

Letter from Kooth Digital Health outlining support over Christmas and New Year.

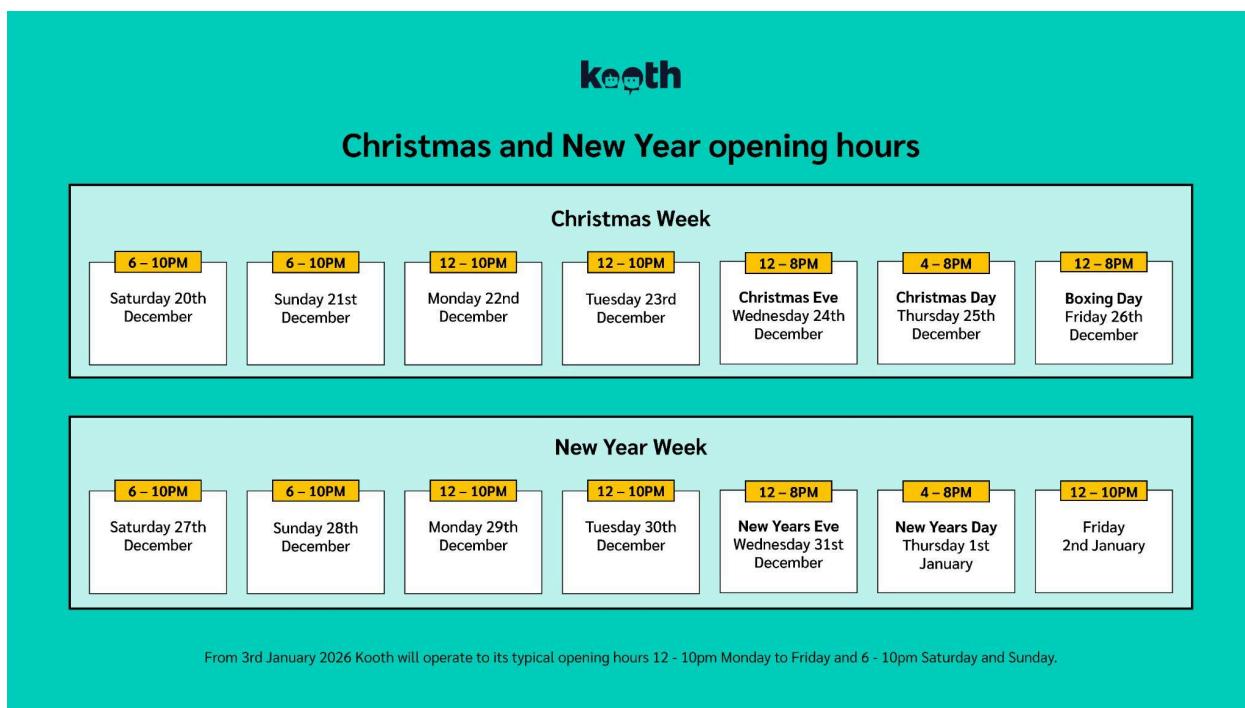
Dear Parent/Carer,

[Kooth.com](https://www.kooth.com) is an NHS-commissioned service in your area, offering free mental health support and counselling via text-based interactions. Children and young people aged 10 - 25 in Greater Manchester can sign-up to the platform anonymously on an internet enabled device at [Kooth.com](https://www.kooth.com).

The platform offers self-help tools such as wellbeing activities, goal setting and a journaling space, resources such as articles, pre-moderated forums and podcasts, and support from qualified professionals via messaging and live-chat message support.

The platform can be accessed 24/7, and an asynchronous message (someone doesn't respond live in the moment) can be sent anytime day or night, with a response coming within 48 hours.

Our live-chat support will remain available over the Christmas and New Year period. I have included the times for live-chat support via an image below:



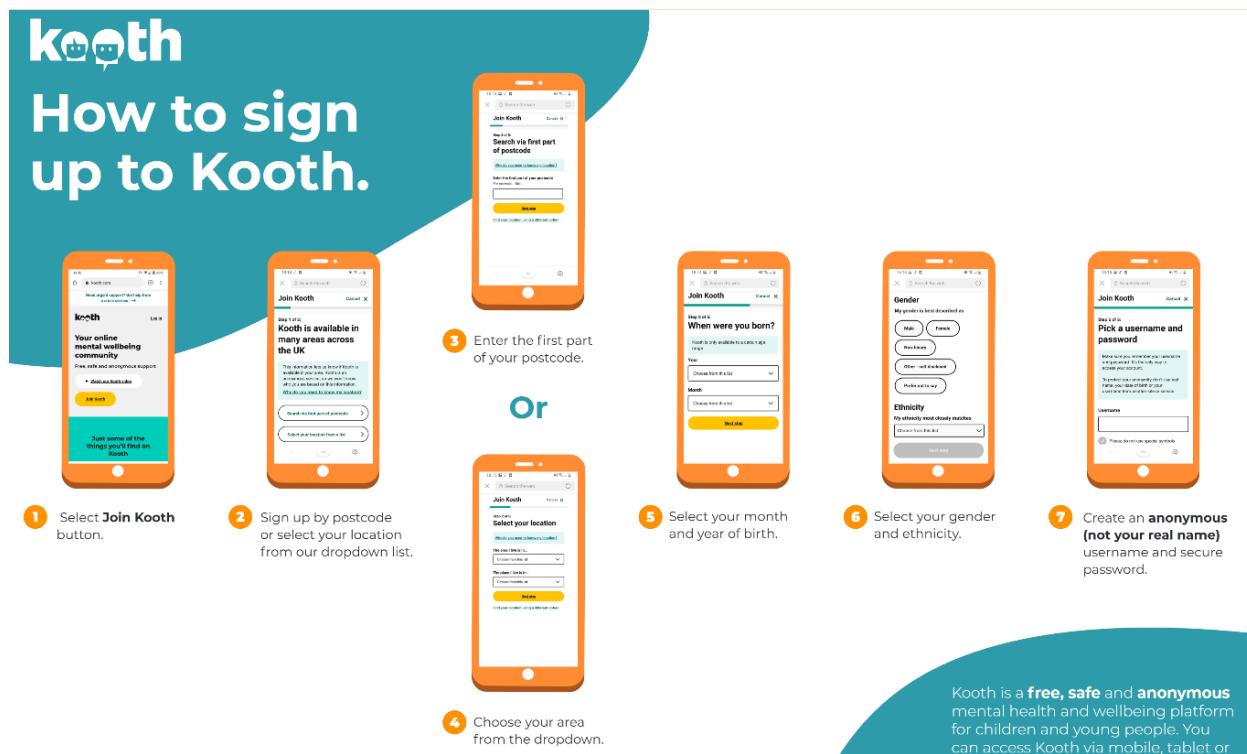
Kooth is accredited by the BACP, meaning all support provided and information shared is within their guidelines.

There are no thresholds to meet to access the service. Some young people chat to us seeking advice, some people are having a bad day, and others may speak to us weekly due to some

greater challenges: the majority of young people don't even speak to us, they explore the site independently.

If you want to learn more about our services, you can do so via:
<https://connect.kooth.com/for-families>

If you would like to support your young person or child to access [Kooth](#), I've included a sign-up graphic below:



If you have any questions, you can contact us via parents@kooth.com.

Support for adults via [Qwell.io](#)

[Qwell.io](#) is our adult platform which is an NHS-commissioned in Greater Manchester for anyone over the age of 18.

Similarly to Kooth, we provide an online service which you can sign up to completely anonymously, for free, on any internet enabled device.

Similarly to Kooth, you can access resources, content and support from a qualified practitioner. There are no thresholds to meet to qualify for support.

[Our "Collections" page](#) offers a wealth of content on different topics including: parenting, neurodivergence, workplace mental health, cost of living and more.

[Qwell](#) can be accessed 24/7, however, we have live chat times where you can “chat” via typed conversations with a practitioner. I’ve included the live chat times over Christmas and New Year below:



Qwell
Christmas and New Year opening hours

Christmas Week						
6 – 10PM Saturday 20th December	6 – 10PM Sunday 21st December	12 – 10PM Monday 22nd December	12 – 10PM Tuesday 23rd December	12 – 8PM Christmas Eve Wednesday 24th December	4 – 8PM Christmas Day Thursday 25th December	12 – 8PM Boxing Day Friday 26th December

New Year Week						
6 – 10PM Saturday 27th December	6 – 10PM Sunday 28th December	12 – 10PM Monday 29th December	12 – 10PM Tuesday 30th December	12 – 8PM New Years Eve Wednesday 31st December	4 – 8PM New Years Day Thursday 1st January	12 – 10PM Friday 2nd January

From 3rd January 2026 Qwell will operate to its typical opening hours 12 - 10pm Monday to Friday and 6 - 10pm Saturday and Sunday.

Wishing you all a Merry Christmas and a Happy New Year when it comes.

Kind regards,
Ryan Whittaker