



qwellcounselling.com

Qwell, from XenZone, is an online counselling and emotional well-being service for adults, available free at the point of access.

When commissioned in their area, adults logging in can access:



Online counsellors 365 days a year up to 10pm, through either drop-in sessions or scheduled text-based sessions



Self-help materials co-produced by other adults



Fully moderated peer-to-peer support forums



Personal goal-based journal

Qwell is:

- Safe, confidential, anonymous
- Free at the point of need
- Available through a smart phone, tablet or computer

Qwell help to removes 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 other agencies in Cumbria who 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 of our utmost priority.

“A really enjoyable experience for what was a major issue for me. Many thanks. :-)”

65%  
log in outside  
of hours

100%  
are planning on  
coming back soon

100%  
would recommend  
Qwell to a friend

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