Anonymous Service User Case Study:
Kooth

Background

- 'Aryan' (pseudonym) is 14yrs, who presented to Kooth with multiple presenting issues such as, suicidal plans, eating difficulties, aggressive behaviour and a history of being physically abused. They identified as agender and preferred 'they/them' pronouns.

- Aryan was asked to share personal identifiable information (Pll) due to their level of risk. This was something that Aryan chose to share, as they had other services such as CAMHS and a social worker involved, and also had a dedicated Police officer who could liaise with us for any immediate risks shared.

- Aryan's presenting issues were complex and often left them asking for services to be called in order to safeguard them.

Risks & needs assessment

Outcome measures indicated a high level of risk to self. This was further explored through conversation. Aryan described frequent self-harm and suicidal ideation, including plans and intent.

Aryan provided details of the the professionals involved in their care, and therefore contact was made with these individuals, to ensure consistent care and regular updates between relevant teams.

A collaborative safety plan was developed, including an agreement on a threshold at which point Aryan's named worker would contact external services. Aspects such as wound care were also discussed, and relevant resources shared.

Protective factors were explored and built upon, including having positive relationships with their friends, and with other professionals.

Intervention

Aryan initially accessed 2 assessment chats. Due to the level of risk identified, and through discussion with Aryan, it was agreed to offer structured support with a keyworker. Aryan and their keyworker agreed to utilise an integrative approach, looking to liaise with services and build upon a safety plan while developing more tools to manage Aryan's complex difficulties.

Aryan has also utilised aspects of Kooth such as goal setting, using the journal
to document feelings, and asynchronous messaging with the team.

Aryan's keyworker regularly liaised with their CAMHS worker, to ensure they were working collaboratively and alongside each other.

The CORE-YP continued to be utilised as a sessional measure, supporting a review of the previous week. Aryan's scores started in the high 30s, and reduced to low -30s during the intervention.

Risk was regularly reviewed, and during the intervention the frequency and severity of self-harm reduced. Aryan also reported with services when they needed an intervention to be safeguarded.

Aryan and the named worker regularly set and reviewed goals for their work together, which included working on a safety plan that they could utilise for when they needed it.

Outcomes: Goals and other observed outcomes

Aryan accessed a total of 20 chat sessions with their key worker. Their outcome measures demonstrated a reduction in score, indicating some improvement in mental health. Aryan also started to talk about more long-term goals, such as their career ambitions.

Aryan set a number of goals during the intervention, such as:
- Let CAMHS crisis service know when I need support.
- Build a safety plan that works for me
- To use the journal daily to note down feelings

These goals all began at '0' and moved toward 10 as they were completed, or Aryan felt more confident in them.

As a result of these goals, Aryan now has a weekly check in with CAMHS and has reported that this has really helped. They described feeling more able to seek support when needed. Aryan also recognised where they needed more specialist support, which we were able to signpost them to.