# Lessons from the front line:
# How young people shaped kooth

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# Key Questions

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- ? Why do we have **1,200** logins to Kooth every day
- ? How is our approach unique
- ? Are our humanistic therapeutic principles relevant today
- ? Are we making a difference

# Why do we have 1,200 logins every day?

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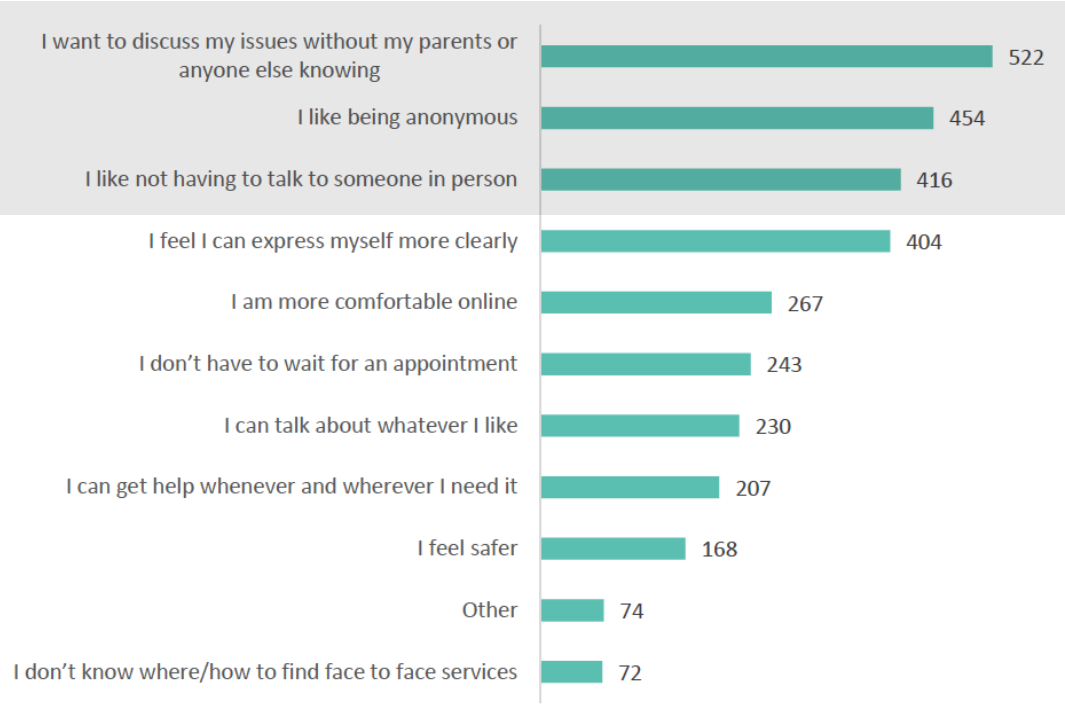
## They like it

**96%** would recommend **Kooth** to a friend

**71%** of our logins are outside office hours

## They like the anonymity

**Figure 3.19: Main reasons why young people use online counselling**



*"I love how this conversation is **easier** to have behind a computer screen than it would be with a person I could see"*

*“It's just great to be able to talk to someone **anonymously** and not be judged"*

*“I use online so the counsellors can’t hear me crying”*

*“Are you a **robot**?"*

*“I’m so glad you’re anonymous since it makes me feel **safe** and wanted, thank you I really appreciate this website"*

# Safety

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Moderate forums & articles

Assign ‘risk’ level

Add Safeguarding events

Add Case Notes

Case notes - young people

Queue
Schedule
Messages
Service users
ADMINISTRATION
Workers
Customers
Contracts
Agencies
MODERATION
Discussion boards
Articles
Goals

Ethnicity: WhiteAndAsian
Age: 19
Customer: United Kingdom

Risk | Safeguarding | Agencies | Safety plan

Status: Named counsellor
Named worker
Chat time: 05:24
Messages: 10
Join date: 10-May-17
Last log in: 18-May-18

Live chat | Start Chat

Share

NOTES | QUESTIONNAIRES | JOURNAL | GOALS | ISSUES

1 Showing 1 - 1 of 1

Clinician | Type | Date

Flagged

The very first note

## Safeguarding

| Date / Time | Referrer name | Area referred to | Reason | Referred to | Referral contact | Phone | Outcomes |
|---|---|---|---|---|---|---|---|
| 14-Jun-18 1:06PM | 4afd6ed7 | Telford | Emotional | CAMHS | John | | Stop self harming |
| 07-Jun-18 1:11PM | 68dd76f9 | Telford | Suicidal-intent | Police | Sam | | Police went to home address |

NEW

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# How is our approach unique?

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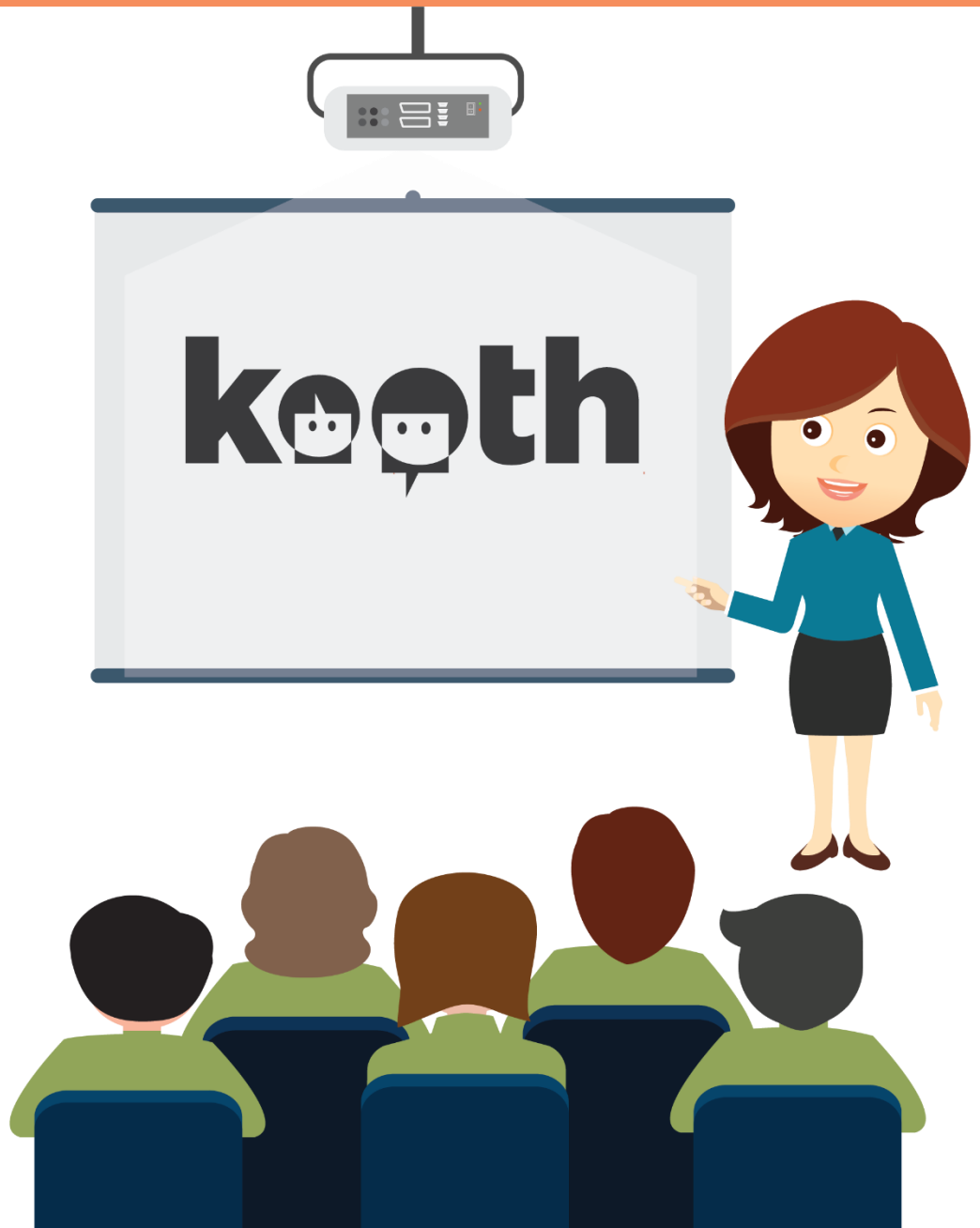
## In the last year

**1,834**hrs
stakeholder presentations

**1,494**hrs
school assemblies

**800**hrs
school group work



# Self Help Content

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Popular Contribute New Local Categories Favourites

### Can't Get To Sleep, Linked With Depression?

[redacted] in Depression

June 25th 2018, 4:13 pm

Hi so I'm having trouble sleeping and am very restless when I try to sleep then when I'm nearly asleep I fully wake up...

READ MORE

4 comments

### Self Harm "Poem"

[redacted] in Reading & creative writing

June 25th 2018, 3:58 pm

Suicidal thoughts lEad to pain Leaving yourself in the shadows Fealing useless and ashamed leaving me Hopeless ...

READ MORE

3 comments

### Teenage Relationships

[redacted] in Relationships

June 25th 2018, 3:45 pm

This is for the girls out here struggling with teenage relationships I have been in a relationship for at least 7 to 8 mont...

READ MORE

4 comments

### Pondering The Past

[redacted] in Wellbeing

June 25th 2018, 11:58 am

While it's easy enough to tell someone to live in the present - what is done is done - it's not always so simple to carry on wit...

READ MORE

1 comment

### You're Perfect.

[redacted] in Wellbeing

June 25th 2018, 11:35 am

You may not think it but you are perfect. Everyone has a purpose on Earth. Everyone is beautiful. Everyone is stro...

READ MORE

5 comments

### Overwhelmed by Social Media

[redacted] in Supporting friends

June 25th 2018, 11:26 am

I think everyone has times when they get overwhelmed by social media - it's a very over whelming thing. Being accessible...

READ MORE

1 comment

# Peer to Peer Support

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Following • Live Popular Ask Kooth Categories Start new Discussion

## Managing Anxiety

**Moderator**
May 29th 2018, 8:45 am

Hello and welcome to tonight's Live Forum on Managing Anxiety. Tonight we will be talking about one of the most common mental health issues, including talking about what it is and how we can manage it and help others. We look forward to seeing you. As always, the forum takes place from 7:30pm till 9:00pm and everyone is welcome! To join in, all you have to do is post a comment below. Don't worry if you don't want to join in with the conversation, you're welcome to just stay and watch. To keep up with the discussion, you'll need to keep refreshing the page for new comments to pop up!

Don't forget!

Keep the conversation light hearted and don't talk about anything that's too personal or private to you.

If you aren't feeling good or would like to talk about more serious or worrying things, please message your counsellor or the team.

### Popular

**LGBT: Pride Month**
Moderator

**Managing Anxiety**
Moderator

**Student Hangout: Transition & Change at Uni**
Moderator

**Peer Communication in Online Mental Health Forums for Young People: Directional and Nondirectional Support**
**Julie Prescott, Terry Hanley, Katalin Ujhelyi**
*JMIR Ment Health 2017 (Aug 02);4(3):e29*

# Counselling Outcomes

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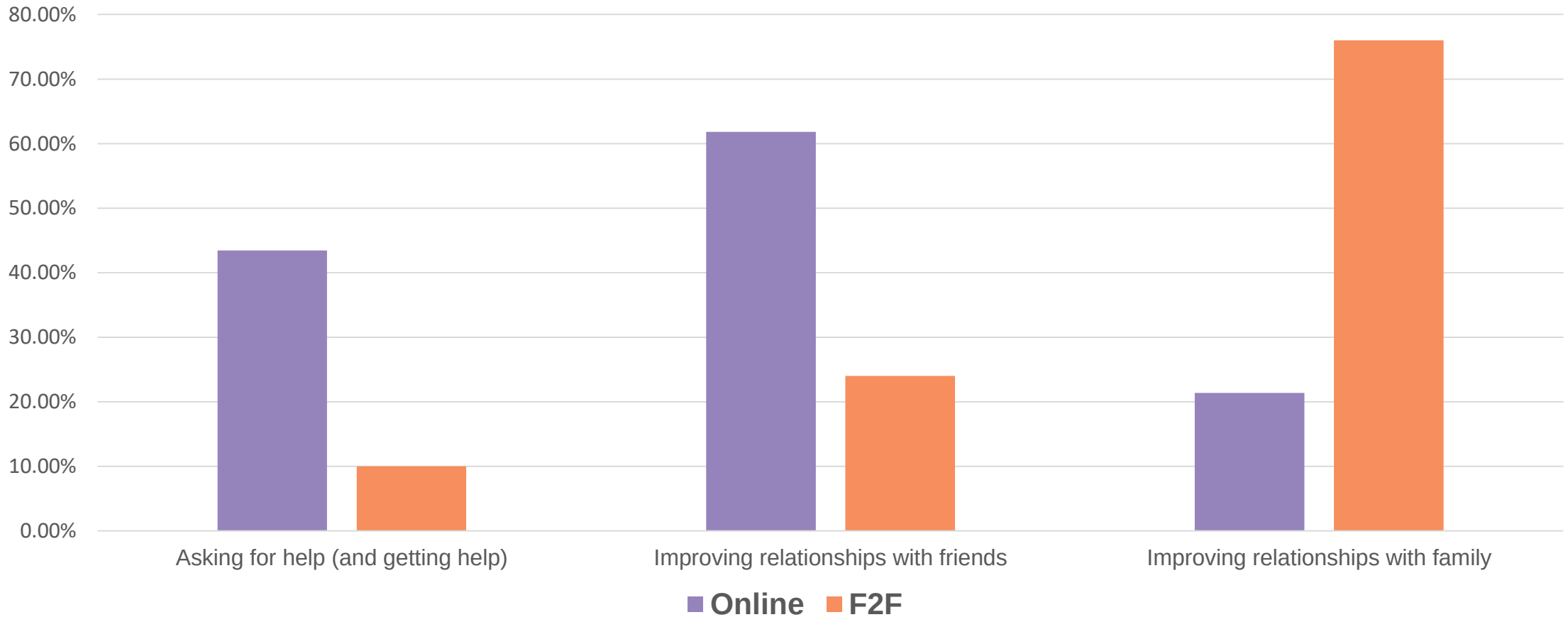
*"Finally a service in which you can seek professional help. Instead of consulting somebody in the medical side which will be a huge waiting list. I would recommend this service due to the support given."*



# Are our humanistic therapeutic principles relevant today?

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- **Person centred therapies**
- **Dialectic and Cognitive Behavioural Therapies, Interpersonal Therapy for Adolescents and Counselling for Depression**
- **Solution focused therapy and youth work trained work**
- **Humanistic principles of empathy, congruence and respect**
- **Joined up approach**

*“Maybe I don't want you to involve other services. Maybe I don't want you to DO anything. Maybe I just want someone to listen to me. Nothing more, nothing less. Being listened to goes a long way. Being listened to makes you feel like you aren't alone and being alone is literally the worst thing possible when you're in a state like this. I guess what I'm trying to say is Kooth is aware it is part of the system and it has its’ policies but will still take note of the more implicit things people say to avoid the consequences of saying it explicitly, which other places won't do. I respect the people here for acknowledging the implicit things instead of ignoring it. Only Kooth does this. Only Kooth has the 'along side you' feeling”.*

# The therapeutic relationship



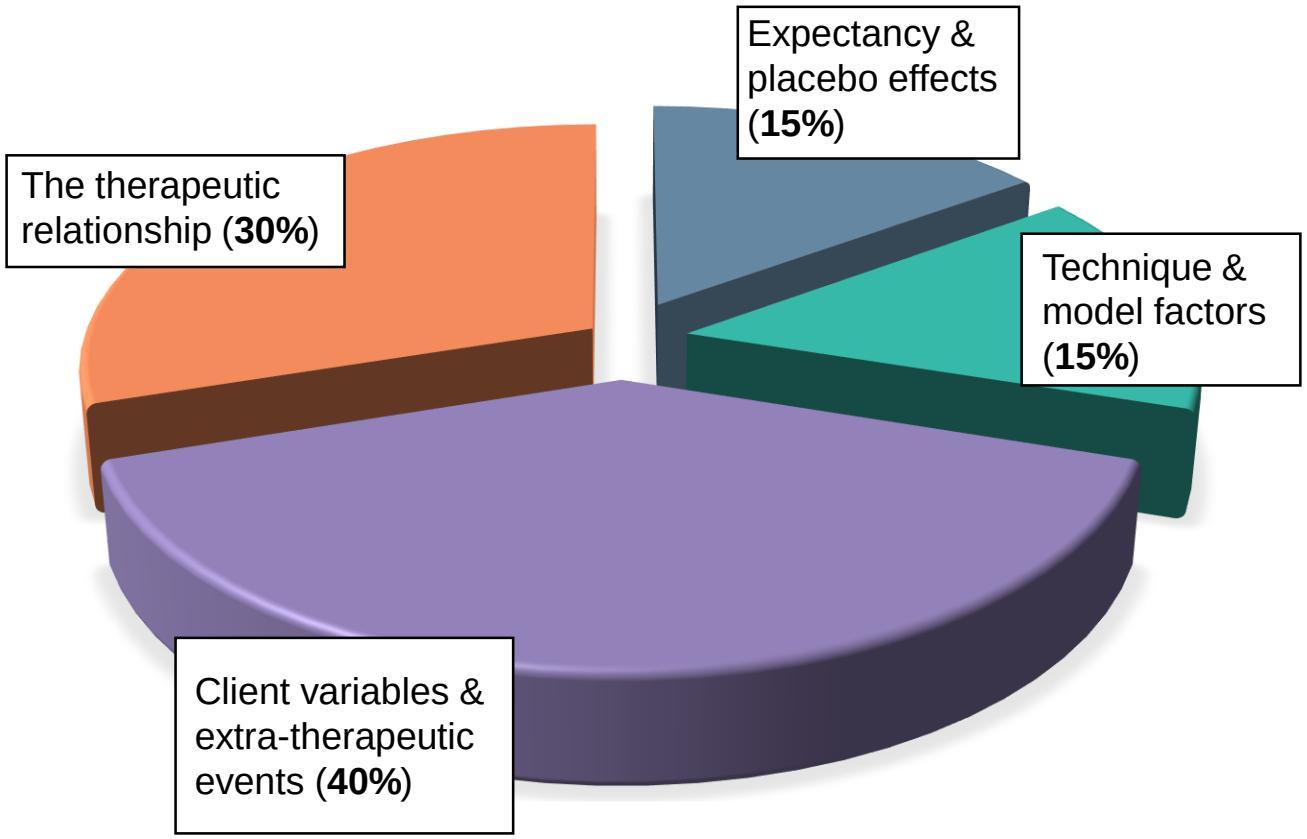


Figure 1. Percentage of improvement in therapy clients as a function of therapeutic factors (Asay & Lambert, 1999)

# Are we making a difference?

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1. Quality of the online therapeutic relationship
2. The use of outcome measures online
3. Goal based outcome measure

**Figure 3.12 Frequency of goals set by category**

**Figure 3.13 Goal achievement by category**

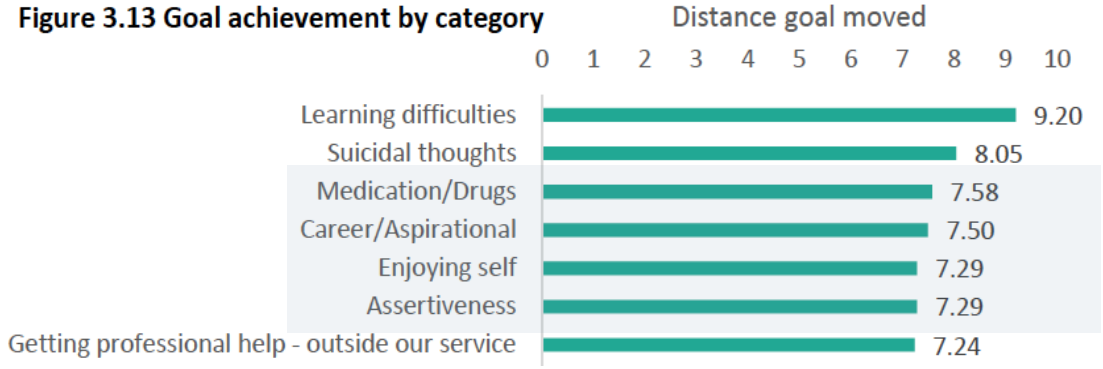
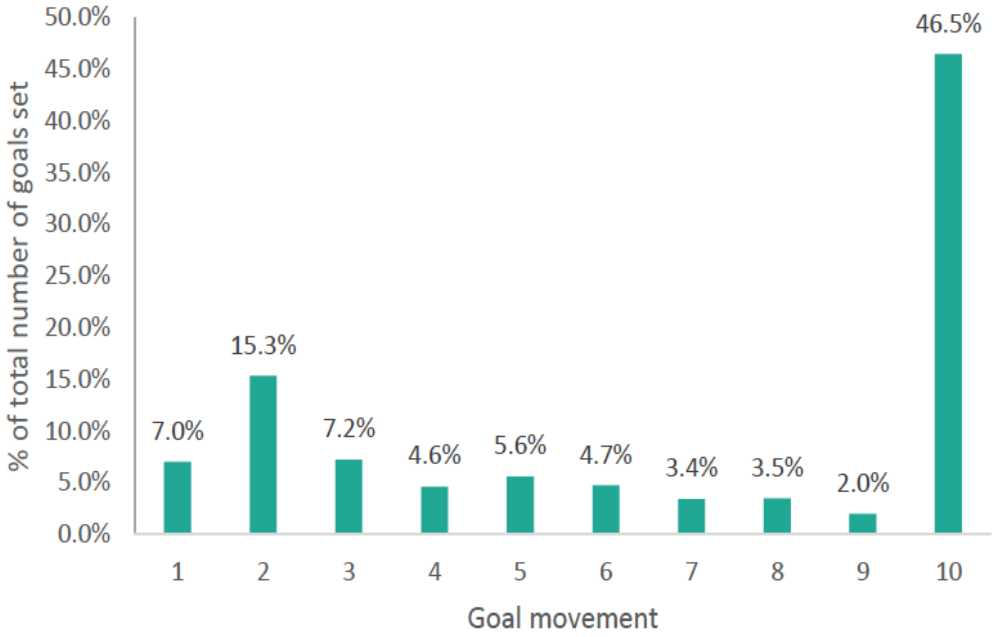



**Figure 3.10 Distance moved towards goals by percentage of total goals set.**

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*"I don't like the remoteness of online support"*

*"I prefer to express through talking rather than writing"*

*"I feel embarrassed seeing my feelings in black and white"*

*"I was feeling suicidal but I'm doing better now. Your recommendation has* ***saved my life*** *twice"*

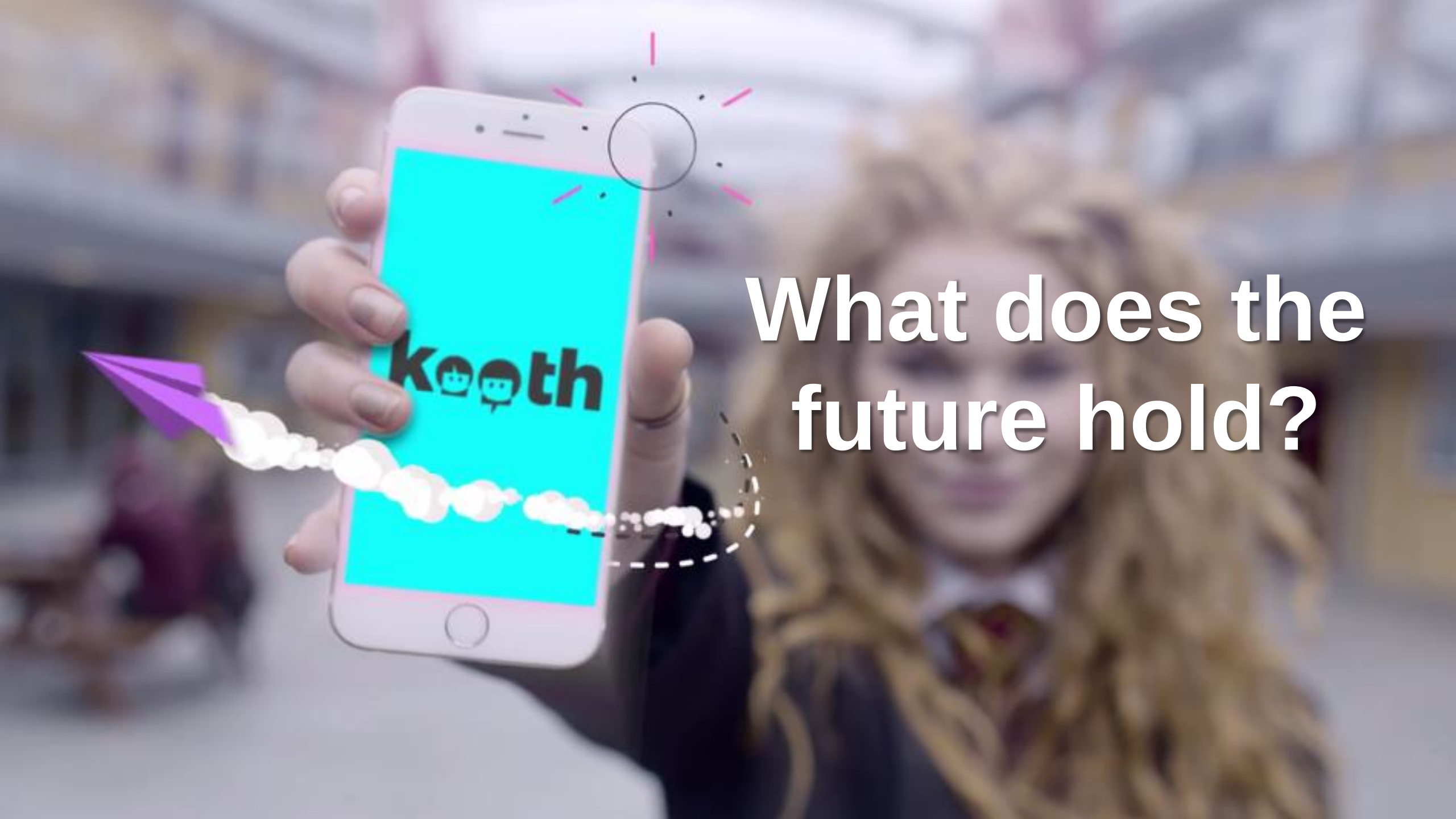
*"You have turned my life around, you have no idea of the **difference** you make"*

*“Thanks, you helped me more in an **hour** than my teacher did in three months"*

*“Thank you for welcoming me back, actually I was really touched by the amount of people who wanted to make sure I was ok. It's a brilliant community here!"*

*"Thank you **so much** for that hour of talk that has made so much difference for me, it had really helped me, can't wait for next week"*

*"Thank you so much for supporting me and messaging me. It really does mean a lot because you are the **first person** really who has actually made me feel like someone **cares** and someone will **always** be there. Thanks"*




# What does the future hold?