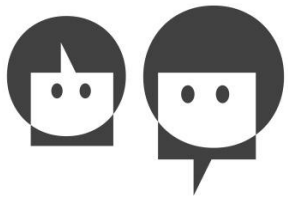
Introduction to XenZone 2020



About Us

XenZone was established in 2001 to make it easy and safe for all generations to access the best mental health and emotional wellbeing services as and when they need them.

Today, we are breaking ground again, using data and research to create new models in preventative, early response mental healthcare.

"You have been a consistent and reliable figure through this tough, yet poignant time in my life"
October 2019



XenZone

UK edition
The Guardian

'Shattering stigma starts with simple conversations': tackling the child mental health crisis

From online counselling to a texting service offered by school nurses and free wellbeing courses, providing support for young people needn't break councils' budgets. Sarah Johnson reports on a roundtable discussion



Given the huge demand on services, attendees agreed that action was needed and floated possible solutions and examples of best practice. Elaine Bousfield, founder and chair of XenZone, suggested a digital approach could help, as long as it is tied into the wider health and social care system.

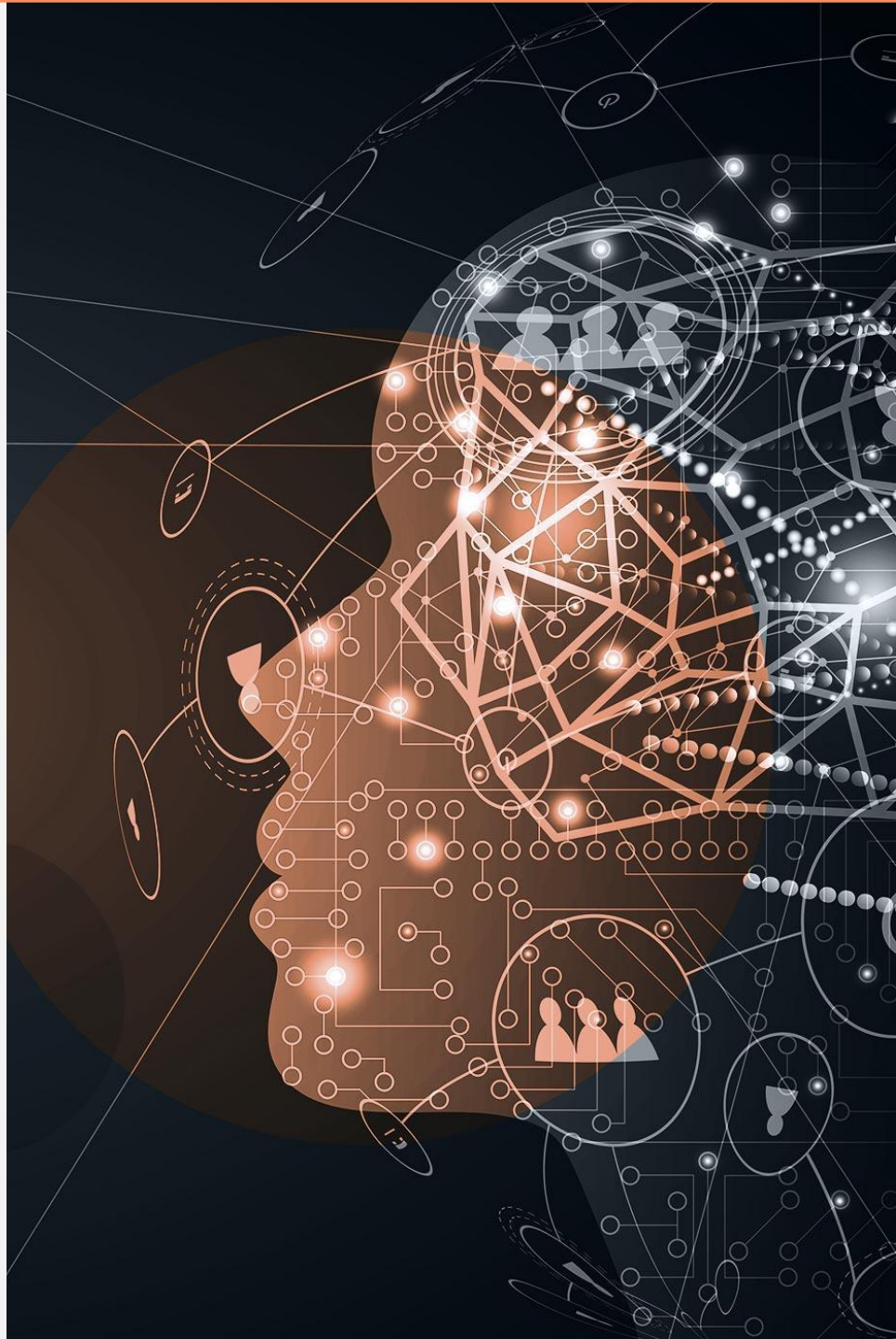
Bousfield spoke about XenZone's online counselling and emotional wellbeing platform for children and young people. It's used by them to talk to someone – generally for one to three sessions. "The beauty is they're not then ruminating and adding to their anxiety," she said. "Quite often young people don't know what's going on. They just feel terrible and they might not know why. They need a space where they can talk about that."

XenZone
FUTURE THINKING FOR MENTAL HEALTH

“We quickly saw Xenzone was a special company with the potential to change the face of mental health. Having got to know the team, the business and the market, we managed to agree terms to invest and provide the experience needed to scale the business.

Since our investment in 2015, Xenzone has gone from strength to strength, growing consistently at more than 40% per year, every year”.

Root Capital

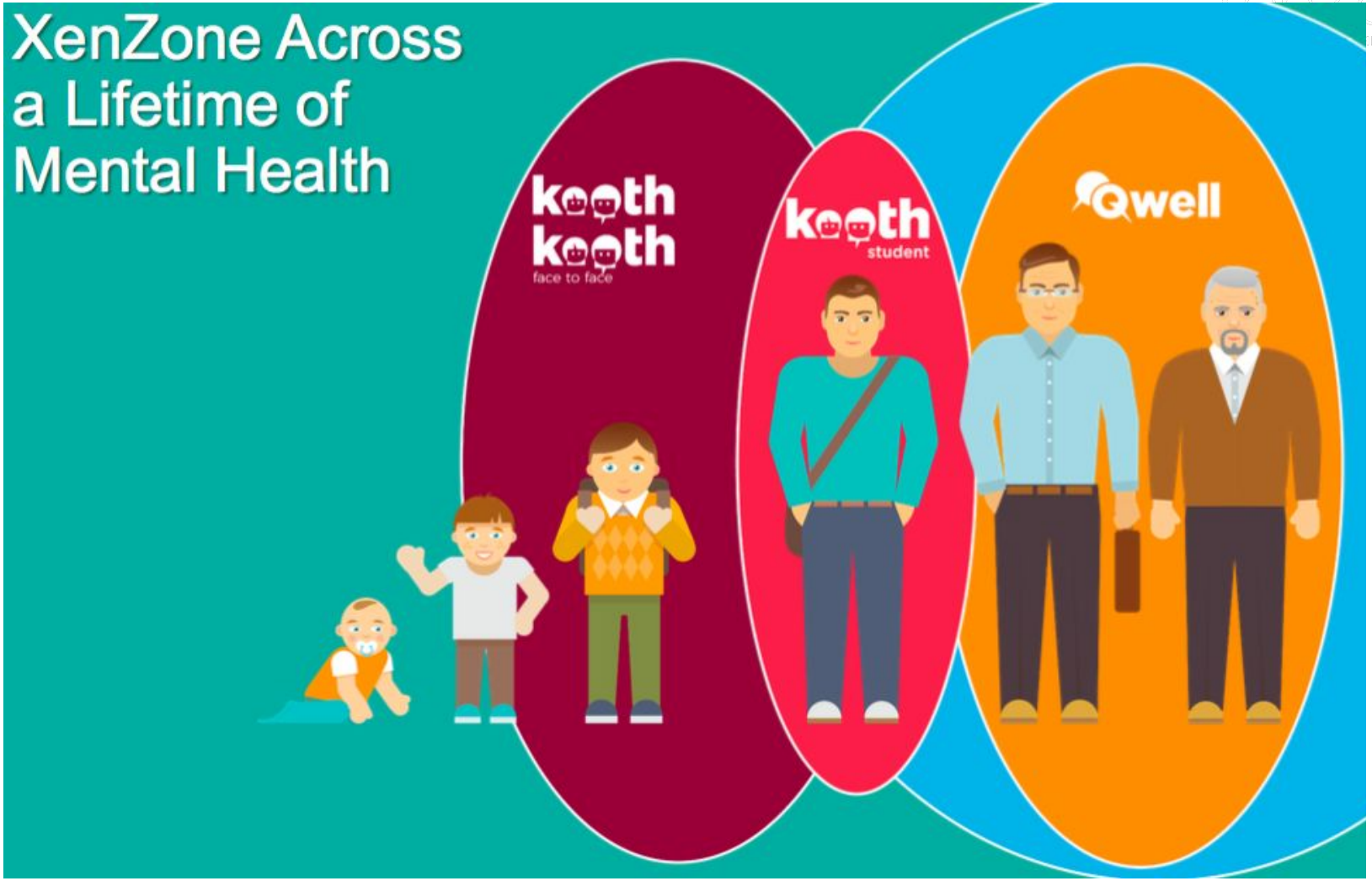










“this is really helping and making a difference. i know im still in the situation but the light is getting closer”

User feedback 2019

XenZone
FUTURE THINKING FOR MENTAL HEALTH

Commissioning

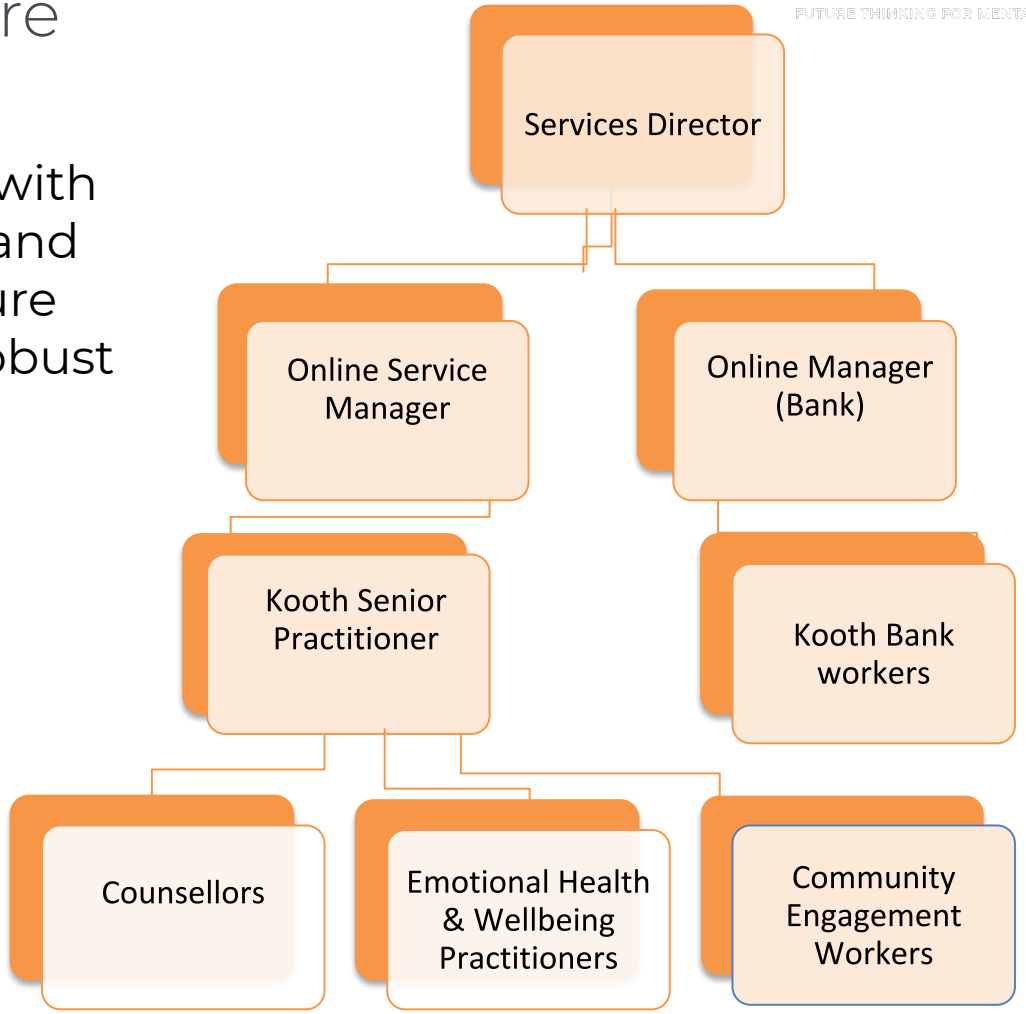
XenZone works hand-in-hand with NHS commissioners to bring accessible, digital mental health support to children, young people and adults.

Today, we are commissioned in more than 114 Clinical Commissioning Group (CCG) areas.



Digital Team Structure

Close collaborative working with operations and our clinical and safeguarding team to ensure clinical excellence and also robust support



"Kooth has helped me already to express myself and to feel safe. I've only been using for 3 hrs!"
Kooth user feedback 2020

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Clinical Governance

'As part of our clinical governance arrangements, case notes and transcripts are reviewed on a regular basis to support practitioners and ensure robust and safe practice in line with our ethical and clinical guidelines. This means that at least one chat/message exchange will be reviewed each quarter per practitioner by a member of the clinical team.

In addition to monitoring adherence to the case notes policy generally, key areas are: identification/review of COGS; completion of YP CORE; completion of presenting issues; quality of risk assessment and safety planning including following appropriate safeguarding procedures'.



XenZone

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iRESPOND

The XenZone Clinical Approach:
from i-THRIVE to i-RESPOND

The i-THRIVE conceptual framework for CAMHS, developed by the Anna Freud National Centre for Children and Families and the Tavistock and Portman NHS Foundation Trust has brought a welcome shift away from traditional tiered models of care towards more fluid and easily accessible services. XenZone have always endeavoured to work in this way, responding to the growing needs of mental health service providers and ultimately to those people who require support from such services – at all levels.

The **i-RESPOND** model describes our clinical approach across the organisation. All elements of RESPOND sit within an integrative approach which provides an overarching framework for our clinical model.

intergrative

Responsive

End-to-End

Safe

Person-Focussed

Outcomes Driven

NICE Informed

Digitally Innovative

Safeguarding

- Safeguarding underpins all aspects of our work and digital development
- Robust training, processes and policies and procedures
- Risk status process and ongoing monitoring and assessment
- Closely working with statutory services to safeguard C/YP

Ensuring we safeguard and support our staff with robust clinical support and supervision



XenZone
FUTURE THINKING FOR MENTAL HEALTH