



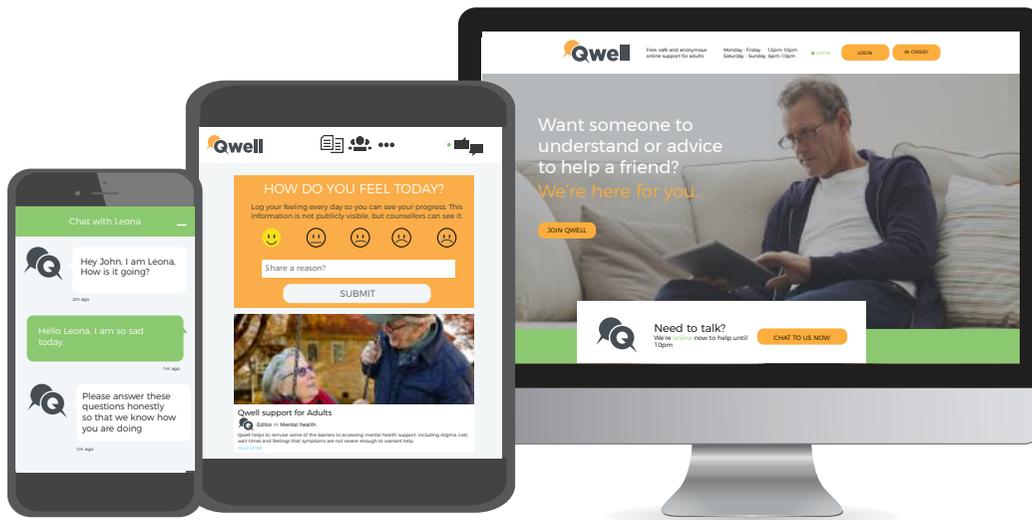
**“One in four adults experiences at least one diagnosable mental health problem in any given year. People in all walks of life can be affected and at any point in their lives.” NHS England**

**Qwell is an online counselling service for adults aged over 18. It supports the needs and emotional wellbeing of people suffering with mental ill-health, and is available when and where they need it.**

Qwell helps to remove some of the barriers to accessing mental health support, including stigma, cost, wait times and feelings that symptoms are not severe enough to warrant help.

XenZone’s team of accredited counsellors, therapists and support workers provide guided, outcome-focused help for each individual. They can also refer adults on to traditional agencies which can provide specialist support and advice if needed.

XenZone works with local authorities, CCGs, mental health trusts, charities and other organisations to provide early intervention support with clear escalation and de-escalation pathways. We take safeguarding and clinical governance extremely seriously. The safety and well-being of our users is paramount.



65%  
log in outside  
of hours

100%  
are planning  
on coming  
back soon

100%  
would  
recommend  
to a friend

## SAFEGUARDING

XenZone's approach to delivering services online ensures pathways and support are in place for service users who need a joined up multi-agency approach.

We are commissioned by local authorities and CCGs and work as part of the wider health and social care system. We offer a preventative and flexible support service to adults, who can remain anonymous unless further support is needed.

Our counsellors are supported by a team of Clinical Leads, Clinical Director and an Online Manager who ensure that adult safeguarding processes are followed and all users are managed with the utmost care.

## MEASURING OUTCOMES

Counsellors and support workers use a variety of approved outcome-based measures within Qwell, as well as user satisfaction and session-by-session monitoring.

Commissioners receive quarterly in-depth, insight-based reporting on both quantitative and qualitative data.

# The Qwell model

Qwell provides flexible one-to-one therapeutic programmes for people who are looking for support for their mental health and emotional well-being, free at the point of access.

We have combined qualified clinical staff who are trained counsellors, psychotherapists and support workers.

- **Online counsellors** available 365 days a year up to 10pm, through either drop-in or scheduled text-based sessions
- **Self-help materials** co-produced by other adults
- Fully moderated **peer-to-peer support forums**

Qwell's booked appointment and/or drop-in approach means it is well-placed to meet a range of needs, from those who require intermittent or short-term counselling to those who would benefit from a longer-term programme of support.

We work with ambitious commissioners who understand that this approach can work well as part of an overall package of care and support to adults.

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Find out more at [xenzone.com/qwell](http://xenzone.com/qwell)

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