



F2F Case Study - Wakefield

Age: 16

Ethnicity: British

Gender: Female

Background

- Terry attended Kooth sessions to help with low self-esteem and anxiety issues.
- Terry may be suffering with Post Concussion Syndrome from an accident last year. A diagnosis is yet to be confirmed by a paediatrician.
- Her grandmother passed away earlier in the year.
- She suffers with high levels of anxiety and often feels stressed. Her stress levels are higher at the moment because she is suffering with headaches.
- She puts a lot of pressure on herself academically. She struggles to be kind to herself. According to her mum she will hit herself around the head or deliberately bang her head.

Risks & needs assessment

- Risks were identified and were set at medium.
- Terry presented with Anger, Anxiety/Stress, Confidence Issues, Depression, Self-Harm and Self-Worth Issues.

Intervention

- Terry accessed support from Kooth F2F via a referral from school and attended 6 phone sessions, due to school being closed because of lockdown.
- The materials that were used focused on anxiety, low self-esteem, irrational thoughts and self-harm. This helped Terry to explore her triggers, feelings and thoughts that she had been experiencing. And the use of an app called Calm Harm, to help Terry by offering distractions to avoid self-harming.
- Terry was able to share her issues in a safe place. This helped Terry to think about ways to build her self-worth and to confront and overcome her

thoughts that often came up about being a burden and whether she was good enough. Terry was also able to share the ways she self-harms by hitting herself and banging her head and trying to please peers by not being herself, and how this had an impact on her self-worth. Terry also shared the need she felt to please people by not being herself in order for her to fit in with her friendship circle. She was aware of how it made her feel by not being happy with herself.

Outcomes: Goals and other observed outcomes

- Terry set herself goals based on what was spoken about during the sessions, to change negative thoughts and to motivate herself and a score of 6 was achieved on both goals with room for improvement stated by Terry.
- At the start of the intervention, Terry's Core score was 19 and at the end it was at 1.
- Terry said that the sessions had helped a lot, she felt listened to and heard by the counsellor. *"They gave me different ways to look at things, I can talk more about my problems, I'm just as valid as anyone else and I don't feel like a burden to anyone anymore."*

Conclusion

- Terry has been able to use the space during the interventions to talk about her anxiety, self-worth and self-harm, this included talking about triggers and strategies to help. Terry focused on the positives achieved and what she wanted to achieve, learning from the negatives, focusing on distractions for self-harm by using the Calm harm app, working on cognitive distortions which focused on irrational thoughts that influenced her emotions and the "I" statement, that focused on a simple way of thinking by reducing blame.

***Terry is a pseudonym.**