XenZone

FUTURE THINKING FOR MENTAL HEALTH

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To make it easy and safe for all generations to access the best emotional and mental health services as and when they need them

Tech

Increase access and remove stigma

90 secs

One YP log in every 90 seconds

48

CCGs, LAs, FTs

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Digital is at the heart of all we do, underpinned by our deep rooted philosophy of co-production and joining up with traditional services

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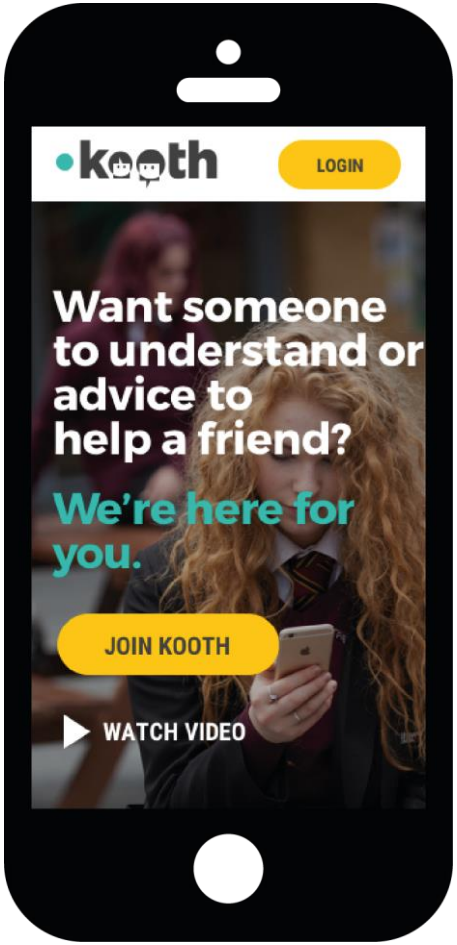

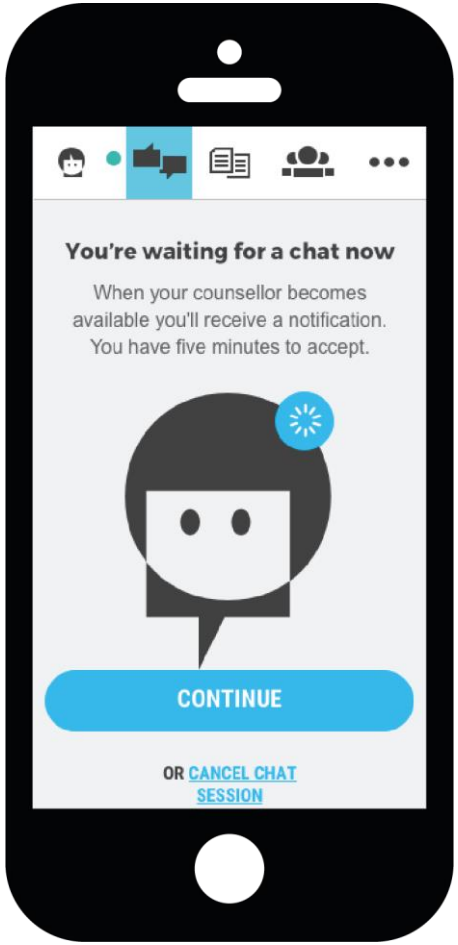

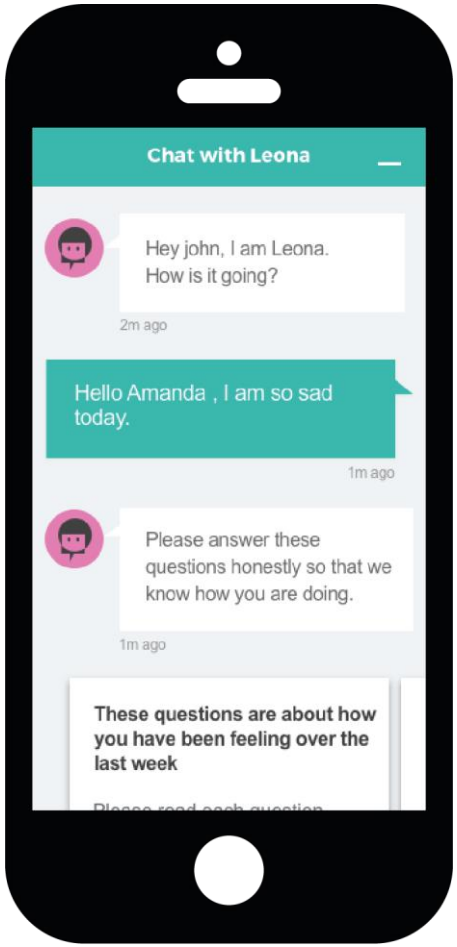

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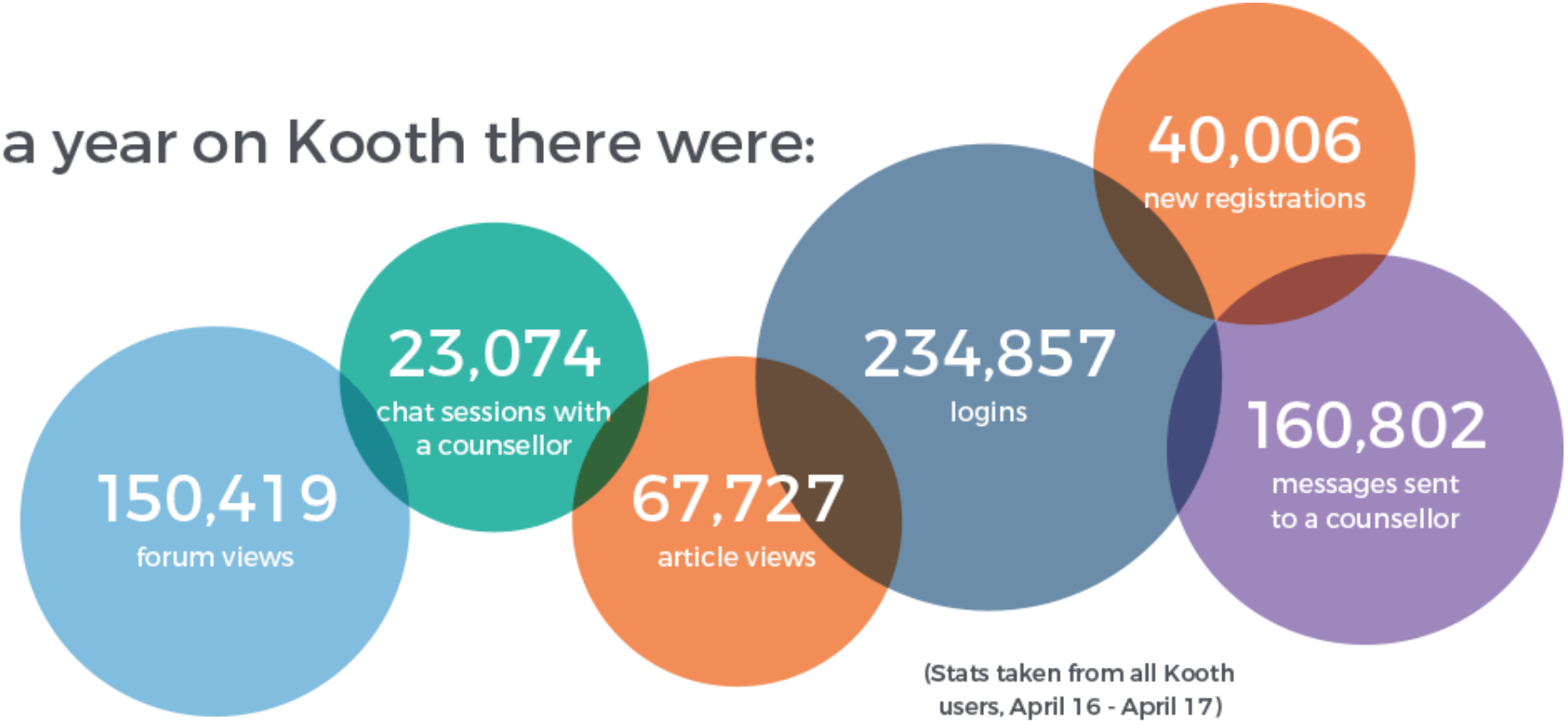
In a year on Kooth there were:



(Stats taken from all Kooth users, April 16 - April 17)

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Hertfordshire

Kooth & Hertfordshire

Live since January 2016

- 10-25 year olds
- Early intervention & alternative support

Aim:

- Early intervention resource which targets improvements
- Help at the earliest opportunity before problems escalate
- Deliver measurable improvements
- Provide fast, easy and free access to online counselling
- Offer immediate support to from point of registration with no waiting for an intervention
- Helping to prevent the escalation of concerns
- Reduce the stigma
- Ensure CYP feedback is integral to the service

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A person-centred & needs-led approach

Kooth Ambassador programme →

Emotional resilience training in schools →

- Drop-in support 365 days a year till 10pm
- Live moderated forums which facilitates peer support
- Self-help resources

- Structured 1-1 counselling and psychotherapy with an elected practitioner
- Mentoring for emotional resilience

← Integrated with face-to-face services

← Goal-oriented and outcome-informed therapy and support

- Out-of-hours risk management
- Link into social care to promote safety

- Out-of-hours support from highly-skilled practitioners
- Link up with specialist CAMHS for wrap around support

Courtesy of Anna Freud Centre

An integrated partnership

Strategic integration

- Commitment of commissioners & stakeholders

Operational integration

- Integration with schools and the schools liaison workers

Hertfordshire

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NHS minimum data set

- As part of commitment to 5YFV
- Ensuring Kooth (and digital) becomes required data – supported by Hertfordshire (and others)
- Feeding into next consultation phase with NHSE and NHS Digital

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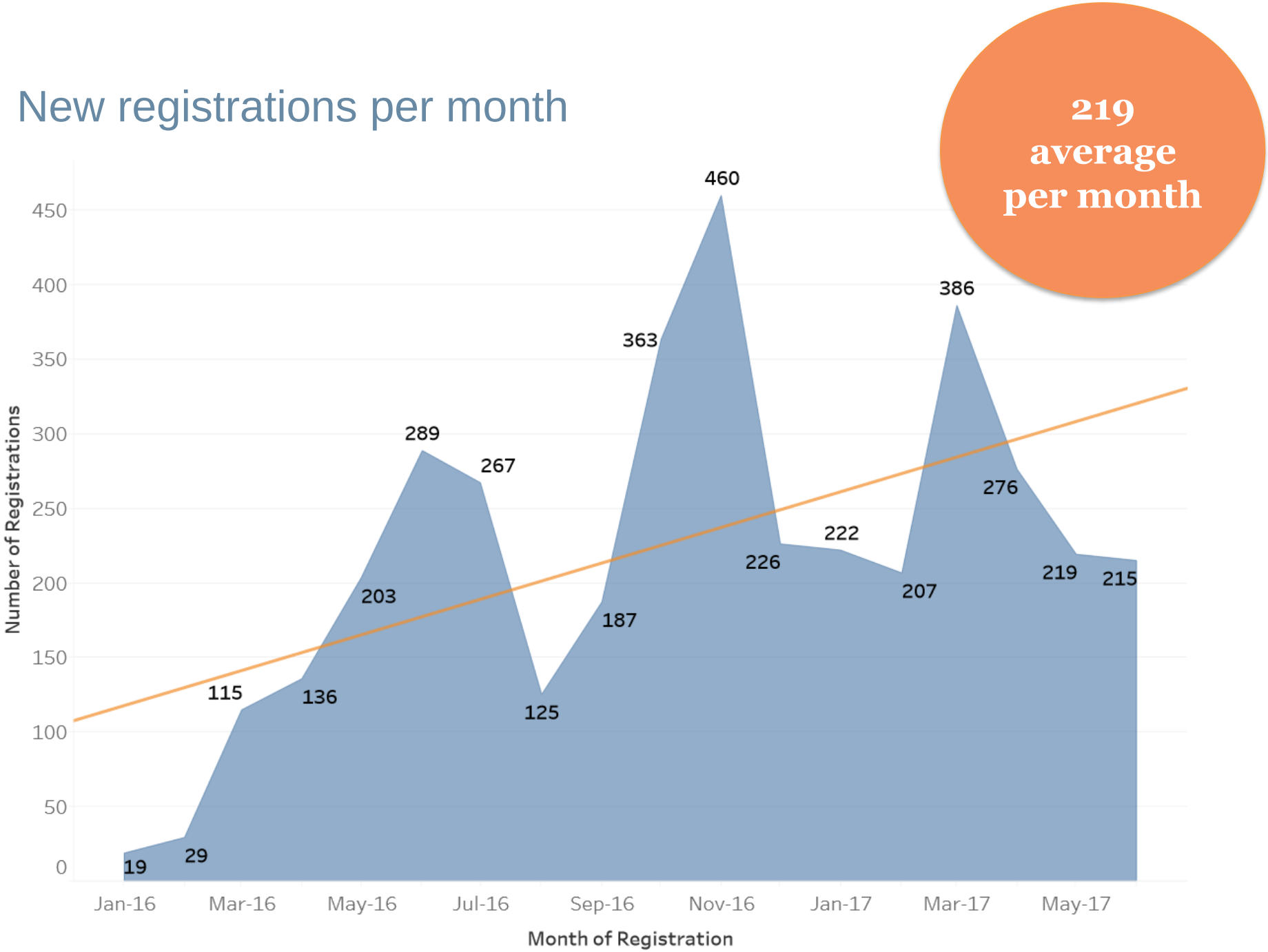
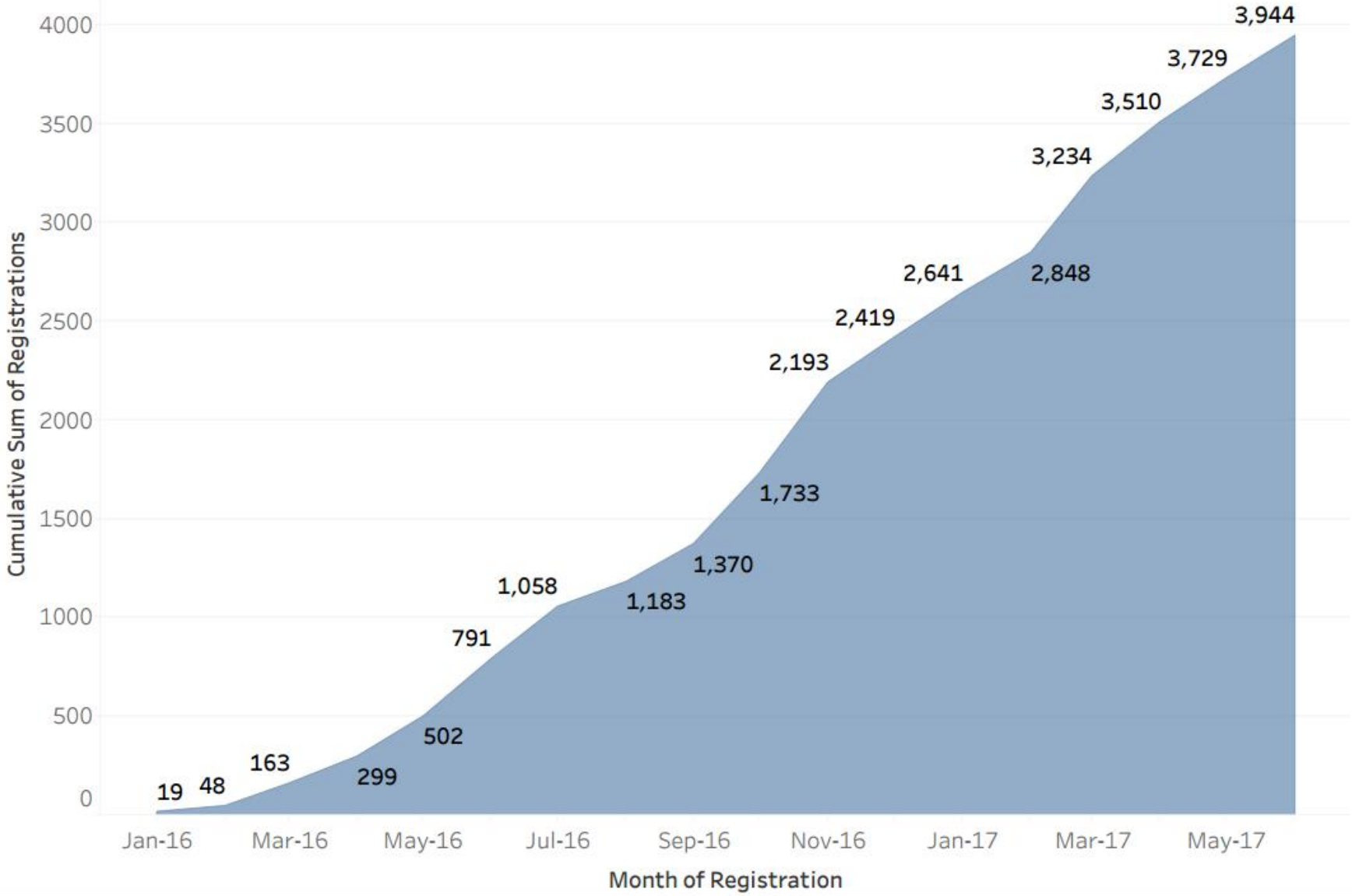
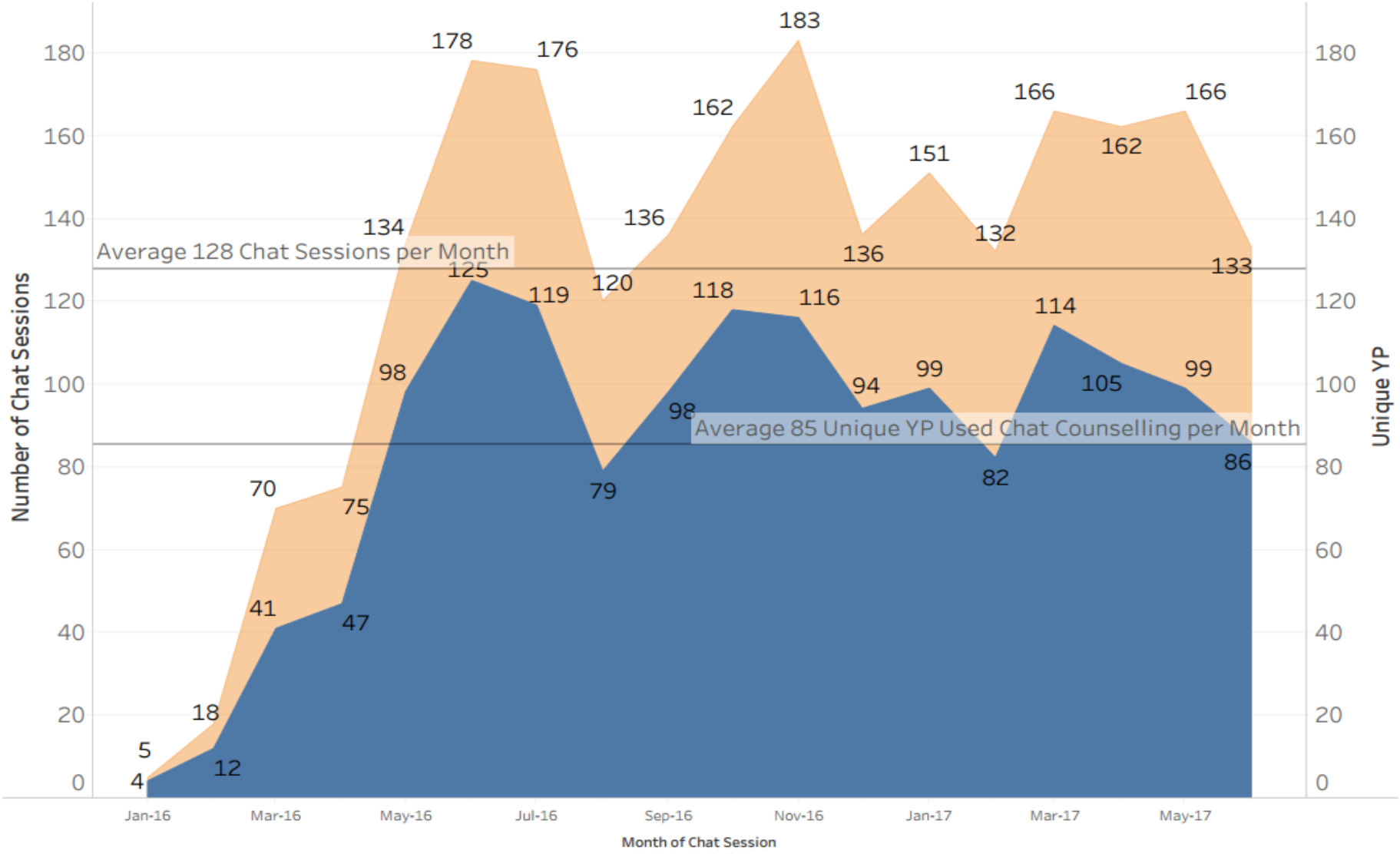
New registrations per month



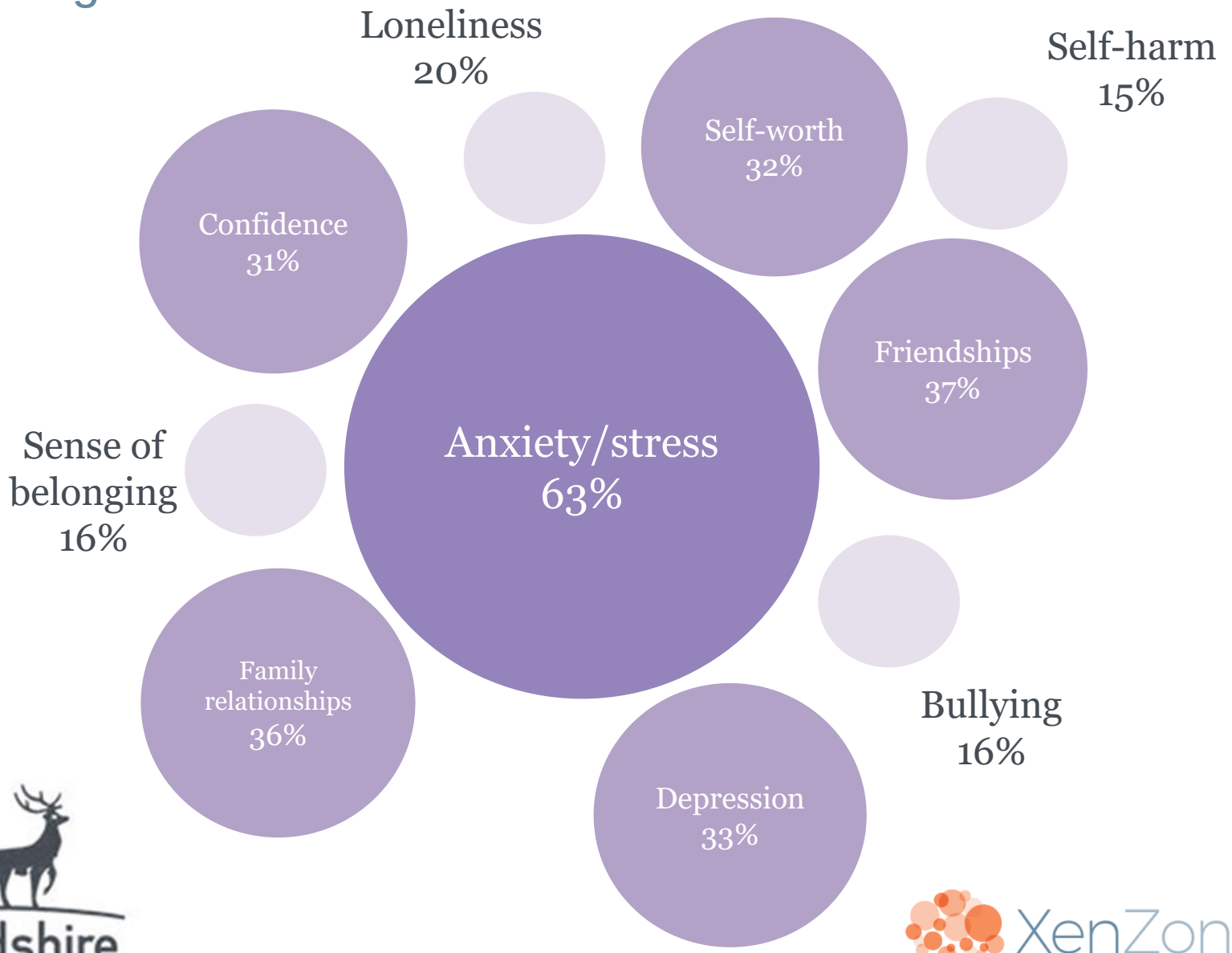
New registrations – cumulative sum



Number of counselling sessions p/m & unique young people



Presenting issues



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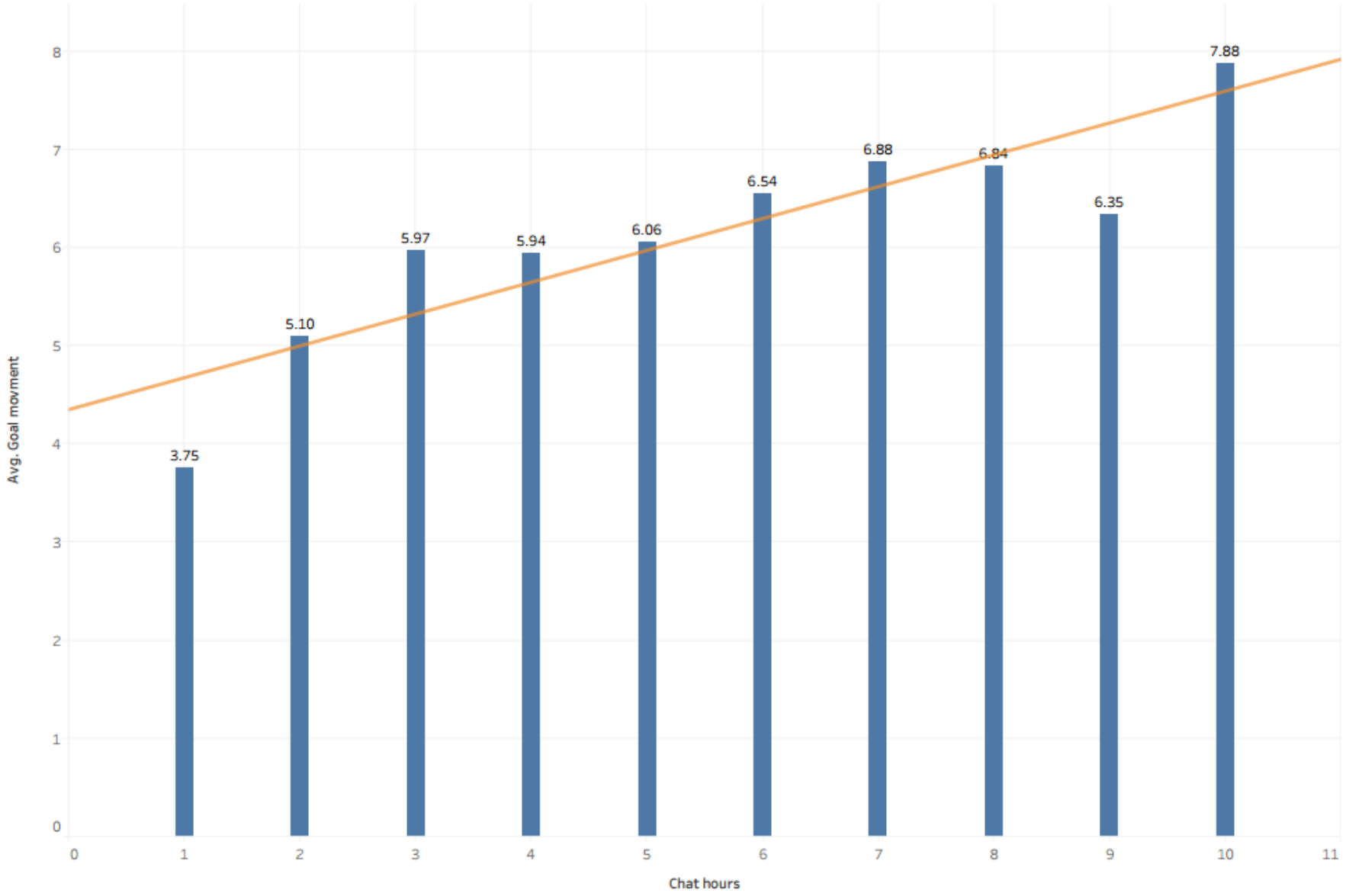
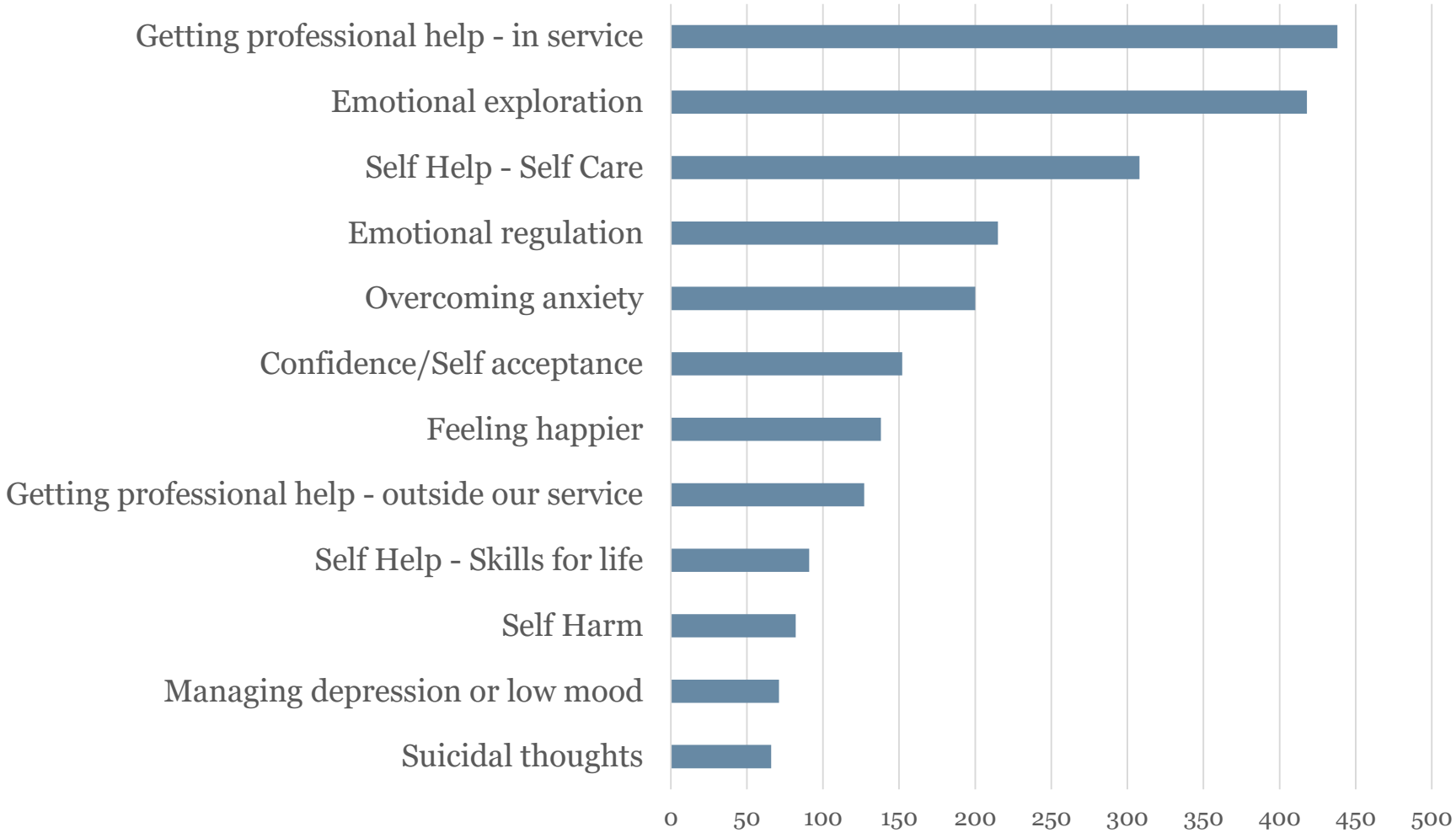
Whole system approach

Outcomes

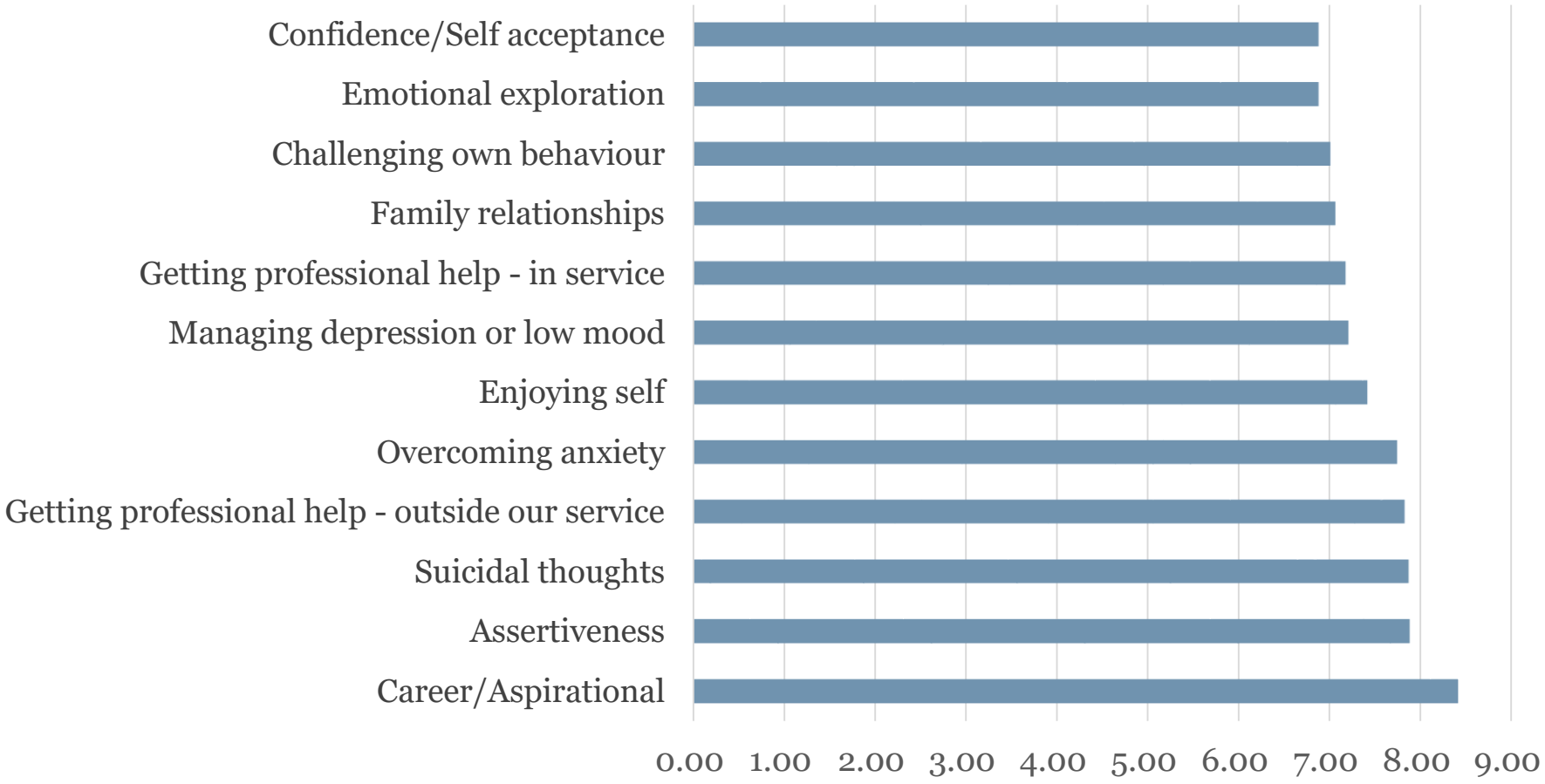
Achieving goals through counselling sessions



Most common types of goals on Kooth



Goal movement by category and % achieved



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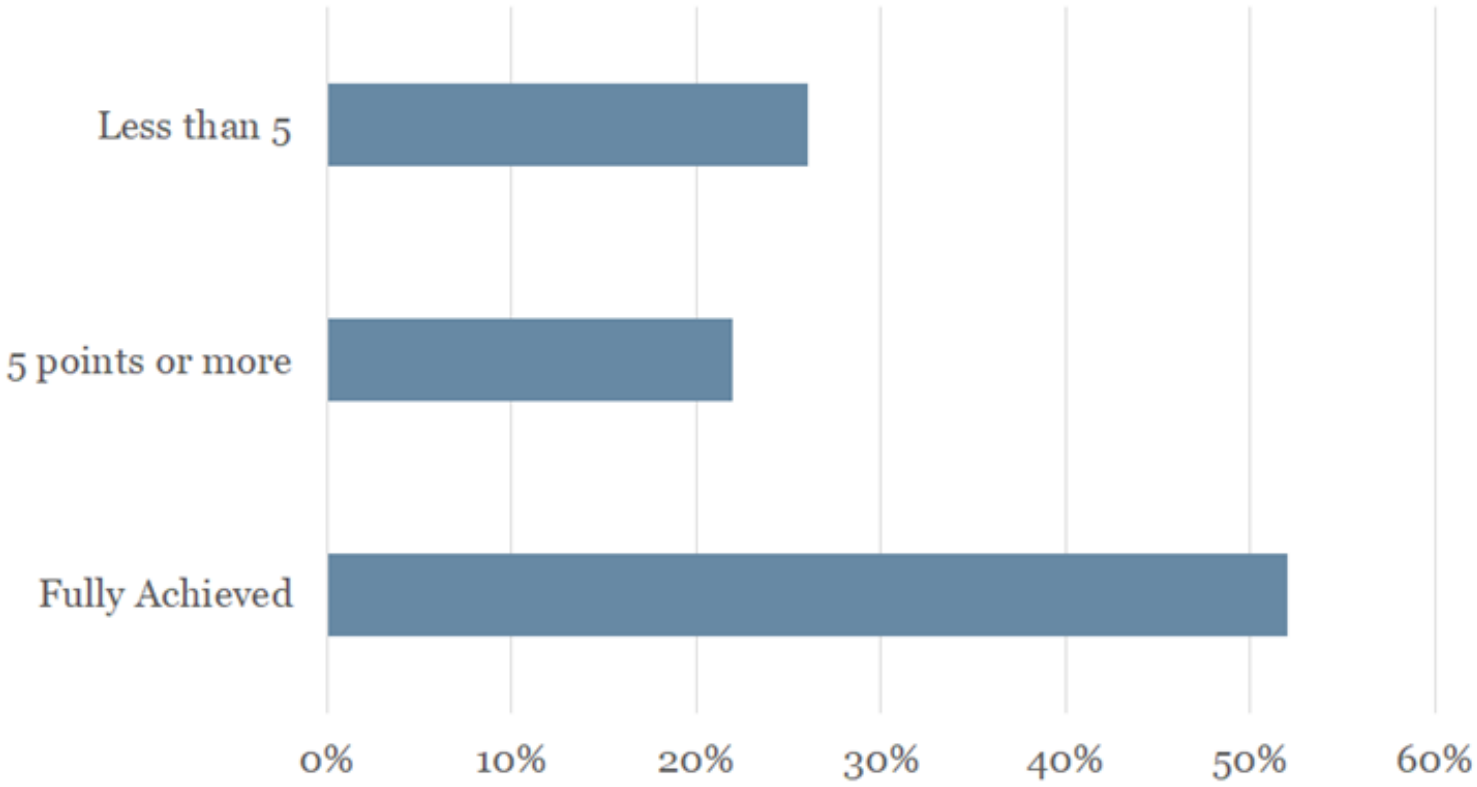
Percentage of goals achieved



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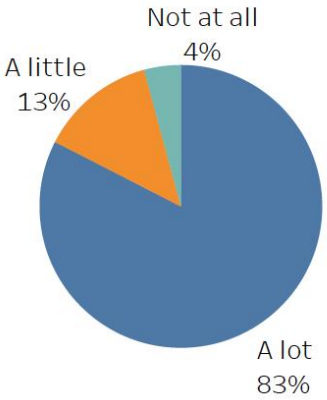
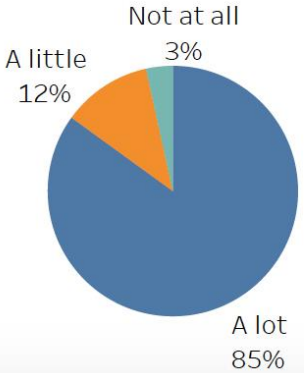
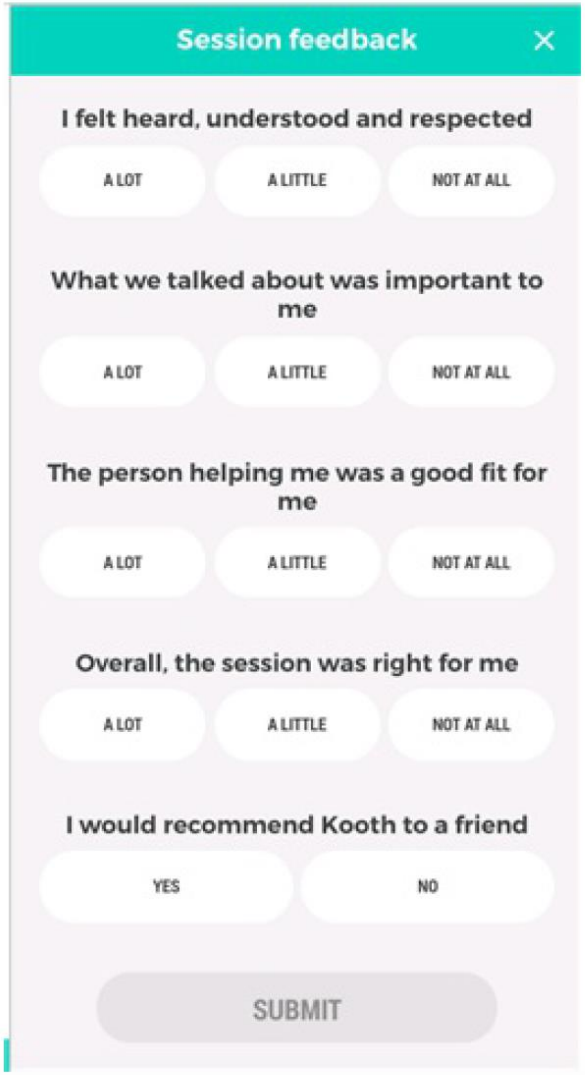
Other measures used on Kooth

1) I felt heard, understood and respected

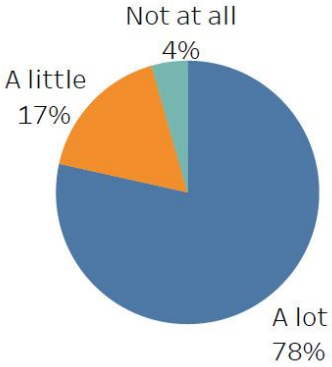


2) What we talked about was important to me

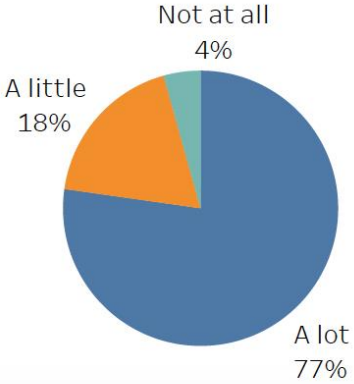




3) The person helping me was a good fit for me



4) Overall, the session was right for me



“Kooth has really helped me, it's given me relief when I've had nobody else to turn to.”

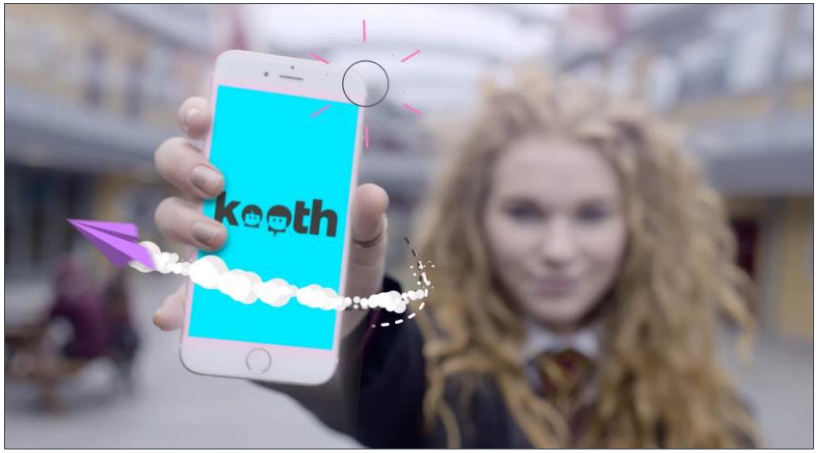
“Before I had an account on Kooth I didn't know who and where to go to for help with my problems.”

“Kooth is really helpful. I feel more honest with myself about how I feel. I can trust everyone here and talk freely in confidence.”

kooth

Questions?

- Drop by the XenZone/Kooth stand 14
- New whitepaper
  - *The door that never closes: how digital counselling can enable early intervention*
  - Download via eiwhitepaper.xenzone.com
  - Printed copies available on our stand
- Presentation will be sent post-event
- Watch the Kooth video
  - On our website or vimeo.com/xenzone/kooth



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