

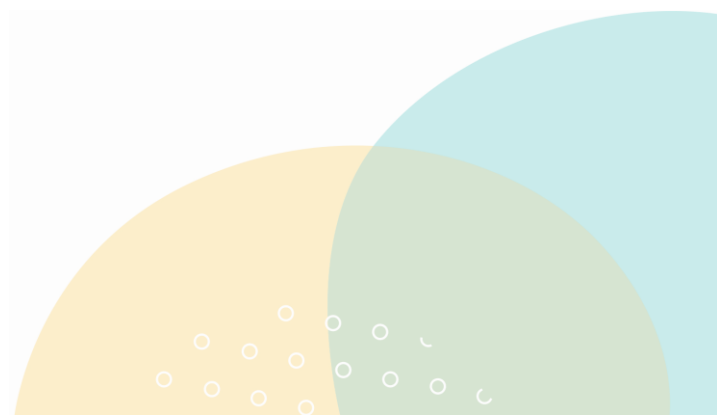
# Togetherall: Referral Pack

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# Signposting Help Sheet

## Anxiety, Stress and Worry

### Courses

Managing Social Anxiety  
Managing Health Anxiety  
Managing Stress & Worry  
Managing Phobias  
Managing Panic

### Articles

Everything you want to know about anxiety  
Spotlight on social fear  
Deactivating the panic button  
Face your fear

### Self-Assessments

Anxiety  
Anxiety about Health  
Fears and Phobias  
Social Phobia

## Depression and Low Mood

### Courses

Managing Depression & Low Mood  
Balance Your Thinking

### Articles

Mood Talking  
Sunnier days ahead  
Tackling or demons – the low down on depression  
What's driving your depression  
What to go for  
Get Physical  
Navigate your mood  
Baking the blues away

### Self-Assessments

Depression  
General Distress

## Self-Harm

### Courses

Managing self-harm

### Articles

Stopping self-harm  
Alternatives to self-harm

## Sleep

### Courses

Improve Your Sleep

### Articles

Sleep talk  
Sleep easier

### Self-Assessments

Sleeping

## Bereavement & Loss

### Courses

Coping with Grief and Loss

### Articles

Living memory  
Moving on  
How to grieve

### Self-Assessments

Loss or Trauma

## Eating Problems

### Articles

Only the lonely Q&A: What eating disorders do to our minds  
Hungry for change

### Self-Assessments

Concern about eating

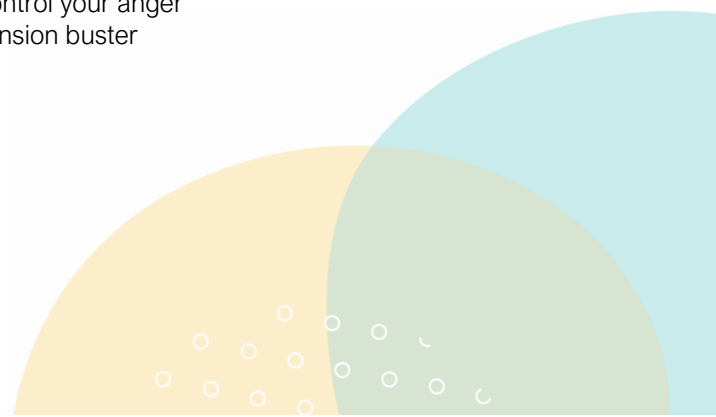
## Anger Management

### Courses

Managing Anger

### Articles

Slow down and smell the coffee  
Control your anger  
Tension buster



## General Mental Health, Wellbeing & Self-Development

### Courses

Problem Solving  
Balance Your Thinking  
Assertiveness Training  
Stop Procrastinating

### Articles

Listen and learn  
Mind the gap  
How to be happy  
The way to mindfulness  
Goal setting  
Living in the moment

### Self-Assessments

General Distress  
Wellbeing

## Alcohol, Smoking and Substance Misuse

### Courses

Cut down your drinking  
Quit Smoking

### Articles

Sobering thoughts  
When less is more – managing alcohol problems

### Self-Assessments

Concern about drinking  
Concern about drug use

## Job Loss & Financial Stress

### Courses

Managing Stress and Worry  
Problem solving

### Articles

When the penny drops  
At a loss  
All washed up and nowhere to go  
My story: Derailed, then back on track  
My Story: A bumpy ride

## Bullying

### Courses

Managing PTSD  
Assertiveness Training

### Articles

Be assertive  
Bully for you  
Standing up to a bully

## Obsessive and Compulsive Tendencies

### Courses

Managing OCD  
Assertiveness Training

### Articles

When obsession turns to compulsion  
Washing away the myths  
Freeing yourself from obsession and compulsions

### Self-Assessments

Obsessive or compulsive tendencies

## Loneliness and Isolation

### Togetherall Community

Using talkabouts and bricks to speak to people from all around the world in similar situations

### Articles

Only the lonely



# Frequently Asked Questions

## ABOUT TOGETHERALL

### What is Togetherall?

Togetherall ([www.Togetherall.com](http://www.Togetherall.com)) is an online early intervention service for people in psychological distress. Togetherall combines social networking principles with a choice of clinically informed interventions to improve mental wellbeing. It can be accessed 24/7 and has trained professionals (Wall Guides) who ensure the full engagement, safety and anonymity of all members.

Togetherall includes a community of people who are experiencing common mental health problems, who are supported to self-manage their own mental health. According to 67% members, one of the most important elements of the service is the ability to talk freely, whilst remaining completely anonymous.

Togetherall has won multiple awards for its services, and its LiveTherapy service is CQC registered.

### What can people do on Togetherall?

Togetherall offers a range of therapeutic interventions including highly creative self-expression. For example, members use images, drawings and words to make vibrant and expressive 'bricks' that are posted to The Wall where they can choose to share and discuss the underlying 'story' of their pictures and words.

Other therapeutic interventions include:

- Peer support in community, groups and on a one-to-one basis.
- Evidence-based Guided Support courses. These modular programmes offer structured support and last 2-6 weeks. Topics include positive thinking, problem solving, managing anxiety and depression, and smoking cessation, as well as many others.
- Extensive Useful Stuff section on the website with tips and information to help people self-manage psychological distress.
- Networking based on peer support including the ability to make friends and follow their moods and activities

Togetherall is moderated and facilitated 24/7 by trained counsellors, called Wall Guides. Members can contact a Wall Guide at any time, and the Wall Guides monitor the service at all times to keep the Togetherall community safe.



## WHO IS TOGETHERALL FOR?

### **What are the common issues that bring people to Togetherall?**

Anything that is causing people emotional or psychological distress: This can include anxiety, stress, feeling low and depressed, feeling out of control, trauma; all of which may be triggered by life events such as the loss of a loved one, relationship breakdowns, employment related issues, financial worries, sexuality, isolation, alcohol or drug related problems.

### **Why is anonymity important?**

Research has demonstrated that people shy away from sharing their troubles with friends, family or healthcare professionals. For example, many never go to a GP for fear of stigma. Men and boys in particular are afraid to reveal how they feel or what's troubling them. Togetherall provides an environment in which members feel safe and supported whilst remaining anonymous.

## WHAT IMPACT DOES TOGETHERALL HAVE?

Is there any evidence to support claims that Togetherall makes a difference to its members?

A survey of Togetherall's members found that:

- 46% report sharing an issue or feelings on Togetherall for the first time
- 70% report that using Togetherall improved their wellbeing in at least one way
- Of people who were not referred to Togetherall by a health professional, 48% had not received any treatment for their mental health in the month before joining

## HOW SAFE IS TOGETHERALL?

### **Surely it's an easy target for people to prey on vulnerable people?**

Jane Chapman, independent risk adviser to the Tavistock and Portman NHS Trust, conducted a comprehensive governance and risk assessment of Togetherall. The assessment showed Togetherall carries an overall low risk for users given the safeguards in place.

House Rules, Privacy Rules and specific guidance are provided to members, particularly on how to keep themselves safe on Togetherall. Togetherall advocates a policy of non-exchange of personal information or private contacts.

All new content generated by members on the site, including Talkabouts and bricks are monitored and reviewed 24/7. Specific behaviours on the website will trigger a response by Togetherall staff (Wall Guides) and an escalation process will be implemented.

Togetherall can remove any content from the website and bar members who are not working within the House and Privacy Rules.



### **How does Togetherall respond to people who are in danger of harming themselves?**

Many Togetherall members have experienced suicidal thoughts and/or thoughts of self-harming. Wall Guides respond immediately when alerted to members who are at danger of self-harm by:

- Checking whether they have already acted in a way that is harmful and strongly encourage them to contact emergency services or go to A&E if they have
- Encouraging the member to talk about what they are feeling and what they think is causing the feelings
- Listening empathetically and being present for the member – making it clear they are not going away
- Checking whether they have anyone with them or close by that they can call to be with them
- Explore whether the member has had self-harming thoughts or behaviours previously and what did they do that helped
- Exploring the type of things they find soothing i.e. music, hot non-alcoholic drinks, reading etc.
- Encouraging them to draw on the support of their peers/friends on Togetherall
- Exploring whether they have sought or would like to see professional help in their local area
- Encouraging the member to keep in touch
- Keeping regular contact with the member to see how they are doing

### **How does abuse of the system get reported i.e. people making inappropriate comments?**

There is a simple process where a member can click on a Report button on pages of the website to report abuse of the system, this is then escalated to a team member of Togetherall.

There is also a system of automatic watchwords that signal inappropriate behaviour or language use, which are immediately flagged to a Wall Guide for moderation and response.

### **Who are Wall Guides and what do they do?**

Wall Guides are required to be proactive in responding to Togetherall members who are in crisis and engage with them to provide support, seek local assistance from their GP or therapist. The community is the main source of support as individuals share their stories and experiences and engage in conversations with those who are struggling or troubled.

The functionality on the web site is highly developed and assists the Wall Guides in their work by identifying an exhaustive list of watchwords that trigger alerts for attention. In addition, all members have access to “Report” buttons to alert Wall Guides to any content that they find troubling or concerning.



A key requirement of Wall Guides work is to ensure that anonymity of members is maintained and to remove any incidence of posts that may inadvertently or overtly reveal the real identity of a member. This requires that all comments, and all images, are read to ensure that they conform to Togetherall House Rules.

Wall Guides are required to model the behaviour that Togetherall wants members to adopt within the community. This includes, being welcoming of new members, exchanging comments that are non-judgemental and respectful as well as encouraging others to express their troubles and provide assurance of a safe space.

For more information on any of these topics, contact [theteam@Togetherall.com](mailto:theteam@Togetherall.com)

## TECHNICAL QUESTIONS

### **My browser won't allow me to access the Togetherall site!**

If you are using an old internet browser (for example old versions of Internet Explorer or Google Chrome), you may not be able access the site for security reasons. If this happens, simply update your internet browser to the newest version.

You may also need to update your browser security settings. If you have any problems accessing Togetherall after updating your browser and security settings, please contact us at [theteam@Togetherall.com](mailto:theteam@Togetherall.com).



# SupportNetwork Suitability

**Togetherall is a digital mental health service which is available online, 24/7, where you as a member are anonymous to other members so that you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members. In addition to Togetherall's online community, members also have access to a range of resources and self-help materials, and can work through our structured online courses covering topics such as anxiety, sleep, OCD, depression and many more.**

**The SupportNetwork is available to people aged 16+.**

## Individuals who may be suitable for the SupportNetwork:

- Have access to a device with an internet connection
- Are able to self-manage but need additional resources to support
- Are isolated in some way
- Are reluctant to access other face to face services due to fear of stigma
- Are currently awaiting treatment for a common mental health disorder
- Are experiencing generalised anxiety or mild depression
- Are currently experiencing work or study related stress
- Have difficulty in opening up to close friends and family
- Require services outside office hours: those in work, or with caring commitments for example
- Are not able to travel to face to face appoints, perhaps due to a lack of transport, physical health conditions, work commitment, childcare etc.
- Have recently been discharged from face to face treatment for a common mental health disorder e.g. IAPT Step 2 or 3
- Do not meet the criteria for traditional IAPT intervention (i.e. below caseness)

## Individuals who may not be suitable for the SupportNetwork:

- Individuals should not be referred / sign-posted to the SupportNetwork if their needs will be better met elsewhere and/or their own issues would be an obstacle to using the platform, such as:
- A level of complexity or risk that is not manageable within the SupportNetwork including, but not limited to, ongoing self-harm, recent Crisis engagement / interventions and attempted suicide
- Individuals who pose a high risk to themselves, risk to others or who are at significant risk of self-neglect
- Addiction or alcohol use as the presenting problem or would be an obstacle to effect use of the platform and are best focused towards substance misuse services
- Eating disorders (unless mild binge eating/mild anorexia)
- History of, or symptoms of psychosis or a significant vulnerability to relapse due to history of psychosis – unless diagnosis is doubtful or there has been a considerable period of stability since diagnosis
- Bipolar affective disorder (the same caveats as psychosis should apply)
- Borderline or antisocial personality disorder, or other personality disorders (severe/complex)
- History of, or tendency to disassociate

