



Supporting mental health and wellbeing in Scotland

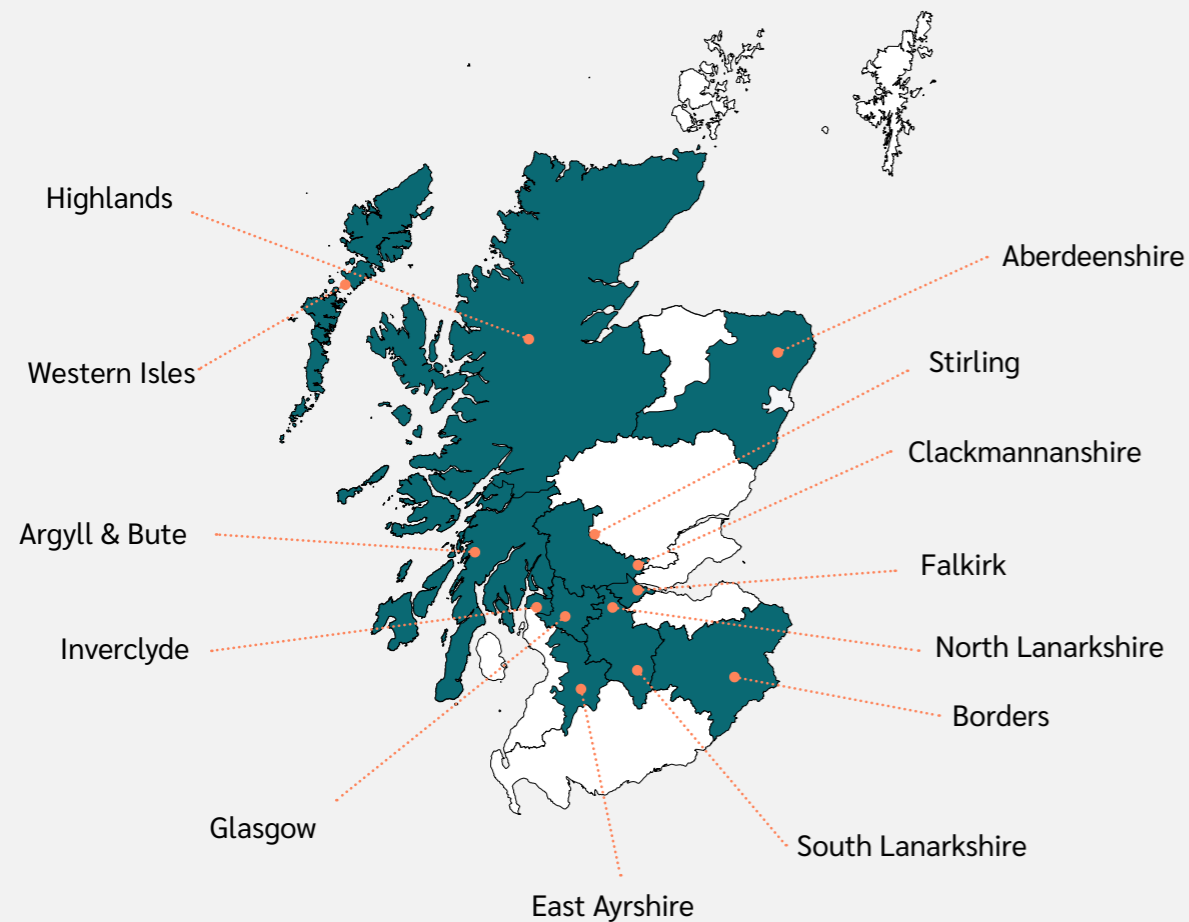
Kooth provides anonymous, accessible, digitally-enabled care to whole populations.



Two years of accessible digitally-enabled mental health support in Scotland

Kooth has been providing digitally-enabled mental health support to people in Scotland for two years. Building on our 20+ years of experience in providing anonymous, rapid access to a range of support, we have adapted our service and our engagement model to meet the needs of young people and adults in Scotland. The service has been embraced and welcomed both in remote and rural areas, where access to in-person support can be a particular challenge, and in urban areas, where we complement existing provision with out-of-hours, flexible support.

Our Kooth service for children and young people is now widely available across Scotland, for 10-18 years or 10-26 in most locations*. We are currently commissioned in the following local authority areas: Aberdeenshire, Argyll & Bute, Borders, Clackmannanshire, East Ayrshire, Falkirk, Glasgow, Highlands, Inverclyde, North Lanarkshire, South Lanarkshire, Stirling, Western Isles.



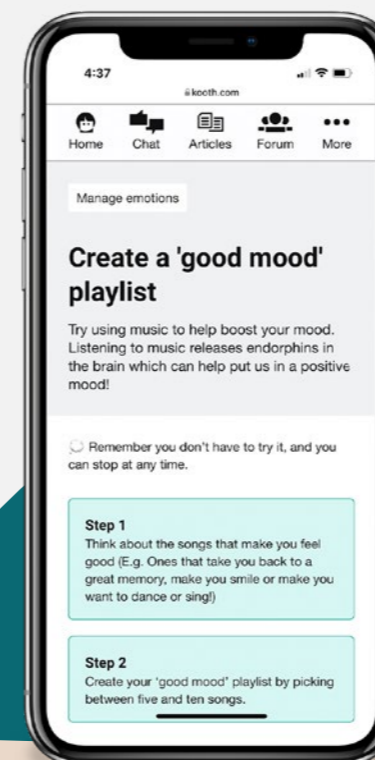
We have also been piloting our Qwell service for adults, which is currently available to people accessing support from identified services delivered by SAMH and The Wise Group.

We are delighted to launch our first local authority commissioned Qwell service in Clackmannanshire to support parents and carers.

Across our services, young people and adults can access self-directed therapeutic tools, pre-moderated peer to peer support and professional support from any internet-connected device, without the need for a referral. Our service is the only BACP accredited online platform, providing mental health and wellbeing support for a spectrum of need, and ensures everyone has access to safe and confidential digital mental health support 24/7.

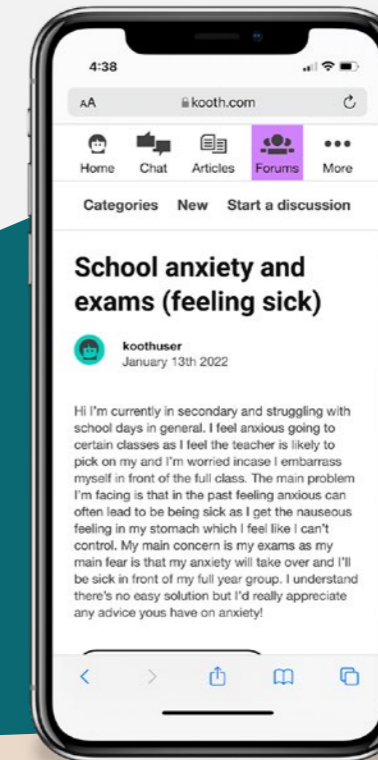
Self-therapy

Therapeutic content & activities



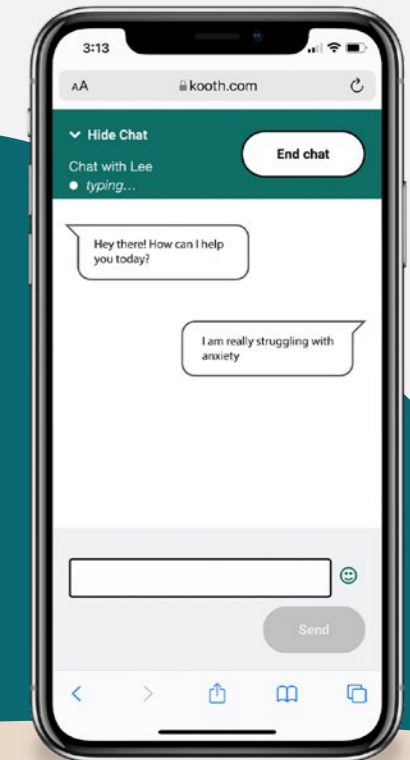
Peer support

Asynchronous messaging & live chat



Professional support

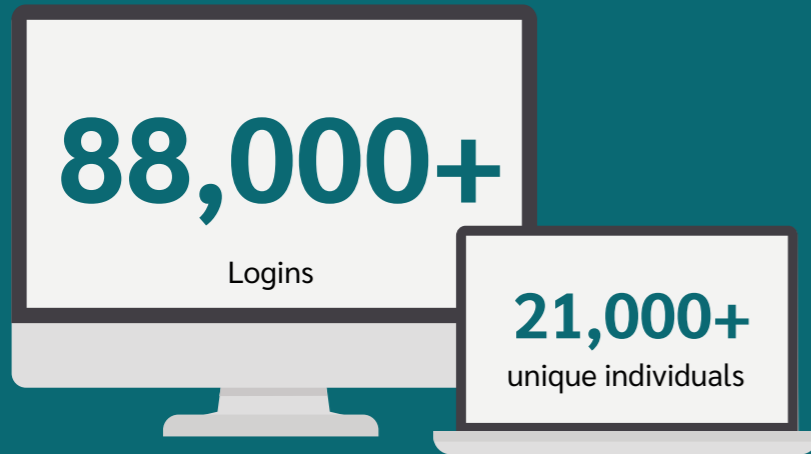
Asynchronous messaging & live chat



Kooth service data June 2021 – Dec 2023 Across Kooth and Qwell



26,000 journal entries
submitted by 13,000+



Community and Content Views

32,000+

Article Views

138,000+

Forum Views

18,000+

Mini Activities Views

59,000+
messages
exchanged

Presenting Issues

- Anxiety and Stress
- Self Harm
- Suicidal Thoughts
- Friendships
- Family Relationships
- School/College Issues
- Bullying
- Sadness
- Self Worth
- Eating Difficulties



Outcomes Data

We measure outcomes in a variety of ways to reflect the different pathways of support available.



Goal Based Outcomes

58% SU with GBO

87%

of users found
community content
helpful

SWAN-OM

74%

had at least one positive SWAN-OM measure, demonstrating having their wants and needs met from a responsive one-off session



Engagement highlights

Our reach to populations is only possible through integration with local services and our blended model of digital and in-person promotion of the service. Engagement leads in Scotland have delivered materials, training and awareness sessions to professionals and directly to children and young people across Scotland. Some highlights have included:

- In person training and promotion to some of our most remote communities in the Highlands, Western Isles and Aberdeenshire
- Delivering assemblies and workshops to over **44,537** pupils in **319** schools across Scotland
- Working with local and national organisations to ensure we can reach all young people, including care experienced young people, including presenting our service to **7,070** professionals who work with young people
- Working with local authority commissioners, CAMHS teams, Schools Counselling services and other local services to ensure our services are included in service directories and on websites
- Having the opportunity to publicise our service through local podcasts and radio shows such as Dunoon community radio

What young people have to say about Kooth:

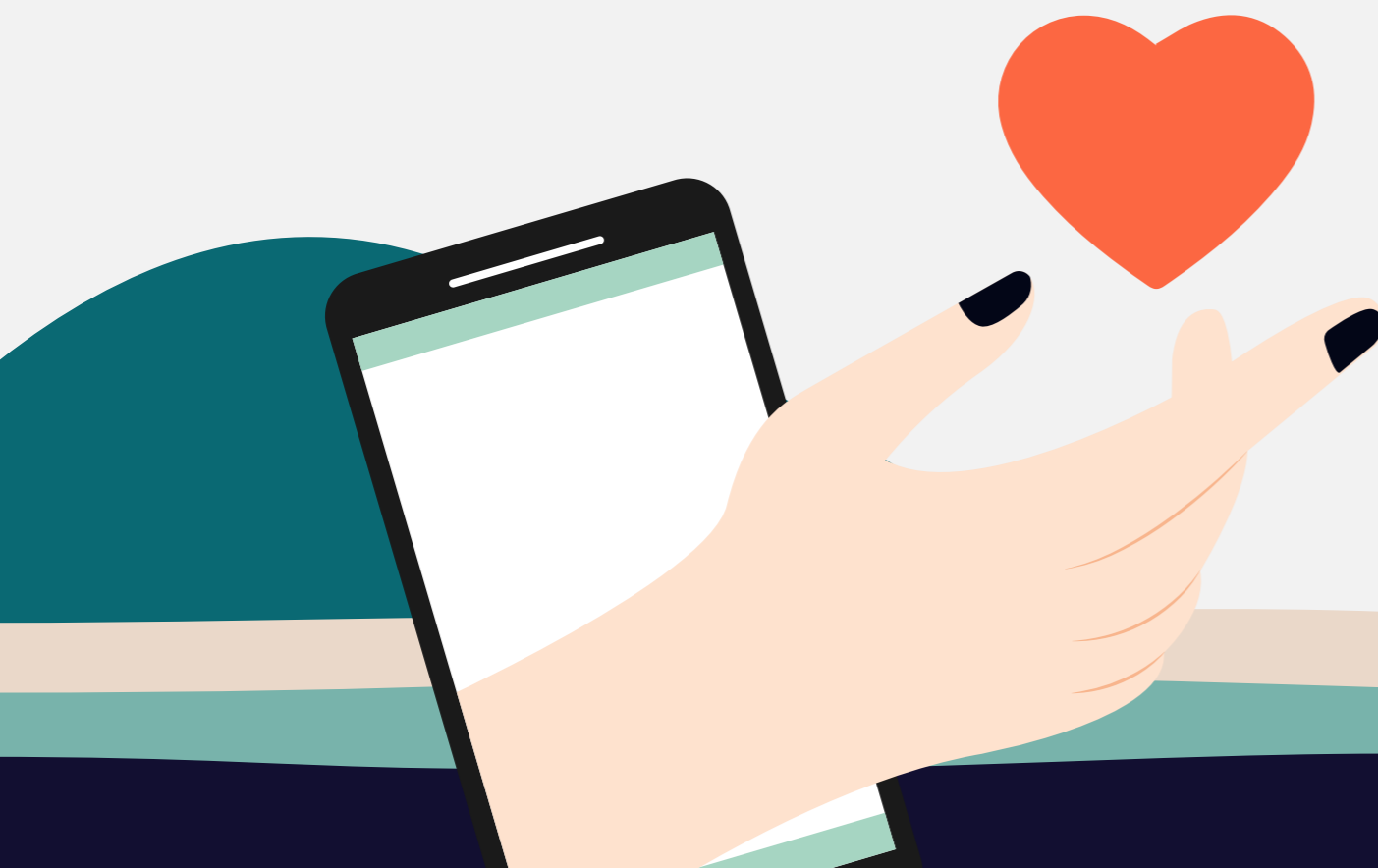
I love this website, I can talk to both the Kooth team and also young people who might be able to relate. It has definitely helped me and I think it will help me in future. I recommend it 100%!!!

Amazing how I can get help at my age and get good answers I love this and shall forever use it.

I think this is very good, I also come here just to write to get things off my chest and it always helps me clear my mind, my teacher recommended this to me and am glad she did I find it easy to say what's on my mind as no one knows who I am and everyone's here for help. This has also made me realise there's other people that are going through the same thing and that I am not alone in what I am going through.

Kooth is a lovely place, which is judgement free and friendly, all the staff are very nice and cool. As a kid who cant get support this site is a blessing and its just great!!

It's amazing because you don't need to tell anyone that you are using kooth.



Anonymous Service

User Case Study: Kooth

Background

Sam came to Kooth for support because she recently disclosed safeguarding issues to her teacher, which resulted in her being placed in foster care. Sam's dad had also passed away, and she is grieving for his loss.

Sam was suffering with low mood because she misses her Dad and she feels alone and very sad.

When she first reached out to Kooth, Sam was actively self-harming and she was experiencing suicidal thoughts.

Risk & Needs

When she first reached out for support on Kooth Sam was self-harming and she was experiencing suicidal thoughts.

Sam was struggling to manage her emotions and this was leading to her having the urge to harm herself. Sam was also experiencing suicidal thoughts, though did not present with intent to act on these thoughts during her engagement with Kooth.

Sam chose to remain anonymous on Kooth, but now has an extensive support system in place on the ground. She has support from her teacher, social worker and foster mum.

Engagement

Sam completed three assessment chats with practitioners before she was offered a named worker who provided weekly booked chat sessions. Due to the initial risks presented, Sam was encouraged to share personal details with her so that Kooth could liaise with services on the ground, however she chose to remain anonymous.

Practitioners provided unconditional positive regard when working with Sam, communicating in a way to help her understand her emotions and feelings by providing a person-centred approach. This allowed her to explore how she can manage these emotions in a healthy way and prevent risk to self through self-harm.

Sam was made aware that she could share her details at any time, but chose to remain anonymous throughout her intervention. Therefore, the practitioner emphasised the importance of sharing her feelings with her trusted teacher at school as well as her social worker and foster carer. With support from her named worker, Sam was able to start sharing how she felt in the moment, including sharing when she was having thoughts of harming herself.

Sam was given coping strategies to help her challenge any negative thoughts that she was experiencing. A supportive toolkit was provided which also included creative practices to help promote a more positive wellbeing and reduce risks.

During Sam's intervention, her risk status has reduced from a high risk to a low risk, and her suicidal thoughts and self-harming behaviours have stopped. Risk is continually assessed and no further risks have been identified.

Safeguarding & Wellbeing

During her intervention with Kooth, risk was continually assessed to ensure that Sam was safeguarded appropriately. This included flagging case notes to senior practitioners for review, allowing for practitioners to access safeguarding guidance where needed. Sam was encouraged to share her personal details with Kooth and this remained an option throughout the intervention, however she chose to remain anonymous and instead to work on accessing support from other services by herself. She was provided with the details for crisis services to help manage risk to self and advised to attend A&E or call 999 if at immediate risk.

Following support from Kooth to open up to her support network about how she is feeling, Sam no longer self harms and she does not have any suicidal thoughts. She feels able to manage her feelings using healthy coping strategies and talking to others. Sam has a supportive network around her, and she has support from her teacher, her social worker and her foster mum.

Impact & Outcomes

Sam's support on Kooth has now ended and she is receiving external support from services on the ground.

Sam wanted to feel more comfortable speaking to others about her feelings and managing impulses to harm herself and feels this goal has been achieved.



Team Scotland contact information:

Kerry Smith

ksmith@kooth.com

Head of Region

Kirsty Forsyth

kforsyth@kooth.com

Business Development Manager

Daisy Martin

dmartin@kooth.com

Customer Success Manager

General Enquiries

ask@kooth.com



Start here
gov.kooth.com/uk