



Derbyshire Qwell For Parents & Carers of Children Service



Time constraints &
Work pressures



Lack of
confidence



Balancing
competing priorities



Financial
limitations and
accessibility



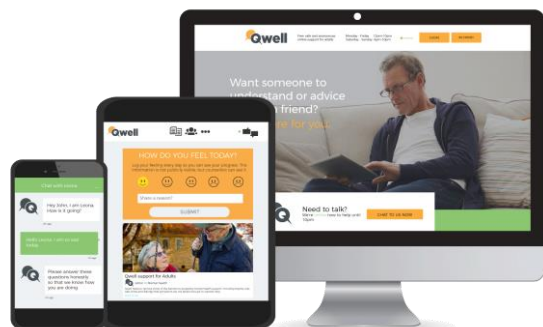
Perceptions of
coping



Wait times for
treatments

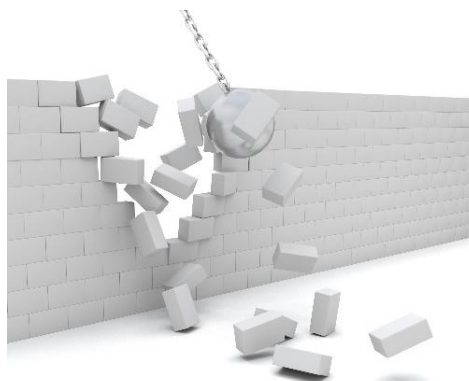


Geographical
access



Qwell is a digital hub providing online emotional support and counselling for parents and carers of children, as and when they need it **24 hours a day, 7 days a week, 365 days a year, with timely access to 1:1 counselling if required**

Qwell helps to **remove barriers** to accessing mental health support, including wait times, stigma, cost and feelings that symptoms are not serious enough



bacp | Accredited Service

XenZone's team of counsellors are qualified, accredited or working towards accreditation. Therapists and support workers provide guided, outcome-focused help for individuals, referring on to specialist support if needed



“One in four adults experiences at least one diagnosable mental health problem in any given year. People in all walks of life can be affected and at any point in their lives.” **NHS England**



Online counselling and well-being for adults

Monday - Friday 12pm - 10pm
Saturday - Sunday 6pm - 10pm

● Online

LOGIN

IN CRISIS?

Looking for support
but unsure who to
talk to?

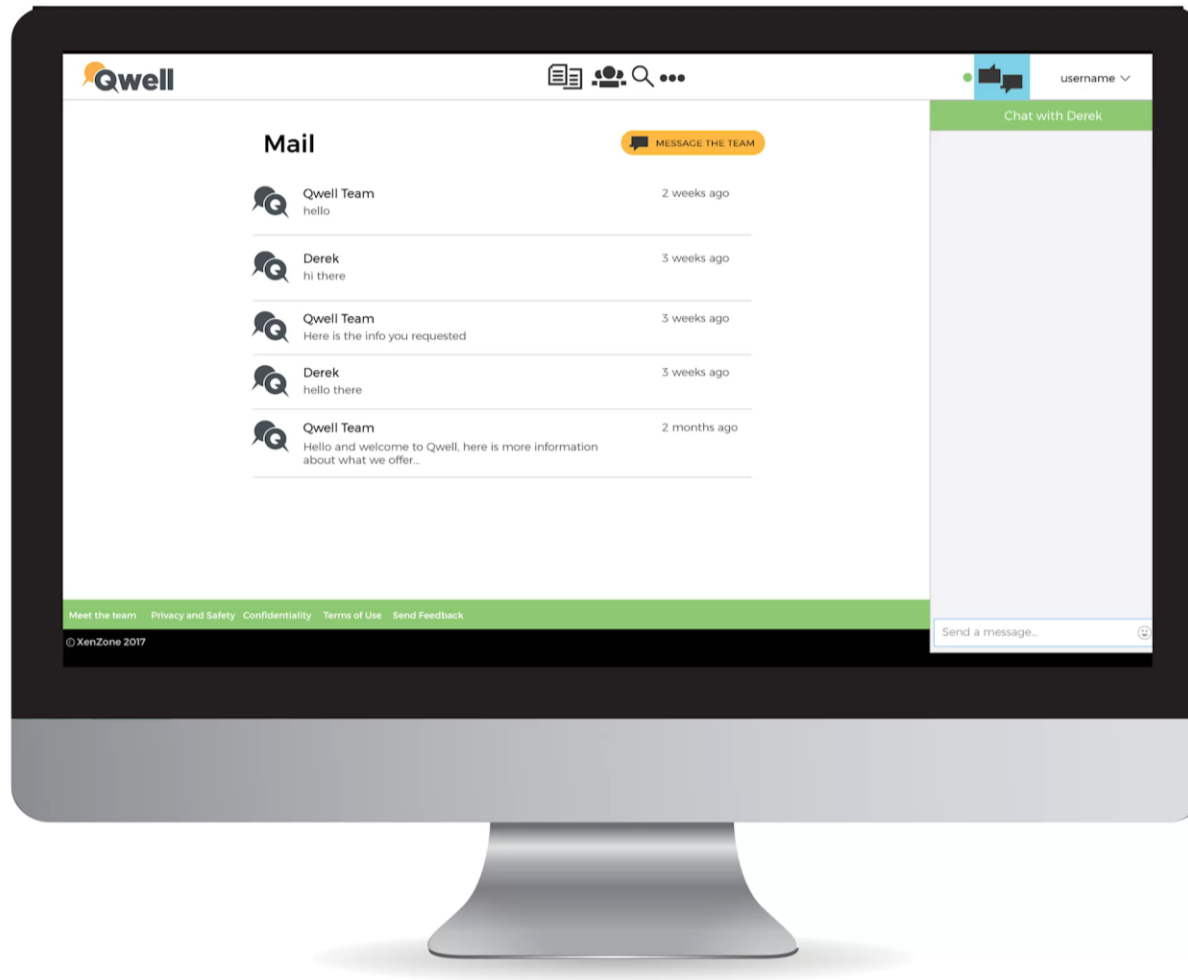
We're here to help.

JOIN QWELL



Need to talk?

CHAT TO US NOW



Benefits – Prevention, choice, control, access, demand/flow management, service integration, knowledge, safe, current, disclosure, employee support

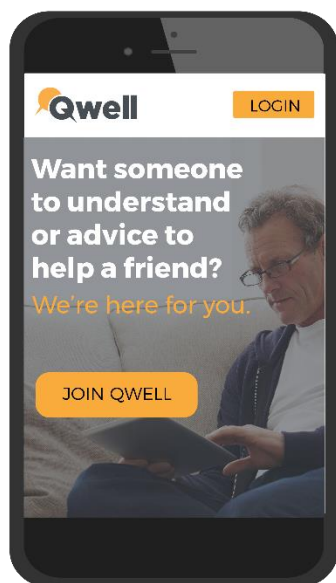
Flexibility – Out of Hours access, self-refer/referred, post moderated, multiple entry points/integrated within SPA/triage model

Universal Access v Control – agreed referral criteria

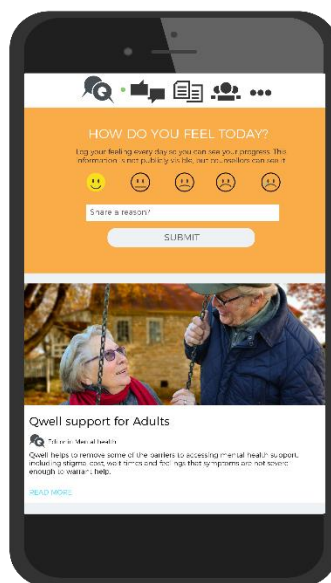
Outcomes – reduced waiting lists and times, support in achieving access targets, data flow into MHSDS, instant access for users, prevention of crisis and escalation, cost savings

Data – Regular quarterly reports, case studies, data flow into MHSDS and outcomes measures including CoGs, PHQ9 and GAD7 with an option for additional measures as agreed

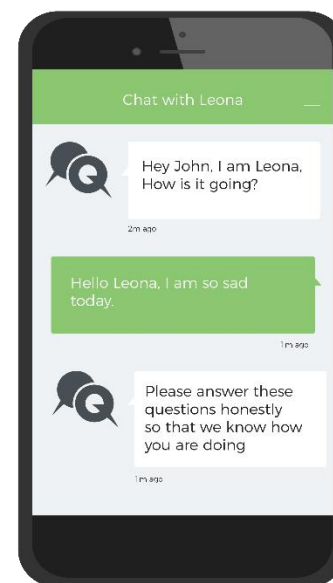
Home Page



News Feed

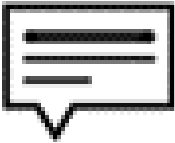


Chat Session

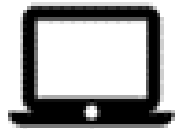




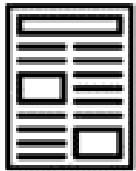
Live chat function for parents/carers to converse with a qualified counsellor in confidence available between 12pm – 10pm daily.



Messaging function for parents/carers to contact the service, these are monitored and managed by counsellors, emotional wellbeing practitioners and media workers



Static topic-focused forums; forums encourage the development of a peer-supported community online



An online magazine containing a wealth of topic specific resources, from mental health specific topics to more general subjects such as holidays, family, and relationships. Over 50% of content is contributed by service users, all of which is post-moderated.



Crisis information, and self-help resources including journal and goal setting functionality



“I feel like I have made some good steps forward and have put some changes/controls in place which have really helped me”

Firstly, I find this service very useful indeed. There are great benefits to seeing the discussion evolving and what I found helpful before also was the distinct feeling that person on the other end understood how I felt.”

“Thank you so much, for every word. I honestly don’t think I’d still be here if I hadn’t been talking to you. And I wouldn’t have started to move forward without your help. Thank you will never be enough.” DA client

“I want to thank you for everything you are doing. You don’t know how much this means to me.”