articles and collections
- Goal setting
- Journal space



Support from others in our safe and supportive community

Join the conversation on one of our many helpful discussion boards that cover a range of topics. Some of these might include:

- Parenting
- Family and Friends
- Work
- Relationships
- Understanding emotions



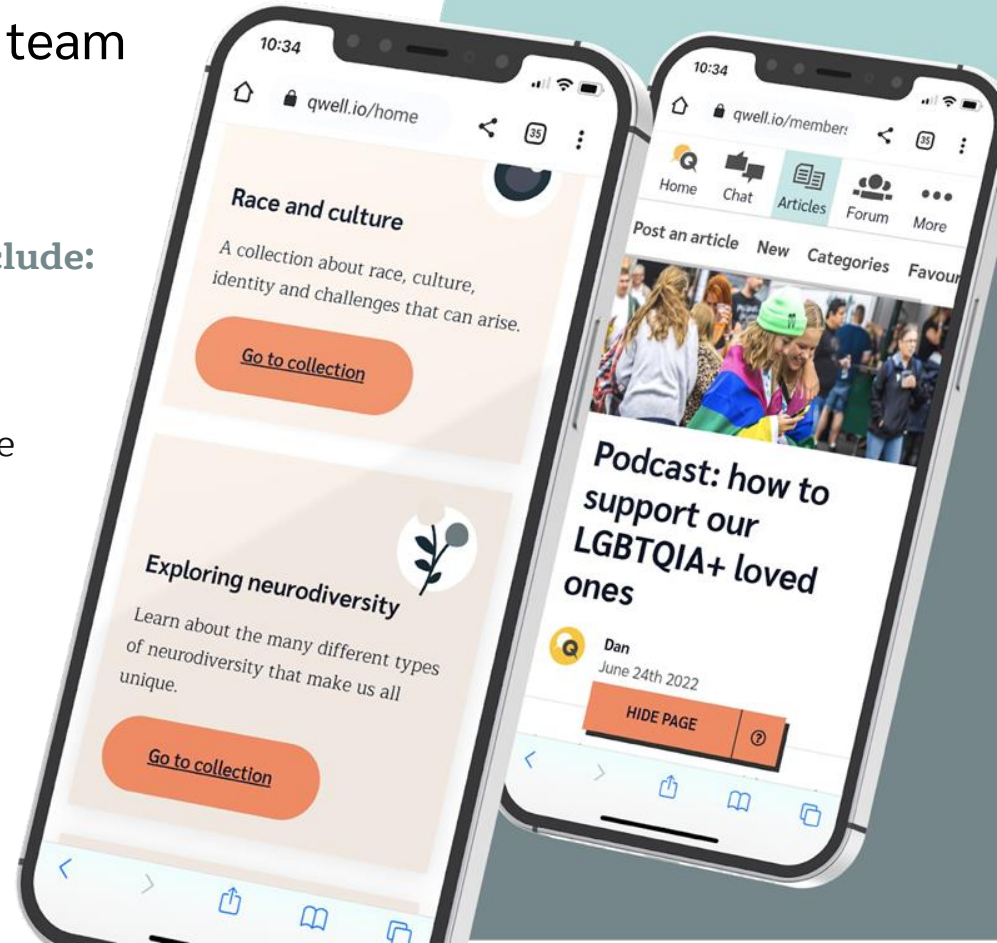
A range of **helpful articles and collections** written by our users and professional team

Article topics include:

- Personal stories
- Identity
- Bullying
- Parenting
- Hobbies and interest
- General health and wellbeing
- Relationships

Collection topics include:

- Grief and loss
- Self-care
- Race and culture
- Opening up
- Exploring neurodiversity
- Gender identity





Cost of living series

All about financial stress

Worrying about finances can take a massive toll on our mental health and wellbeing. We talk to Dr. Jeri Tikare, about how financial stress can effect our everyday life.

All about relaxation

Take a 10-minute break and listen to our original guided meditation written by our own Qwell counsellors.

All about food banks

We tackle some of the big questions (and bigger worries) all about using food banks with the charity, Emmeline's Pantry.

All about taking care of yourself

How do you recognise when things are getting on top of you? What helps your own wellbeing? What are the things you find the most unhelpful? Listen to what three of our users have to say...

All about supporting others

We might worry about whether it's appropriate to talk to children about money, and how we can support our family while feeling overwhelmed ourselves.



Safeguarding is always a priority for us

At Kooth plc, we believe that **safeguarding is everybody's business**.
It is a core value amongst all our staff.

We have clear processes for escalating safeguarding concerns,
supported by our safeguarding team.



Adapting our approach to support young people and adults with SEND

We recognise that many service users using Kooth & Qwell may have special educational needs and disabilities.

In these events, we'll explore with them the different ways we can accommodate their needs in a person-centred and collaborative way that works for them.




**“I’ve never felt
pressured using
Kooth. I’m in full
control”**

**“Kooth feels like a
family and I can’t
thank you enough.”**

Kooth users





“Being anonymous makes it less intimidating and this helps me to be open & honest.”

“The understanding and validation I received during my chat sessions were so important to me”

Qwell users



22nd September, 10- 11am: Qwell Information Webinar for Adults



29th Sept, 1:30-2pm: How Kooth can support Year 7,8 &9 students with resilience & goal setting.



29th Sept, 10- 10:30am: How Kooth can support Year 10 &11 students with resilience & goal setting.



11th Oct, 11- 12pm: How Kooth and Qwell provide mental health support for LGBTQ+ identities



12th Oct, 3:30- 4:30pm: How Kooth provides mental health support for LGBTQ+ young people



23rd Oct, 12- 1pm: How Kooth Can Support Marginalised Identities



26th Oct, 5- 6pm: How Kooth and Qwell Support Marginalised Identities



6th Nov, 12- 1pm: Parent and Carer Webinar: How Kooth Promotes and Supports Staying Safe Online



Questions from parents and carers

parents@kooth.com

General enquiries

contact@kooth.com

Enquiries about promoting us in your area

kel@kooth.com

Holly Cook (Wirral Qwell Engagement Lead)

hcook@kooth.com

Holly Jackson (Wirral Kooth Engagement Lead)

hjackson@kooth.com