



**Free, online mental health support  
for children & young people in South  
Lanarkshire**





## What this session will cover

1. How Kooth works as a mental health service for young people
2. How your child can access our support
3. Keeping young people safe
4. Tips for parents and carers when talking to children about their feelings



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# Who are Kooth?

Founded in 2001, Kooth has been supporting young people with their mental health since



Commissioned by South Lanarkshire council, Kooth **provides free mental health support to 10 - 18 year olds (up to 26 for care experienced young people)** across the area.



Kooth is accredited by the leading professional association for members of the counselling professions in the UK  
All **our practitioners are real people, not bots**



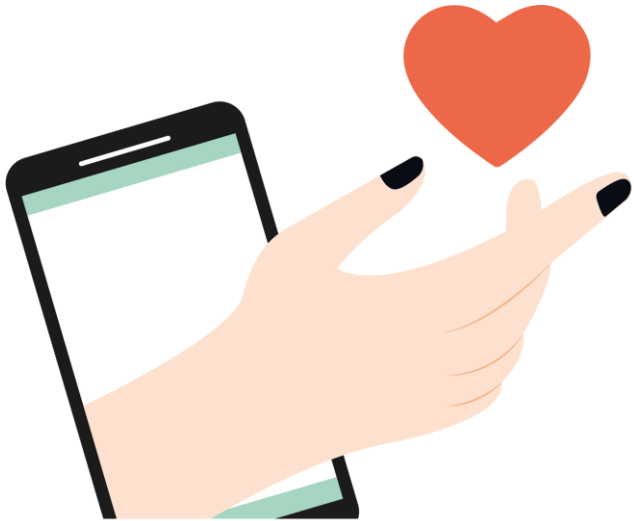
NHS reported that in 2022  
**18% of 7-16 year olds**  
in the UK had a probable  
mental health problem

# No problem is ever too big or small at Kooth

If it's on your child's mind, we're here to help.

Some of the feelings or difficulties we support with include:

- **Stress**
- **Anxiety**
- **Confidence**
- **Friendships**
- **Exam pressures**
- **Eating difficulties**
- **Loneliness**
- **Body image concerns**
- **Anger**
- **Moving schools**
- **Social media**
- **Suicidal thoughts**

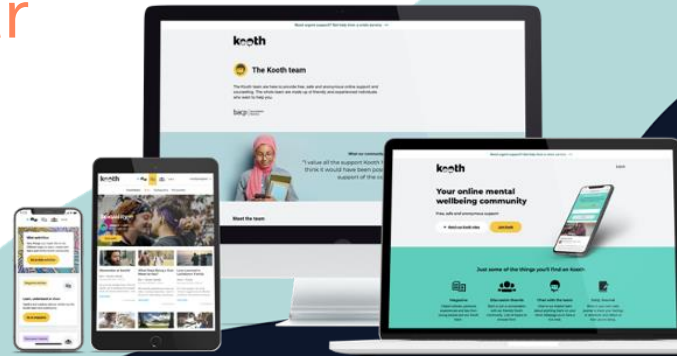


# Kooth provides immediate support

No GP or school referral is needed,  
there's no waiting list or threshold to meet

Free, 24/7 365 days a year

**Note:** There could be an hour's wait to get a 1-1 chat, and possibly longer during busy periods. Chats with a practitioner are not 24/7



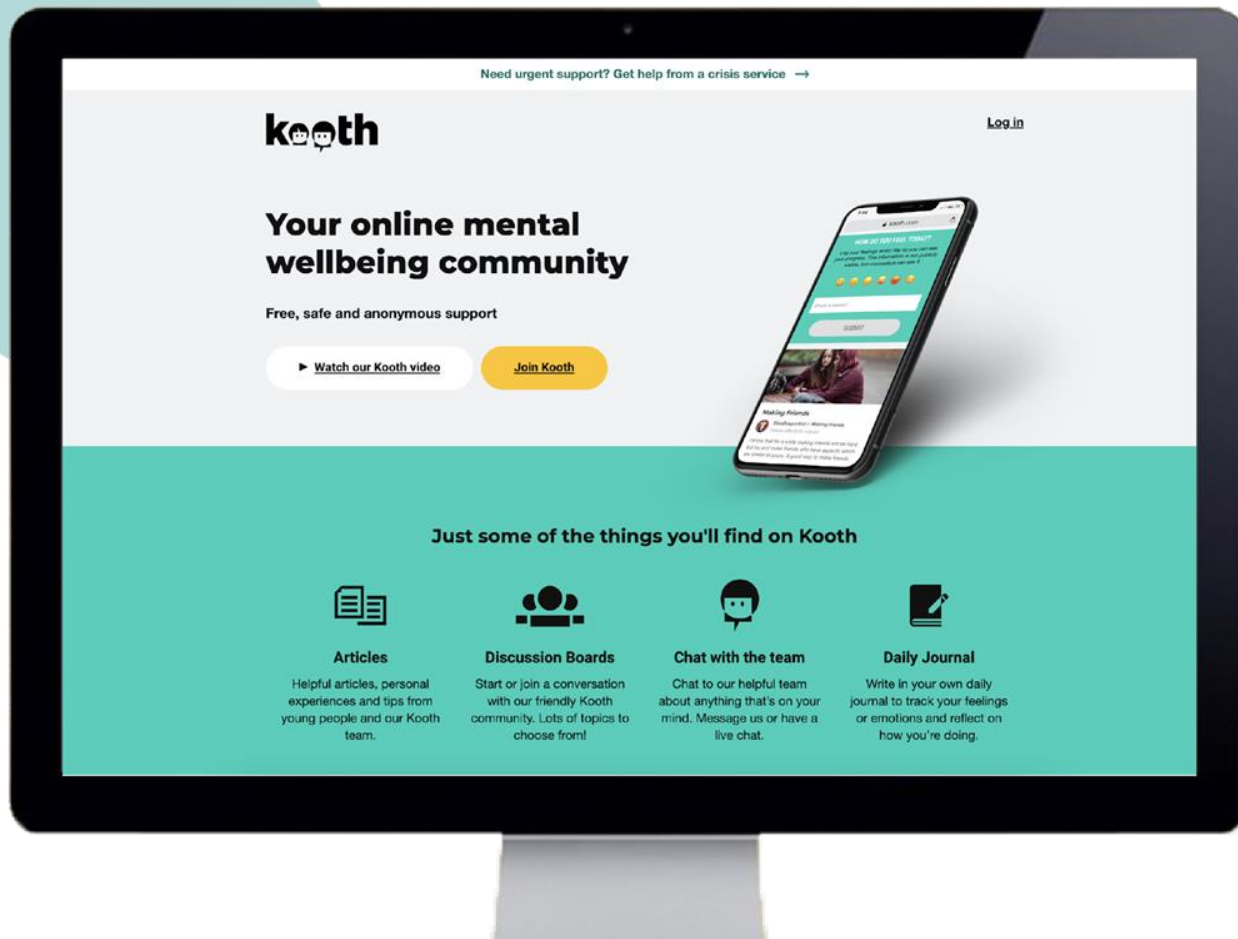


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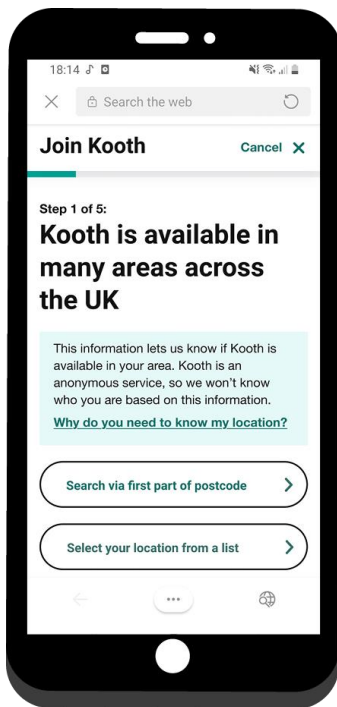


Click on the  
**'Join Kooth'**  
button to  
get started



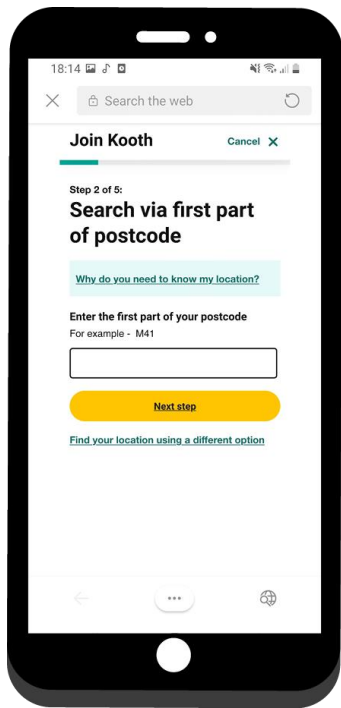


1. Select **Join Kooth**.

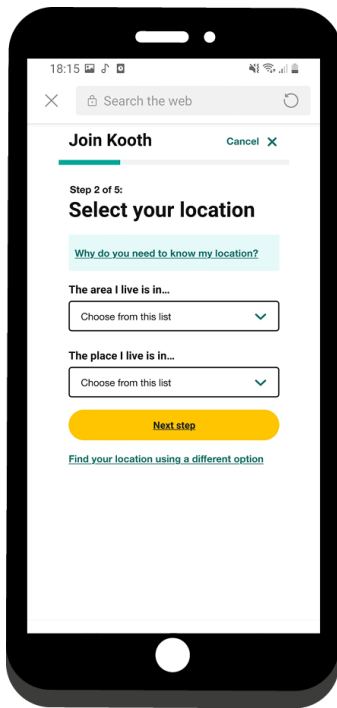


2. Sign up by postcode or select your location from our dropdown list.

How to **sign up**



OR



**3.** Enter the first part of your postcode.

**4.** Choose your area from the dropdown.

18:14

Search the web

### Join Kooth

Cancel

Step 3 of 5:  
**When were you born?**

Kooth is only available to a certain age range

**Year**

Choose from this list

**Month**

Choose from this list

Next step

5. Select your month and year of birth.

18:15

Search the web

### Join Kooth

Cancel

Step 4 of 5:  
**Which best describes you?**

These questions help us to understand who uses Kooth.

My gender is best described as....

Male Female Agender

Gender fluid

My ethnicity most closes matches...

Choose from this list

Next step

6. Select your gender and ethnicity.

18:15

Search the web

### Join Kooth

Cancel

Step 5 of 5:  
**Pick a username and password**

Make sure you remember your username and password. It's the only way to access your account.

To protect your anonymity don't use real name, your date of birth or your username from another site or service.

**Username**

☒ Please do not use special symbols

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

**Our range of support options** gives your child **control** of the support they choose, when they want it

## We're anonymous

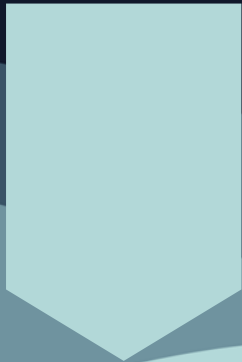
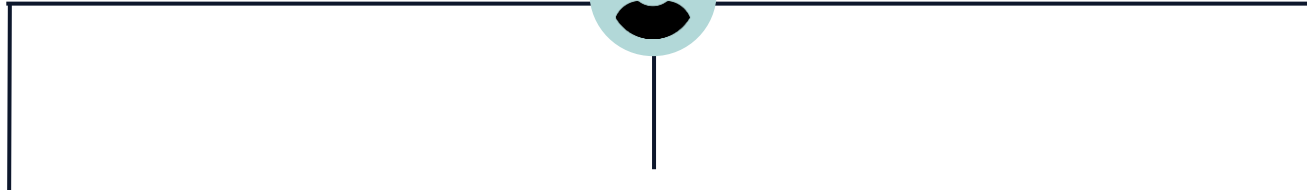
People remain anonymous to protect their privacy,  
**giving them confidence to speak out and access  
support without stigma or fear of judgement**



## Personal Choice

**We offer a full mental health toolkit**

which gives people the opportunity to choose what kind of support works for them each time they visit



## Personal Choice



### Self-help Resources

#### 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



## Personal Choice



## Self-help Resources

## Community Support

### Activities

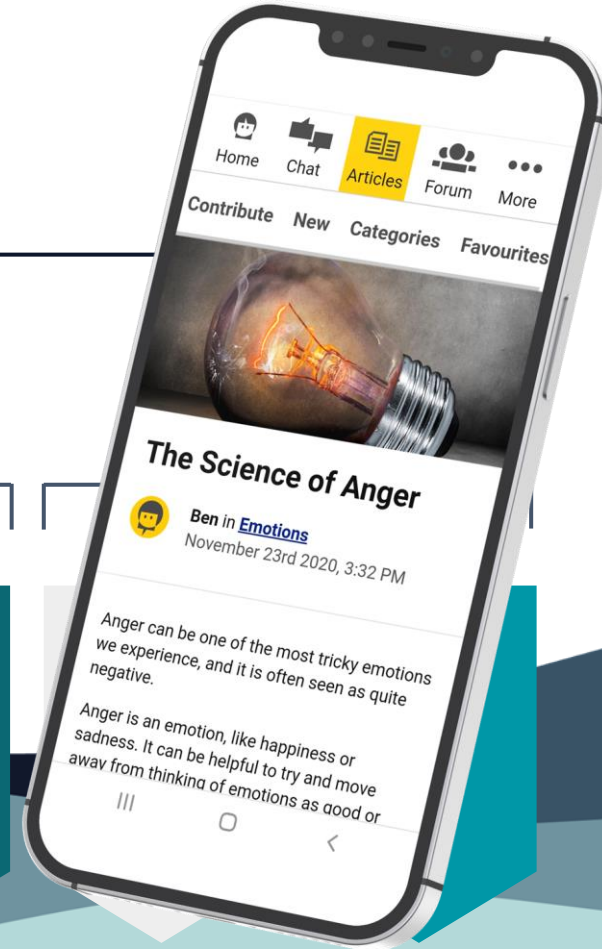
Our inclusive and accessible mini-activities support in building a range of healthy habits, combined with peer support

### Discussion Boards

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

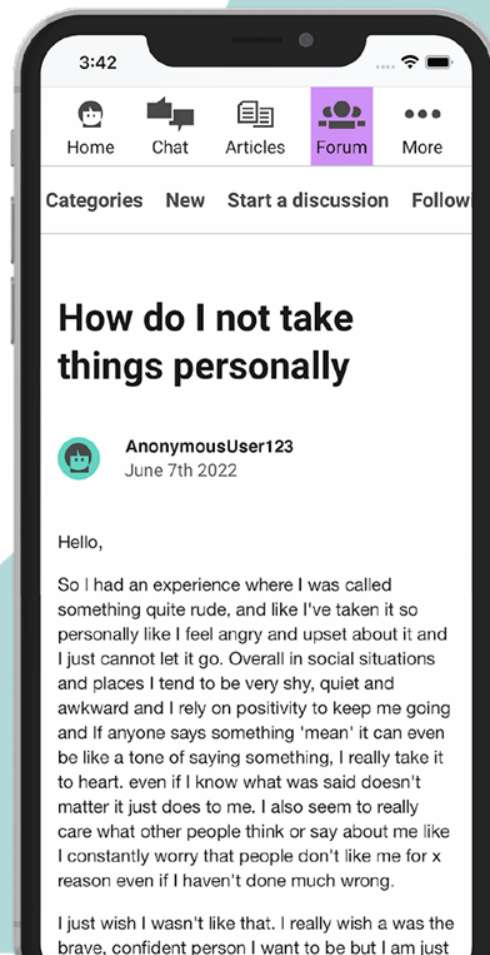
### Magazine & Podcasts

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



# Your child is **safe on Kooth**

Because our service is  
**anonymous and fully moderated**,  
no bullying, trolling or discrimination  
can occur and no one can exchange  
phone numbers or private messages



## Personal Choice



Self-help Resources

Community  
Support

1-1 support

### Live Chat

Same day access  
to qualified  
practitioners  
(real people not  
bots)  
through drop-in  
or pre-arranged  
online chat

### Messaging

Message any  
time of the day  
and receive a  
response from a  
practitioner  
within 24-48  
hrs



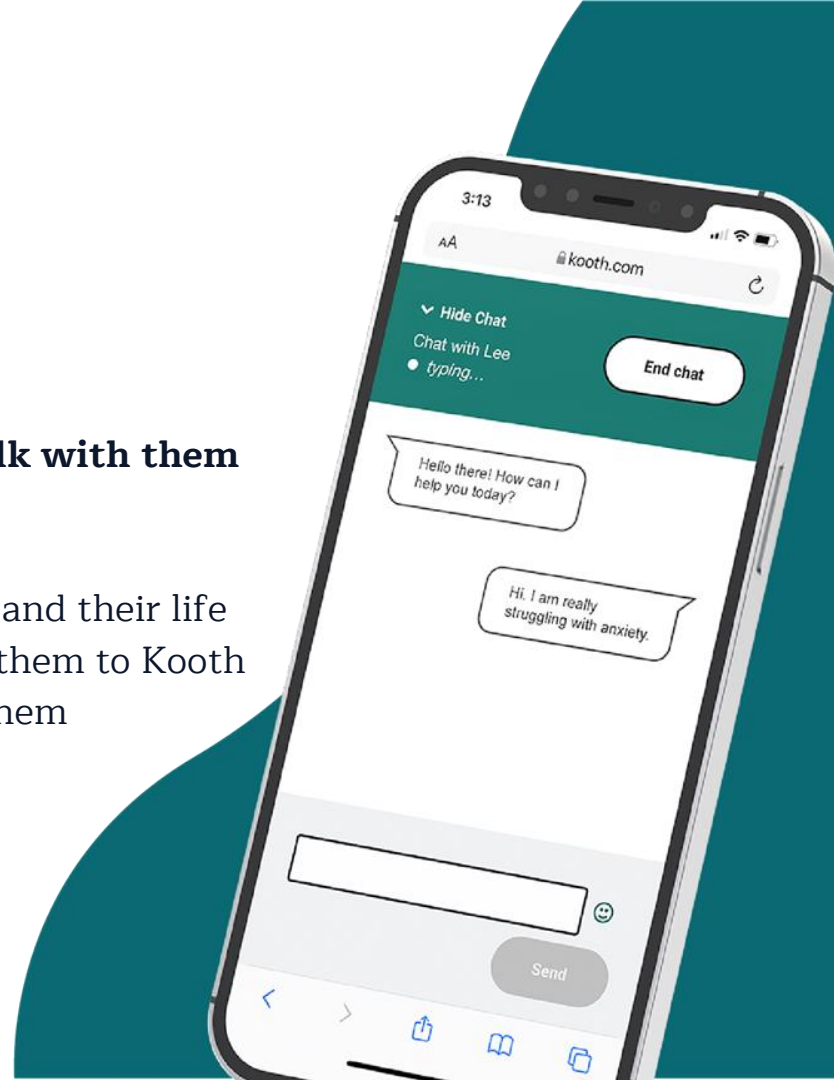
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# The first chat session

**When young people first come to chat, we will talk with them about:**

- Listen and talk to understand more about them and their life
- Explore current difficulties and what's brought them to Kooth
- Discuss together the best way we can support them
- During the conversation we assess level of risk



# Safeguarding: our duty of care

- If a young person is considered a risk to themselves or from others, our practitioner will develop a safety plan with the young person
- When their safety is a concern, we ask for personal identification information and their consent to share with external services
- If we feel a young person is in danger we collaborate with emergency services



# Kooth is a clinically effective service

Extract from **London School of Economics Review** of Kooth

- **95%** of young people found our community support helpful for their mental health
- **94%** would recommend Kooth to a friend
- **77%** learnt coping strategies when worried about their mental health

# How Kooth works alongside other NHS mental health services

In

- Support for those who **wish to remain anonymous**
- Somewhere for them **to connect with others** who have similar experiences
- Help for your child if they are on the **CAMHS waiting list**
- Help if your child **does not meet thresholds** or criteria for other NHS services
- **‘Out of hours’ support** as our practitioners are online until 10pm each night
- Option to **try a 1-1 chat session** without committing to programme of F2F talking therapy





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# What prevents young people talking about their mental health?

'I don't want to appear weak'

'I'm nervous about the consequences'

'I'm unsure how to express my emotions'

'I'm fearful I'd be judged'

'I'm too embarrassed'

'I find it hard to trust others'

'I feel too nervous'

# Tips on how you can start a conversation

1. Is the setting right? Is it the best time? Sometimes talking when you're not face to face can feel less intense - perhaps when out walking or in the car together
2. Try starting with a simple *"How are you?"* or *"I've noticed you're a bit down/upset/angry today, do you want to talk?"*
3. Try to ask open questions e.g. *"Tell me what's worrying you about X"* as opposed to *"Is X worrying you?"* which may only get a one word answer
4. Sometimes sharing your own feelings can help e.g. *"My day's been really tough because..."* then ask *"How about you?"*
5. Listen.... and then acknowledge their feelings/give solutions
6. Ask them what they need from you
7. Even if they don't want to talk now, do make the offer again as it may take 2 or 3 invitations before they open up
8. Suggest visiting [kooth.com](https://www.kooth.com) if they want to speak to someone neutral



# Top tips on how to talk to your children about their feelings

It can be so tricky to bring up difficult topics, and talking about emotions with your children can sometimes feel more than a little daunting for parents and carers. You may worry about saying the wrong thing, making your child feel uncomfortable, and even worry about making them feel worse. But the fact you want to explore emotions with your child is enough, even if sometimes it doesn't go as you planned!

**Here are some handy tips on how you could begin talking to your children about their feelings.**

## **| Ask them what they need**

It can be tough to talk about how you feel, and when we want to talk about things as parents, children don't always want to or feel ready. Asking what a child needs from you can help them feel more in control, heard, and respected.

Children might also not know what they need, so suggesting a few options can be a good starting point. For example, do you need some space right now?

## **| Name it**

Sometimes it can be hard for children to identify their feelings. Naming what you observe can help them to do this. For example, when talking to a young child, you might say, 'You seem really angry today. I can see you are clenching your hands, and you don't have a happy face. I wonder if anything has made you angry or upset?'

## **| Listen carefully**

This sounds pretty straightforward, but sometimes, when we care, we may jump into problem-solving mode a little too hastily. And while it might come from a really good place, it's not always helpful.

## **| Choose your timing wisely**

Talking about feelings, or any difficult subject, can be quite sensitive. Choosing a time when you are both calm and relaxed can be more useful than choosing a time when there are any heightened emotions already at play.

## **| Think about the setting**

Talking about feelings can be really sensitive, so making sure the space is private, comfortable, and feels safe for your child can be key to a positive outcome.

## **| Practice asking open questions (rather than closed ones)**

Closed questions usually encourage yes or no type answers. Open questions, on the other hand, go a bit deeper and encourage more thinking and exploration. This simple difference in style might help your child consider their own thoughts and feelings a little more and encourage them to share more of their story or problem with you.

## **| Think about whether your child feels ready to talk**

Just because you want to talk doesn't mean they feel ready to. Look out for the things they say, and their body, too, for indicators on whether they really want to talk about their feelings.

## **| Model it**

Being more open and honest about how you yourself feel (in an age appropriate way, of course) can normalise the idea of talking about emotions. Children who see that adults also have big feelings, doubts, get scared or anxious, get frustrated with others at work, etc. might feel more comfortable opening up themselves.

## **| Get creative**

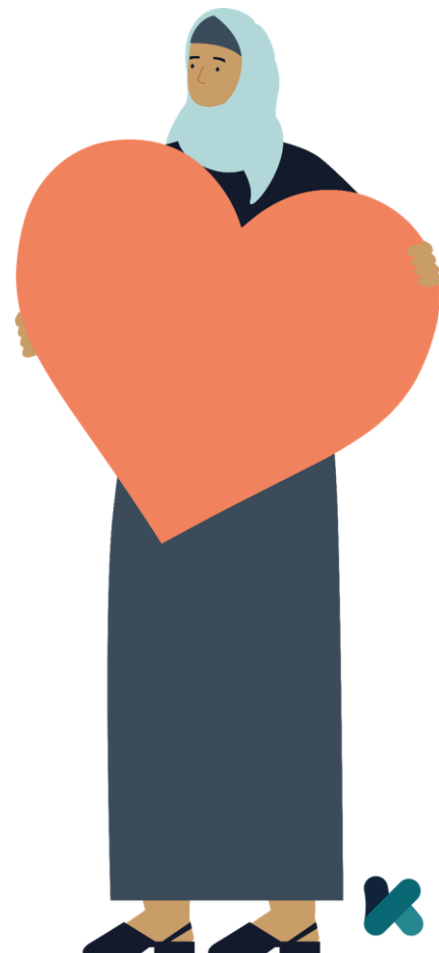
We might feel a pressure to have all the answers and say the right things, but sometimes, we just need to think a little differently. Helping our children express their feelings through play or using art materials can be just as important and useful, especially for much younger children whose natural language is often play.

## **| Take away the intensity**

It can be pretty daunting (on both sides) to sit down to talk about something as important as feelings. But decreasing some of the intensity can sometimes reduce the pressure and make things a little less stressful.



*Just like physical health,*  
our mental health is something we all  
have and we need to take care of it



# Thank you

Any questions?

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[parents@kooth.com](mailto:parents@kooth.com)

